

# 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:    X    Excellent    \_\_\_    Good    \_\_\_    Average    \_\_\_    Fair    \_\_\_    Poor  
Responsive:    X    Excellent    \_\_\_    Good    \_\_\_    Average    \_\_\_    Fair    \_\_\_    Poor  
Knowledgeable:    X    Excellent    \_\_\_    Good    \_\_\_    Average    \_\_\_    Fair    \_\_\_    Poor  
Informative:    X    Excellent    \_\_\_    Good    \_\_\_    Average    \_\_\_    Fair    \_\_\_    Poor  
Overall Rating:    X    Excellent    \_\_\_    Good    \_\_\_    Average    \_\_\_    Fair    \_\_\_    Poor

3. What did you like best about our service?

I appreciated the fact that I felt my health was the number one issue.

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

I was treated with the care and attention I would expect and more. I felt understood and cared for.

5. Why did you decide to hire us in the first place? Keith genuinely wanted to help me and wanted my business.

6. What was the biggest obstacle or concern you had *BEFORE* hiring us. How am I going to afford the medical treatment I need?

7. How many other lawyers have you worked with in the past?  
X 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? \_\_\_\_\_

9. What words or phrases would you Google to find a law firm like ours?  
honest, good, genuine, local, reasonable

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) 9/2/16

(Print Name) Robert Pettigrew

**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](mailto:klm@magnesslaw.com)*

*We greatly appreciate your input and time.*