

# 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?

<u>Trustworthy:</u>	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
<u>Responsive:</u>	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
<u>Knowledgeable:</u>	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
<u>Informative:</u>	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
<u>Overall Rating:</u>	<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?

Everyone was friendly, kind. Sent post cards to our home on holidays. Called and checked on my daughter to see how she was doing. And so much more. I will most deff come back again.

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

It's a great company to work with. The employees are very friendly.

5. Why did you decide to hire us in the first place? Because I read Mr. Keith reviews online and he sounded like a great person and good lawyer.

6. What was the biggest obstacle or concern you had *BEFORE* hiring us. Not knowing what was going to happen next and how to handle the situation.

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? Nothing everyone's ~~customer~~ service is great.

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

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 30% and 37% 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) Victoria Verrett (Date) 7/12/17

(Print Name) Victoria Verrett

**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.*