

# 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?

<u>Trustworthy:</u>	<u>8</u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
<u>Responsive:</u>	<u>8</u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
<u>Knowledgeable:</u>	<u>8</u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
<u>Informative:</u>	<u>8</u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
<u>Overall Rating:</u>	<u>8</u>	Excellent	___	Good	___	Average	___	Fair	___	Poor

3. What did you like best about our service?

The personal relationship developed with the staff & Keith

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

Keith and staff take the time to explain everything in detail and make sure all questions are answered. They are very prompt, knowledgeable, and trustworthy

5. Why did you decide to hire us in the first place? I have used  
his service in the past

6. What was the biggest obstacle or concern you had *BEFORE* hiring us. \_\_\_\_\_  
Concerned about trusting the attorney  
to do what's right for the client.  
But had previous contact with him  
so it wasn't an issue this time.

7. How many other lawyers have you worked with in the past?  
\_\_\_\_\_ None, \_\_\_\_\_ 1-2, X 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? \_\_\_\_\_

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

10. On a scale of 0 to 10, how important was our alternative contingency fee model of 25%, 30%, 35% as compared to the "market rate" of 33%-40% in your decision to hire our firm?  
(circle a number)    0    1    2    3    4    5    6    7    8    9    10

11. May we share your comments with the public for promotional purposes?  
 YES!                       No

12. If yes, please select a preference:  
 Show Full Name     Show First Name Only     Post Comments Anonymously

(Signature Please) Stacie Blanchard (Date) 8/4/16  
(Print Name) Stacie Blanchard

**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](mailto:klm@magnesslaw.com)

*We greatly appreciate your input and time.*