

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

I would say the law office of Keith Magness is a very helpful place. Every employee here has diligently helped me throughout this entire process. The workers respond at any time I call on them.

4. What specific thing did you like best about our service?

(Examples: Friendly and down to earth; Kept you informed; Fought for you; Reduced your stress; Treated you like family; Trustworthy and honest, etc.)

One most specific thing I liked about liked about your service was that you all ~~make~~ made me feel like we were family.

Especially all the well checks/texts from Alexandria. This showed me that you truly cared about my wellness.

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

(Examples: Referred by a friend or family member; Read Keith's book; Keith's story; Saw reviews on Google/Avvo/Facebook; Keith's 100% Satisfaction Guarantee, etc.)

I decided to hire you to begin with because I had a friend that went through you that had nothing but good things to say about this law office.

6. How did you feel about your injury case before you hired us?

(Examples: Hesitant to talk to an attorney; Cautious about who to trust; Tired of suffering alone; Frustrated with insurance company delays; Anxious about paying medical bills; Worried whether you could afford a lawyer; Uncertain about how long it would take, etc.)

Before hiring this office, I felt lost because I did not know where to start or who to turn to for help.

7. What were the biggest challenges you had before you hired us?

(Examples: Unable to pay your medical bills; Fear of the unknown; No expert guidance on what you should do next; No practical information on choosing the right doctor; Not sure who to trust; Not understanding the injury law process; Need help fixing or replacing your car, etc.)

My biggest challenge before hiring you all was that I did not want to have to come out of pocket for medical bills. Thankfully, you helped me through this challenge.

8. How did we make it easier for you to address those challenges?

(Examples: Answered your questions; Scheduled doctor's appointments for you; Taught you your rights, Advised you about mistakes to avoid; Helped you move forward; Maximized the money you recovered, etc.)

The law office of Keith Magness made these challenges easier to address by always keeping in touch, always letting me know what we are going to do before doing it. Also, by making me aware that any medical bills will come out of the

9. What were the top 2-3 benefits of hiring us? Final claim.

(In your own words, what specific things did you find MOST helpful?)

A few things I found most helpful was the newsletters every month, it really made me feel better about the situation. I feel that Alexandria was also a huge benefit, also always good to know someone cares about the way you are feeling.

10. What specific things, if any, could we do to change or improve our service to create a better experience for you?

Honestly in my eyes, everything that you guys do is going to help build your business. Thoughtful, helpful, and a huge-stress relief is what you guys gave me.

Thanks for all that you have done for me. It was **Almost done...** great doing business with you.

11. May we share your comments with the public (to give other injured people a sense of what you thought about our services)?

YES! No

12. How would you like your name to appear if we use your comments?

Show Full Name Show First Name Only Post Comments Anonymously

(Signature Please) Rachelle Ballay (Date) 11/5/18

(Print Name) Rachelle Ballay

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.