

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?

My case was handled very professionally and in a manner which allowed me to receive the treatment I needed.

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.)

At the initial meeting/correction, Alex and Kellen were very patient and understanding. They explained the process thoroughly and definitely reduced the level of anxiety I was feeling.

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.)

Internet search (Google, I think)
Proximity to my residence

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.)

Anxious — about the process; about medical treatment I would need; about the entire process of seeing doctors, having medical tests, length of time to recovery

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, when the pain did not subside after me allowing a fair amount of time, I had to consider the future and how not receiving a proper diagnosis & treatment might negatively impact my life. I realized and accepted that I needed help, which is never an easy thing to admit.

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.)

Your office staff members were proactive about obtaining records quickly, scheduling medical tests/scans (a major help and comfort to me), and keeping me informed throughout 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?)

- ① Level of compassion, patience & care.
- ② Text message updates & general communication.
- ③ The manner in which my case was handled instilled confidence in your team, and greatly decreased my stress and anxiety.

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

Nothing comes to 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 Please)   (Date) 3-5-20

(Print Name) Tina 

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.