

# 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>	<u>100%</u>	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?

When speaking to someone about Mr. Keith and his Law Firm, no matter what happened they stuck with me until the end. step by step. sometimes I was unaware but Mr. Rick and Alex are truly great people. They kept it real from day one if I wanted to hear it or not.

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.)

From Mr. Rick to Alex they were all great and honest to me. I didn't think I was getting what I got back, but Mr. Keith and his associates fought for me until the end, I am greatly satisfied.

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 WAS referred through Morris Bart office to Mr. Keith Magness they called me back for a talk, and they stated, ~~that~~ well an attorney who I spoke with told me about Attorney K. Magness.

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.)

Just knew from jump that it would be a long journey and honestly I am glad I picked Mr. Keith's office

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 really did not know what to expect AS AN WHOLE Confused worried, just not sure. car was definitely broken now. That's all I could think about spending or coming up with more money to fix my car even more, New body damage  
\* How I would work in the Jail with a hurt ~~pelvis~~ Pelvis

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.)

Soon into the case I was out a check for property damage. A quick relief. Then with the pain ~~was~~ I was sent to someone who helped me ~~me~~ greatly. My pain was a bit challenging to work, but therapy helped a little.

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

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

1. Medical care was great.
2. peace of mind - most important
3. I was able to trust these people, then reading on Mr. Keith he is official great man

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

you all did great on my behalf!

**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) Kaylyn Williams (Date) 01-21-2020

(Print Name) KAYLYN WILLIAMS

## 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.*