

CURL & GLASSON, P.L.C.
CLIENT SATISFACTION SURVEY

Did you feel our office was up to date from a technology point of view Yes No
 so that it was convenient to communicate?

Were the lawyers prepared for conferences? Yes No

Were your phone calls answered pleasantly by staff? Yes No

Were your phone calls returned promptly by attorneys? Yes No

Was the work completed in a timely manner? Yes No

Did the attorney handling your case explain the defense strategy? Yes No

Were you given regular status reports on your case? Yes No

How would you rate the outcome of your case? A B C D F

Did you feel you could talk with the attorney when you needed to? Yes No

Did you feel the attorneys knew the file and cared about the result? Yes No

Overall, were you satisfied with the legal services? Yes No

Do you feel the paralegals are knowledgeable? Yes No

Is there any one lawyer or paralegal who you feel needs to improve on any of the issues? Yes No

What was your first impression of the firm? *Hopeful that they could help me.*

How were you treated during your visits to the office or otherwise? *Mr. Glasson came several times to my home - telling me everything the way it was - worked out a good strategy - and best of all, he always ^{with hope} promised me*

Please write down any comments or suggestions you may have to help us better serve our clients in the future.

Mr. Glasson - in my opinion does not need improvement. He was always available & cordial - informative - easy to work with - answered all my questions and fears - I always feel hope (which was the most important thing to me) I will always be grateful that he was chosen to be my lawyer.

Thank you again. It was our privilege to represent you. *Thank's*

Maria De Guadalupe Hernandez