

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

This by far has been the best law office that I've dealt with. He is a very friendly individual, very family oriented makes you feel as if you are apart of his family.

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.)

Keith and his staff was very tenative to the needs of myself and daughter. He almost made me feel as if we were apart of his family very outstanding service since we met.

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.)

My mom googled the company and gave me the information.

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.)

Well I really didn't want to go thru the process but once we got the ball rolling and Keith assured me that everything would be okay I was great. And it was exactly how he said it would be ~~even~~ when we first met.

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.)

Not being able to obtain counsel at all. Every lawyer that I contacted denied my claim before we even met.

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

(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.)

I'm very thankful that Keith did decide to take on the case being as though the nature of the accident. And I learned a lot about accidents through him + his staff. His assistant Kellen was awesome as well made sure she checked on myself and daughter throughout the whole process. (Trunks)

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

(In your own words, what specific things did you find MOST helpful?)

Basically everything I knew nothing about law cases or accident cases. This has been an very informative process. For me and my daughter. we also got the best service we needed with some great DR's.

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

Absolutely nothing My experience was an wonderful experience with this Law Firm. If I should need another lawyer in the future I will most definitely be contacting Keith Keith again.

**Almost done...**

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) Georgianna Lewis (Date) 1/18/18

(Print Name) Georgianna Lewis

**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](mailto:klm@magnesslaw.com)

*We greatly appreciate your input and time.*