

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?

Excellent
attorney hard working, and
smart.

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

Hire this attorney
hes great

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

6. What was the biggest obstacle or concern you had BEFORE hiring us. getting paid

7. How many other lawyers have you worked with in the past?
None, 1-2, 3-5, 3 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?
anything don't change

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

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) *Rwane Harris* (Date) 07/29/16

(Print Name) Rwane Harris

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.