

# 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:



Excellent

\_\_\_

Good

\_\_\_

Average

\_\_\_

Fair

\_\_\_

Poor

Responsive:



Excellent

\_\_\_

Good

\_\_\_

Average

\_\_\_

Fair

\_\_\_

Poor

Knowledgeable:



Excellent

\_\_\_

Good

\_\_\_

Average

\_\_\_

Fair

\_\_\_

Poor

Informative:



Excellent

\_\_\_

Good

\_\_\_

Average

\_\_\_

Fair

\_\_\_

Poor

Overall Rating:



Excellent

\_\_\_

Good

\_\_\_

Average

\_\_\_

Fair

\_\_\_

Poor

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

Keith and his team are awesome!

They are super ~~friendly~~ kind and

really care about their clients.

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.)

Super trustworthy and always kept in touch about my case.

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.)

My mom saw Keith's story  
somewhere and recommended that  
I reach out.

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.)

Scared because I had never  
been in a wreck and didn't know  
how any of the legal side of things  
worked.

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.)

Probably just being unsure  
of how to handle everything.

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.)

Answered all my questions thoroughly and made sure I understood everything that was involved in my lawsuit.

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

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

- Put my worries at rest / reassuring
- Super friendly and personable
- TRUSTWORTHY

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

~~No~~ Nothing at all! Keep up the amazing work!

**Almost done...**

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

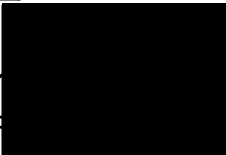
YES!  No

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)



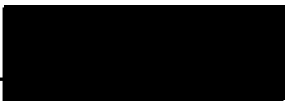


(Date)

1/18/19

(Print Name)

Molly



**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.*