

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?

Trustworthy:	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
Responsive:	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
Knowledgeable:	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
Informative:	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
Overall Rating:	<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 Communication
was amazing. Overall everything was great.
I really loved the way they welcome
you with open arms.

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

I would tell them that
your not just another number/case when it
comes to Keith Magness you are a person
and he will do everything in his power
to stand up for you.

5. Why did you decide to hire us in the first place? I actually
looked on google and read the
reviews.

6. What was the biggest obstacle or concern you had **BEFORE** hiring us. _____
I was nervous about how I would be
treated but as soon as I met him I
was confident everything would be fine.

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? Do Not Change
anything. Y'all do an amazing job.

9. What words or phrases would you Google to find a law firm like ours?
I'm not sure I could ever find a
law firm as great as y'all.

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) Ashley Brown (Date) 8-24-16

(Print Name) Ashley Brown

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.