

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. What did you like best about our service?

The check-up phone calls from Keelin.

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

I would highly recommend Keith's office. I would tell them that they would be well taken care of and Keith would fight to get them what they deserve.

5. Why did you decide to hire us in the first place? _____

I was referred by a friend
(Stacie Blunck)

6. What was the biggest obstacle or concern you had BEFORE hiring us. _____

I wasn't ~~just~~ really ~~so~~ sure about
the process.

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? _____

nothing

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

injury lawyers on the west bank

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) Chantelle [Redacted] (Date) 10-10-16

(Print Name) Chantelle [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.