

# 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?

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

3. What did you like best about our service?

*Always called to check on me and to let me know what's going on with my case. Everytime I called they answered and they called you back*

4. If you were to speak with someone who was thinking about hiring us, what would you say to them?

*I have a good Attorney you can go to for your accident he's going to let you know everything you don't have to call they will call you. and he was reasonable with his price*

5. Why did you decide to hire us in the first place? When I first  
talked to him i felt he was  
trustworthy

6. What was the biggest obstacle or concern you had **BEFORE** hiring us. N/A

7. How many other lawyers have you worked with in the past?  
\_\_\_\_\_ None,  1-2, \_\_\_\_\_ 3-5, \_\_\_\_\_ 6-10, \_\_\_\_\_ more than 10

8. Please tell us what specific things, if any, we could do to change or improve our service to create a better experience for you?  
was fine no need to change anything  
everything

9. What words or phrases would you Google to find a law firm like ours?  
they are the best Law office of  
Keith Magness

10. On a scale of 0 to 10, with 0 being not important at all, and 10 being very important, how important was our contingency fee model of 25%, 30%, 35% as compared to the "market rate" of 33%-40% in your decision to hire our firm?

(circle a number) 0 1 2 3 4 5 6 7 8 9 **10**

11. May we share your comments with the public for promotional purposes?

YES!  No

12. If yes, please select a preference:

Show Full Name  Show First Name Only  Post Comments Anonymously *2b*

(Signature Please) *Tybra Gordon* (Date) *4/18/17*

(Print Name) *Tybra Gordon*

**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.*