

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

Magness Law Firm is a trustworthy firm who keeps you informed of every step of the process. You do not have to just wonder about what is going on, they will let you know. They can be easily contacted also.

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.)

Definitely kept me informed. That's an important asset to me. The staff is courteous, friendly and easy to talk to. The firm helps you all they can. Using email kept it simple.

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.)

Actually, at the time I was not sure if I should get assistance or not. I pulled up the website on my phone <sup>while</sup> at a seminar. I liked what I read about the firm. I spoke to Keller initially, who is down to earth & friendly. Keller did advise of her great experience & she did sound sincere.

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.)

The insurance co initially tried to rush me into a small settlement. They were being pushy, so that is my major decision to get assistance.

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.)

I felt as though I were to be facing large medical bills and would have to be responsible for most of it due to the insurance co. was being "pushy" to settle.

**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.)

*Initially feeling helpless, the firm took control of all matters involved*

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

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

*The ease of not having to worry & deal with the insurance Co.*

*You kept me informed every step of the way.*

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

*Honestly, I really have no negative comments.*

**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) Karen [REDACTED] (Date) 5-16-18

(Print Name) KAREN [REDACTED]

**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.*