

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	___	Good	___	Average	___	Fair	___	Poor
Responsive:	<input checked="" type="checkbox"/>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Knowledgeable:	<input checked="" type="checkbox"/>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Informative:	<input checked="" type="checkbox"/>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Overall Rating:	<input checked="" type="checkbox"/>	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 that they would be treated like they are a good client. Also that they trustworthey and you can count Mr Keith Magness getting the job done.

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.)

Friendly both Mr Magness and Ms Kellen are good people.

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.)

My husband John Edwards told me
you were a good lawyer.

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.)

Very cautious and didn't know who
to trust.

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.)

Fear of the unknown was the
biggest challenge.

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.)

Answered all questions we had and walk us through the process.

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

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

The knowledge you had for your clients

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

Just stay true to your clients of life you did for us.

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) Irma Nee Edwards (Date) 8/31/17

(Print Name) Irma Nee Edwards

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.