

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: Excellent ___ Good ___ Average ___ Fair ___ Poor

Responsive: Excellent ___ Good ___ Average ___ Fair ___ Poor

Knowledgeable: Excellent ___ Good ___ Average ___ Fair ___ Poor

Informative: Excellent ___ Good ___ Average ___ Fair ___ Poor

Overall Rating: Excellent ___ Good ___ Average ___ Fair ___ Poor

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

I would tell them to hire your firm. You guys are so personable, friendly, respectable, & trustworthy. I really am glad that I randomly found you guys through google.

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.)

You guys majorly reduced my stress. You kept me well informed and are so honest. That is a great feature that our many firms are missing.

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 searched on Google and did not want to go with a firm who is overly marketed. They like to swindle clients - it seems. I saw Keith's qualifications and was a lot of the firm's reviews. impressed by

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 nervous and only wanted to be compensated for what ever medical care my child and I needed. Everything ended up being beyond my expectations.

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.)

Mostly the fear of the unknown. I consider myself to be a 'careful' driver, so something like this happening, took a toll on how I view road safety.

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.)

Doing everything to help me. From the doctors to the insurance companies. Thank you, I really can not say it enough.

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

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

I am so glad I hired y'all because you exceeded my expectations. You guys really went above & beyond by checking in on me and obviously working hard on my case. I appreciate it all.

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

Stop being so nice. (I'm not serious about that)
There is nothing that I see needs changing. I was aware things were going to take time and I knew I had hired the best!

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) 09/07/18

(Print Name) Natalie Herrera

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.