

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?

| | | | | | | | | | | |
|------------------------|-------------------------------------|-----------|--------------------------|------|--------------------------|---------|--------------------------|------|--------------------------|------|
| <u>Trustworthy:</u> | <input checked="" type="checkbox"/> | Excellent | <input type="checkbox"/> | Good | <input type="checkbox"/> | Average | <input type="checkbox"/> | Fair | <input type="checkbox"/> | Poor |
| <u>Responsive:</u> | <input checked="" type="checkbox"/> | Excellent | <input type="checkbox"/> | Good | <input type="checkbox"/> | Average | <input type="checkbox"/> | Fair | <input type="checkbox"/> | Poor |
| <u>Knowledgeable:</u> | <input checked="" type="checkbox"/> | Excellent | <input type="checkbox"/> | Good | <input type="checkbox"/> | Average | <input type="checkbox"/> | Fair | <input type="checkbox"/> | Poor |
| <u>Informative:</u> | <input checked="" type="checkbox"/> | Excellent | <input type="checkbox"/> | Good | <input type="checkbox"/> | Average | <input type="checkbox"/> | Fair | <input type="checkbox"/> | Poor |
| <u>Overall Rating:</u> | <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?

The level of attention and communication that was provided made a bad experience (my accident) into a much better experience.

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 communication between the law office and myself. Anytime they did anything, I was informed. Past experiences with other law firms made me feel like I was forgotten about but not here...

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.)

Reviews on Google

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 to an Attorney due to a previous case leaving me feel like I didn't matter and the lawyers wanting more of the settlement rather than looking after my best interest

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.)

This couldn't have come at a worse time for me and my kids. It was right before Christmas and my vehicle that was 2 months from being paid in full was totaled. Now I had the stress of the accident, Injury, and finding a new vehicle all while freshly getting separating from my wife due to her cheating... At least i didn't have to worry too much about the case because i was reassured and kept in the loop about everything.

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.)

Handled Everything for me... Dr. Visits, MRI'S, Insurance.

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

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

Regan Gained my trust for one... My previous Attorney left me with a bad outlook on Lawyers and you guys were AWESOME!

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

Almost done...

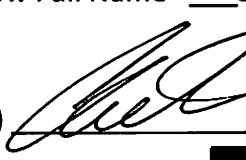

11. May we share your comments with the public (to give other injured people a sense of what you thought about our services)?

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)

7-17-18

(Print Name)

Arthur 

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.