

## 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?

My 1<sup>st</sup> impression of Keith was when he took the time himself to go over every page of my case with me as if I was his only client. I knew then that I had chosen the right attorney! Also, Kellen made me feel like a friend, not just a client!

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 Keith is honest, thorough, experienced, and truly cares about his clients; so much so that he charges a lower percentage than any attorney I've ever heard of! I would then tell them to hire him immediately!

5. Why did you decide to hire us in the first place? I was looking online and came across one of Keith's books. When I read his background and about why he became an attorney, I called that day.

6. What was the biggest obstacle or concern you had BEFORE hiring us. I would say finding a lawyer that I could trust.

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?  
I honestly can't think of a single thing! I love the personal touches like the newsletters and the cards always made me happy!

9. What words or phrases would you Google to find a law firm like ours?  
"Honest" "Caring" "Personal attention"

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) Helon-Ruth TACKETT (Date) 7/3/2017

(Print Name) Helon-Ruth TACKETT

**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.*