

# 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?

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

Getting updated  
every time something happened.

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

Keith has the experience to make  
the client feel confident in him.

5. Why did you decide to hire us in the first place? The low fee. Also  
wanted a smaller firm.

6. What was the biggest obstacle or concern you had *BEFORE* hiring us. \_\_\_\_\_  
I had never heard of him.

7. How many other lawyers have you worked with in the past?  
\_\_\_\_\_ None, X 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? \_\_\_\_\_  
Lower the fee even more 😊

9. What words or phrases would you Google to find a law firm like ours?  
low contingency fee injury attorney New Orleans

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) 10/29/2015

(Print Name) 

**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.*