

Mason

FEB 20 2018

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

A _____ P _____

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? Very Professional

How were you treated during your visits to the office or otherwise? With much courtesy & respect at all times.

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

I have no suggestions as this was my first time as a legal dependant. I had no expectations other than a positive outcome, which is what occurred.

Thanks for your assistance with this matter.
Thank you again. It was our privilege to represent you.

Sorry it took so long to respond.