

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:	<u>X</u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Responsive:	<u>X</u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Knowledgeable:	<u>X</u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Informative:	<u>X</u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Overall Rating:	<u>X</u>	Excellent	___	Good	___	Average	___	Fair	___	Poor

3. What did you like best about our service?

Very Helpful. Checked up on me often. I loved the holiday cards the best though.

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

That there are no false promises, no phoney attorney, and this is the best way to go.

5. Why did you decide to hire us in the first place? Jeffrey Waltz.

6. What was the biggest obstacle or concern you had *BEFORE* hiring us. I did not want bad karma on my swing someone who hit me, but I believe everything happens for a reason and I more than needed the money.

7. How many other lawyers have you worked with in the past?
None, 1-2, X 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?
I would have liked to know how expensive treatment was and MRI's were before I went. -but that is not really a big deal.

9. What words or phrases would you Google to find a law firm like ours?
good ^{car} accident attorney in New Orleans.

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

YES! No

11. If yes, please select a preference:

Show Full Name Show First Name Only Post Comments Anonymously

(Signature Please) Jacquelyn [Redacted] (Date) 8/1/16

(Print Name) Jacquelyn [Redacted]

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.