

# 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. What did you like best about our service?

TURN KEY OPERATION

NO HEADACHE TO CLIENT    VERY GOOD SYSTEM

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

Keith is honest if he tell you

SOMETHING YOU CAN TAKE IT TO THE BANK HE'S 100 IN MY BOOK

5. Why did you decide to hire us in the first place? LOOKED YOU UP  
ON INTERNET SEEN GREAT CHANCE 25% COST OUT OF  
COURT CALLED NUMBER THAT WAS HOW IT HAPPENED

6. What was the biggest obstacle or concern you had BEFORE hiring us. \_\_\_\_\_  
GETTING MY VEHICLE FIXED AND HEARING MY IN JUNE

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 YOUR SERVICE  
IS PRETTY GOOD.

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

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

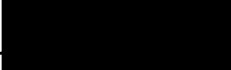
11. May we share your comments with the public for promotional purposes?

YES!                       No

12. If yes, please select a preference:

Show Full Name     Show First Name Only     Post Comments Anonymously

(Signature Please)   (Date) 9-27-16

(Print Name) Kevin 

**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.*