

Client Satisfaction Review

Your thoughts about our service are important to us. Any feedback about specific things that we could do to improve our client experience would be greatly appreciated.

1. On a scale of 0 to 10, how likely would you be to recommend us to friends and family?

(circle a number) 0 1 2 3 4 5 6 7 8 **9** 10

2. How would you rate our service using the following factors?

Trustworthy:	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
Responsive:	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
Knowledgeable:	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
Informative:	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
Overall Rating:	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor

3. What did you like best about our service?

Very Responsive
and fast to respond to calls or
emails.

4. If you were to speak with someone who was thinking about hiring us, what would you say to them?

Very helpful and friendly
and will help you. ~~to be~~

5. Why did you decide to hire us in the first place? Keith Magness
Genuine and truthful and
upfront.

6. What was the biggest obstacle or concern you had **BEFORE** hiring us. _____
There was no obstacle or
concern

7. How many other lawyers have you worked with in the past?
✓ None, _____ 1-2, _____ 3-5, _____ 6-10, _____ more than 10

8. Please tell us what specific things, if any, we could do to change or improve our service to create a better experience for you? _____
don't have any.

9. What words or phrases would you Google to find a law firm like ours?
Excellent, Truthful

10. May we share your comments with the public for promotional purposes?

YES! No

11. If yes, please select a preference:

Show Full Name Show First Name Only Post Comments Anonymously

(Signature Please) David [Redacted] (Date) 10-27-2015

(Print Name) David [Redacted]

THANK YOU for your client satisfaction survey!

Please return this by hand delivery or mail to
901 Derbigny Street, Gretna, Louisiana 70053,
by fax to 504-264-5580, or by email to klm@magnesslaw.com

We greatly appreciate your input and time.