

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?

Excellent Customer
Service! Keith worked very hard to get the money
I deserved. He had great communication and was very
fair in lawyer fees. Everything was very professional and he
was very knowledgeable.

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

I wouldn't choose anyone else.

5. Why did you decide to hire us in the first place? I was recommended
by a close friend that has used Keith as his lawyer
many times.

6. What was the biggest obstacle or concern you had **BEFORE** hiring us. Lawyer
fees and costs were my biggest concern. His lawyer fees
are very reasonable. I got back much more than I
expected.

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? I cannot think of
anything at this time.

9. What words or phrases would you Google to find a law firm like ours?
Quality/Qualified lawyer, Affordable, skilled,
Experienced.


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)  (Date) 10.23.15

(Print Name) Tiffany 

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.