

# 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  
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 tell that potential client that you all are so sufficient! The level of quality I received was excellent! Punctuality was excellent as well!

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 the moment I contacted this office the secretary Mrs. Keeler was so pleasant, she answered all of my concerns. I loved the fact that she was knowledgeable in the areas that were needed. Doctore locating this particular office via internet I was sceptical. But she sure wheeled me in. I am certainly glad that she did.  
From the moment I was treated like family! Specifies that I loved was friendly, informed at all times, Always checking up on my daughter and I, that always make me feel like they truly cared.  
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Law Office of Keith L. Magness Client Satisfaction Review  
4820-1284-9702, v. 4  
Quality Care Firm.

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.)

(Google) - Contacted office - Secretary Mrs. Keelson answered phone. Wonderful personality over phone. She seemed so concerned as well compassionate about the issues I addressed to her. She wheeled me on it! Once I met w/ Attorney Magness I felt like finally I will have less stress and worry...

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.)

At first I was so hesitant about an attorney. I contemplated for a while, I was always told that you can't trust attorneys well, once I met the law office of Keith Magness it proved the way I was wrong.

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.)

Unable to pay for the expenses from the accident! Rental fees, costly vehicle repairs, and etc. It set me back alot.

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.)

The law office made it easier by prompt responses about all of questions and concerns. Kept us with my doctor and I at all times, made us feel cared about. Kept my stress level at a calm level.

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

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

Quality of service (family oriented)  
Promptness  
Knowledgeable

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

I honestly would say that you can't get no better than this, even though there is always room to improve. This office has everything into place! The standards and grounds that Atty. Magness put into place really is makes you feel that it's not about the short lived extra funds in your pocket. It's about issues and concerns and peace of mind.  
**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)

[Redacted Signature]

(Date)

8/20/18

(Print Name)

[Redacted Print Name]

**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.*