

# 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. What did you like best about our service?

Regular updates,  
very personal service, honesty, & results. Basically,  
I felt that I was more than just a case. I felt  
like I was treated as an individual w/ specific needs.

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

I would say that if you were  
to hire Kieth & his team, they would be very  
thorough, fair, & that they would receive excellent care  
on a personal level. Not to mention the rates are fantastic.  
Also, the medical team that the firm works with is  
excellent.

5. Why did you decide to hire us in the first place? Again, personal service, your story, your history, the rates, and the ability to chat online before making a hiring decision. The website ~~was~~ interested me + our 1<sup>st</sup> meeting sealed the deal.

6. What was the biggest obstacle or concern you had *BEFORE* hiring us. Just the fact that I've had zero experience with lawsuits + attorneys

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? N/A

9. What words or phrases would you Google to find a law firm like ours?  
Auto Injury Attorney

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?

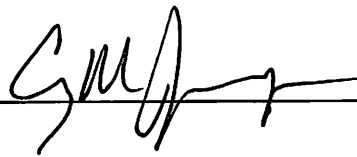
(circle a number)    0    1    2    3    4    5    6    7    8    9    10

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

(Signature Please)  (Date) 10/27/16

(Print Name) Carey M Jaccuzzo Jr

**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.*