## **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.

On a scale of 0 to	10, how	v likely v	vou	ld you	be to i	ecomr	nend	us to	frien	ds and	d family?
(circle a number)	0	1	2	3	4	5	6	7	8	9	10
How would you r	ate our	service	usin	g the f	ollowi	ng fact	ors?				
Trustworthy:		Exceller	nt _		Good		Ave	rage		Fair	Poor
Responsive:	_	Exceller	nt _		Good		Ave	rage		Fair	Poor
Knowledgeable:		Exceller	nt _		Good		Ave	rage		Fair	Poor
Informative:		Exceller	nt _		Good		Ave	rage		Fair	Poor
Overall Rating:	/	Exceller	it _		Good		Ave	rage		Fair	Poor
reg	0 tor	. , <del>, ,</del> ,	<u>e y</u>	celle	<u>'n+</u>	emplo	yers	Q/N	d y	7 <i>U</i> L	voulda 'Y
<i>mples</i> : Friendly and Ited you like family	d down i	to earth orthy ar	; Ke <sub>l</sub>	pt you onest,	inform etc.)	ed; Fo	ught f	·			
	How would you reall responsive:  Knowledgeable: Informative: Overall Rating:  If you were to say?  What specifications:  What specifications:  In the same of the	(circle a number) 0  How would you rate our Trustworthy: Responsive: Knowledgeable: Informative: Overall Rating:  If you were to speak say?  Overall Rating:  What specific thing of the comples: Friendly and down atted you like family; Trustworthy	How would you rate our service of the service of th	How would you rate our service using Trustworthy:  Responsive:  Knowledgeable:  Informative:  If you were to speak with some say?  Say?  What specific thing did you like smples: Friendly and down to earth; Kented you like family; Trustworthy and here say?	How would you rate our service using the factoring the factoring trustworthy:    Excellent	How would you rate our service using the following Trustworthy:  Excellent Good  Responsive: Excellent Good  Knowledgeable: Excellent Good  Informative: Excellent Good  Excellent Good  Excellent Good  If you were to speak with someone who was say?  Good The excellent Good  What specific thing did you like best about on the speak of the speak with someone who was say?  What specific thing did you like best about on the speak of the speak with someone who was say?	How would you rate our service using the following fact  Trustworthy: Excellent Good  Responsive: Excellent Good  Informative: Excellent Good  Informative: Excellent Good  Informative: Excellent Good  If you were to speak with someone who was thinki say?  Overall Rating: Excellent Good  If you were to speak with someone who was thinki say?  Overall Rating: Excellent Good  What specific thing did you like best about our serving the specific thing d	How would you rate our service using the following factors?  Trustworthy: Excellent Good Ave  Responsive: Excellent Good Ave  Knowledgeable: Excellent Good Ave  Informative: Excellent Good Ave  Overall Rating: Excellent Good Ave  If you were to speak with someone who was thinking ab say?  Of The Excellent Good Ave  If you were to speak with someone who was thinking ab say?  Of The Excellent Excellent Good For the Excellent Good Ave  What specific thing did you like best about our service?  Interpolation of the Excellent Good For the Excellent Go	How would you rate our service using the following factors?  Trustworthy: Excellent Good Average  Responsive: Excellent Good Average  Knowledgeable: Excellent Good Average  Informative: Excellent Good Average  Overall Rating: Excellent Good Average  If you were to speak with someone who was thinking about his say?  Good Average  If you were to speak with someone who was thinking about his say?  Good Average  What specific thing did you like best about our service?  Imples: Friendly and down to earth; Kept you informed; Fought for you inted you like family; Trustworthy and honest, etc.)	How would you rate our service using the following factors?  Trustworthy: Excellent Good Average Manage Excellent Good Average Manage M	How would you rate our service using the following factors?  Trustworthy: Excellent Good Average Fair Responsive: Excellent Good Average Fair Knowledgeable: Excellent Good Average Fair Informative: Excellent Good Average Fair Overall Rating: Excellent Good Average Fair If you were to speak with someone who was thinking about hiring us, wh say?  90 for jt. excellent employees and you were to speak with someone who was thinking about hiring us, who say?  What specific thing did you like best about our service?  Imples: Friendly and down to earth; Kept you informed; Fought for you; Reduced

5.	Why did you decide to hire us in the first place?
-	ples: Referred by a friend or family member; Read Keith's book; Keith's story; Saw reviews ogle/Avvo/Facebook; Keith's 100% Satisfaction Guarantee, etc.)
	Cpogle_
6.	How did you feel about your injury case before you hired us?
Frustra	ted with insurance company delays; Anxious about who to trust; Tired of suffering alone; ted with insurance company delays; Anxious about paying medical bills; Worried whether you afford a lawyer; Uncertain about how long it would take, etc.)
	What were the himset shallowers you had before you himsel you?
should	What were the biggest challenges you had before you hired us?  bles: Unable to pay your medical bills; Fear of the unknown; No expert guidance on what you do next; No practical information on choosing the right doctor; Not sure who to trust; Not tanding the injury law process; Need help fixing or replacing your car, etc.)

8.	How did we make it easier for you to address those challenges?					
rights, Ad	(Examples: Answered your questions; Scheduled doctor's appointments for you; Taught you you rights, Advised you about mistakes to avoid; Helped you move forward; Maximized the money you recovered, etc.)					
	Answered all my questions					
9.	What were the top 2-3 benefits of hiring us?					
(in your o	wn words, what specific things did you find MOST helpful?)					
	One call and kath's crew did the rest.					
10.	What specific things, if any, could we do to change or improve our service to create a better experience for you?					
	everything was excellent					

## Almost done...

11.	what you thought about our services)?								
	No								
12.	How would you like your name to appear if we use your comments?  Show Full NameShow First Name OnlyPost Comments Anonymously								
(Signat	ure Please) Step (Date) 1/18.17								
(Print N	lame) <u>Steven Reeves</u>								

## **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.