

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

You guys made me feel at ease w/ the whole process from Day 1 // There was no pressure or hassle or nagging regarding any decisions that needed to be made // the monthly to bi-monthly check-ins // They respect ~~that~~ my choices in healing e.g. yoga, acupuncture, etc b/c they respected that my health was my priority

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

"They are incredibly friendly, polite, & upfront about what's going to happen. Unlike other lawyers, they don't guarantee a figure upfront, but do their best w/ what's in front of them. They will work with you."

5. Why did you decide to hire us in the first place? I was referred (op.?)
by a family member who has used your services.

6. What was the biggest obstacle or concern you had **BEFORE** hiring us. _____
Fees // Hidden information (will potentially hiding info) // Reviews

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?
Car accident lawyer / New Orleans area / reviews / credibility

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) Carolyn [Redacted] (Date) 05.23.17

(Print Name) Carolyn [Redacted]

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.