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.

(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 Informative: Excellent Good Average Fair Poor Overall Rating: Excellent Good Average Fair Poor 3. What did you like best about our service? Excellent Good Average Fair Poor Overall Rating: Poor Overall	1.	On a scale of 0 to 10, how likely would you be to recommend us to friends and family?											
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 Sweath Fair Poor Overall Rating: Excellent Good Average Fair Poor Average Fair Poor Overall Rating: Excellent Good Average Fair Poor Average Fair Poor Overall Rating: Excellent Good Average Fair Poor Average Fair Poor Overall Rating: Excellent Good Average Fair Poor Overall Rating: Excellent Good Average Fair Poor If you were to speak with someone who was thinking about hiring us, what would you say to them? The Area Componed To		(circle a number)	0	1	2	3	4	5	6	7	8	9	(10)
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 Sweath Fair Poor Overall Rating: Excellent Good Average Fair Poor Average Fair Poor Overall Rating: Excellent Good Average Fair Poor Average Fair Poor Overall Rating: Excellent Good Average Fair Poor Average Fair Poor Overall Rating: Excellent Good Average Fair Poor Overall Rating: Excellent Good Average Fair Poor If you were to speak with someone who was thinking about hiring us, what would you say to them? The Area Componed To													
Responsive:	2.	. How would you rate our service using the following factors?											
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Informative: Excellent Good Average Fair Poor Overall Rating: Excellent Good Average Fair Poor 3. What did you like best about our service? EVENUME LOSS FORM FORM POST CARDS TO OUR NOME ON HOLLOWS CALLED AND CHECKED ON MY CAUGHTER TO SEE HOW SHE WAS DIMONAL SO Much wore TWILL MOST JEFF Come book If you were to speak with someone who was thinking about hiring us, what would you say to them? IS A GREAT COMPANT TO		Responsive:		Excelle	nt _		Good		Avera	age		Fair	Poor
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Friendly Kind. Dent POST Cards to Our home on hoildays called and checked on my daughter to see how she was doing had so much more I will most deff Come back. If you were to speak with someone who was thinking about hiring us, what would you say to them? It's a great company to		Overall Rating:	$\frac{\nu}{-}$	Excelle	nt _		Good		Avera	age		Fair	Poor
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5. Why did you decide to hire us in the first place? DECOUSE is read Mr. Keith reviews online and he sounded like a great person and good	
6. What was the biggest obstacle or concern you had BEFORE hiring us. MY WAT WAS GOVEN TO MADEN NEXT	
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 Comparing to create a better experience for you? Comparing to Compare to Compa	<u>)</u> [
9. What words or phrases would you Google to find a law firm like ours?	

10.	On a scale of 0 to 1	.0, with	0 bei	ng not	impo	rtant a	it all, a	and 10	being	g very	import	ant, hov
	important was our	conting	gency	fee m	odel d	f 30%	and 3	7% as	comp	ared t	o the "ı	market
	rate" of 33%-40% i	n your	decisi	on to l	hire ou	ır firm	?					
	(circle a number)	0	1	2	3	4	5	6	7	8	9	10
11.	May we share	your c	omme	ents w	ith the		c for p	promo	tional	purpe	oses?	
12.	If yes please s											
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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.