

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

I would say that in picking a lawyer you should choose someone who will have your best interest in mind with that being said I fully back Keith.

4. What specific thing did you like best about our service?

(Examples: Friendly and down to earth; Kept you informed; Fought for you; Reduced your stress; Treated you like family; Trustworthy and honest, etc.)

What I liked best was the atmosphere. ~~and~~ ~~general~~ Everyone in this office is genuine and well mannered. I truly felt important and well cared for.

- I previously had Morris Bart LLC and the experience left a bitter taste in my mouth and Keith was the total opposite, a true night and day difference. I wouldn't go back to Morris Bart.

5. Why did you decide to hire us in the first place?

(Examples: Referred by a friend or family member; Read Keith's book; Keith's story; Saw reviews on Google/Avvo/Facebook; Keith's 100% Satisfaction Guarantee, etc.)

I chose Keith because I understand I needed to have someone to work with me and for me. I called ~~an~~ an attorney I used before and they didn't give me a time of day I was just a paycheck, but with Keith I was a person. ~~because~~ He made me feel comfortable through a tough time.

6. How did you feel about your injury case before you hired us?

(Examples: Hesitant to talk to an attorney; Cautious about who to trust; Tired of suffering alone; Frustrated with insurance company delays; Anxious about paying medical bills; Worried whether you could afford a lawyer; Uncertain about how long it would take, etc.)

I was a little uneasy about the accident, I felt like I was being given the run around. I knew I had to find someone to fight for me, to find an honest lawyer. It seemed like I wasn't going to find this "unicorn" but then I found Keith.

7. What were the biggest challenges you had before you hired us?

(Examples: Unable to pay your medical bills; Fear of the unknown; No expert guidance on what you should do next; No practical information on choosing the right doctor; Not sure who to trust; Not understanding the injury law process; Need help fixing or replacing your car, etc.)

My biggest challenge was to ~~manage~~ ~~the~~ balance being hurt, daily life, and the stress of an accident. Keith took away the stress of the accident and recommended awesome physical therapy. I truly felt he wanted me to get better over racking up big medical bills.

8. How did we make it easier for you to address those challenges?

(Examples: Answered your questions; Scheduled doctor’s appointments for you; Taught you your rights, Advised you about mistakes to avoid; Helped you move forward; Maximized the money you recovered, etc.)

Being an ear when I needed

9. What were the top 2-3 benefits of hiring us?

(In your own words, what specific things did you find MOST helpful?)

Alex calling and checking up on me
the ability to text documents
the constant love and support

10. What specific things, if any, could we do to change or improve our service to create a better experience for you?

Just keep doing a great job being authentic + genuine

Almost done...

11. May we share your comments with the public (to give other injured people a sense of what you thought about our services)?

YES! No

12. How would you like your name to appear if we use your comments?

Show Full Name Show First Name Only Post Comments Anonymously

(Signature Please)   (Date) 9/25/18

(Print Name) Sidney 

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.