

AUG 10 2017

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

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

How were you treated during your visits to the office or otherwise? only by phone but again completely competent

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

everything was OK - good

Thank You
R. Reynolds

Thank you again. It was our privilege to represent you.