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

   VERY
   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 say that Keith Magness Law Firm will give you excellent service... matter of fact awesome 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.)

   The specific thing I liked was the fact that Keith Magness kept his word, the staff especially Ms. Kellen was very friendly, caring, and treated me as family.

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 this Law Firm because of Keith's Story and the reviews on his website.

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 to speak with an attorney because of my "No Pay, No Play" situation, but Keith and his staff went above and beyond to satisfy my claim. I'm so happy I chose him and will refer Keith to everyone.

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 big challenges (was) the fear of the unknown and needing help fixing my car.

Law Office of Keith L. Magness Client Satisfaction Review

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.)

This Law Firm advised me about future mistakes, answered all questions in a timely manner, and maximized the money I recovered.

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

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

Keith Magness expertise in auto accidents was most helpful

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

Don't change a thing because Keith Magness Law Firm is one of the best Firms in the State of Louisiana. I Love You ALL!!

Almost done...

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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) _Dana_ ███████   (Date) _12/17/18_

(Print Name) _DANA_ █████

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.

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