

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

I would highly recommend you and your firm to any family member, friend, or just anyone. I was treated fairly and very comfortable from day one and nothing has changed. Truly honest and respectable law firm.

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.)

Everyone that I dealt with on the phone and in person were extremely friendly, kind and made me feel great throughout this whole experience. From my first phone call, which was returned by Keith himself on a Friday evening, within 5-10 minutes, until the very end.

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.)

I added accident injury attorney's, read a hand full of reviews and this sounded like the route that I needed to take. It looked like my best option, and it indeed was.

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.)

I was skeptical to say the very least. I see the everyday advertisements on TV with at least 6-7 different attorneys who boast about themselves and how great they are and I would not trust any of them.

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.)

I definitely would not have been able to cover any of my medical bills on my own.

Almost done...

if could not think of anything that it would change. This was my very first experience dealing with an attorney for anything and it was a wonderful experience.

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

(In your own words, what specific things did you find MOST helpful?)  
Doctor visits and everything handled in a very respectable and honest way. Scheduling all visits and making that everything would be covered.

9. What were the top 2-3 benefits of hiring us?

Keith and Kellen took every appointment from the chiropractor to the MRI and the chiropractic operator & education you up and get well. And it was very

(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.)

8. How did we make it easier for you to address those challenges?

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) Cindy Sigur (Date) 12-22-17

(Print Name) CINDY SIGUR

**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.*