

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?

Look no further. Mr Magness and his team went above and beyond for me. I would highly recommend to others. Excellent service.

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.)

I appreciated the team reaching out to me ~~and letting me know~~ to let me know the status of my cases and to just check on my well being.

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 actually went through a co-worker who saw great reviews about Mr Magness team online and decided to try them out. Completely satisfied.

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 hesitant because of my previous lawyer, who did not do a good job. Once I talked to him I knew they were the perfect team for me, they were very knowledgeable & caring.

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.)

With previous lawyer I did not feel like they actually cared about me and my well being. They never reached out to me, I always had to call them. Total opposite from Magness team.

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.)

By communicating every process with me.
Communication is everything

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

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

Having someone actually care, communicating thoroughly and being close to my home so I won't have to travel far. Holiday cards that were sent out, I also appreciated the info that I learned about Mr. Magness as well.

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

I honestly think the team is close to perfect. Everything you expect and need in an attorney and team, they did it all with passion!

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) Kevon Grant (Date) 12-11-19

(Print Name) Kevon Grant

THANK YOU for your client satisfaction survey!

Please return this by hand delivery or mail to
920 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.