

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

THAT KEITH AND HIS TEAM DID AN EXCELLENT JOB
REPRESENTING ME WITH MY CALM.

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.)

I PARTICULARLY LIKED THE WAY THAT ALEX KEPT ME
INFORMED, ANSWERED MY QUESTIONS AND MADE ME
FEEL LIKE I WAS CLEAR AND INVOLVED IN THE PROCESS.
KELLEN WAS VERY HELPFUL IN THE BEGINNING TOO!

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 DID A LITTLE RESEARCH PRIOR TO HIRING KEITH. I REALLY LIKED THE FACT THAT I WASN'T OVER SATURATED SEEING HIS FACE AT EVERY TURN. IT FELT GENUINE WHEN WE FIRST MET...

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.)

TOTALLY FRAUSTRATED BECAUSE OF THE TIMING OF THE ACCIDENT. THE NIGHT BEFORE BURYING MY MOTHER. YOU GUY'S HELP TO LOWER MY STRESS LEVEL AND BE ABLE TO FOCUS ON ALL THE THING'S THAT I NEEDED TO TEND TO FOR HER.

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.)

I WASN'T REALLY SURE HOW TO PROCEED. I HADN'T BEEN IN THIS SITUATION SINCE I WAS A TEENAGER. AND, I HAD NO DESIRE TO USE THE LAWYER'S THAT ARE ON EVERY T.V. COMMERCIAL OR BILLBOARD.

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.)

ALEX TOOK VERY GOOD CARE OF ME... EVEN WENT ABOVE THE CALL OF DUTY WITH REMINDERS AND WHEN I GOT FRUSTRATED WITH ONE OF THE DOCTOR'S.

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

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

HELPED TAKE AWAY AND LOWERED MY STRESS.
GUIDED ME CLEARLY IN THE PROCESS, AND GAVE ME SOME INSITE INTO WHAT TO EXPECT.

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

ON THIS I AM NOT SURE. YOUR TEAM FUNCTIONED EFFICIENTLY WITH A FULL EFFECTIVE OUT COMES. THAT MATTERS IN LIFE AND IN BUSINESS!

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)



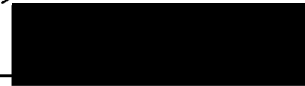


(Date)

12/10/19

(Print Name)

LEE



THANK YOU for your client satisfaction survey!

Please return this by hand delivery or mail to

920 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.