

**CLIENT SATISFACTION SURVEY**

JAN 31 2020

- A 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? \_\_\_\_\_

How were you treated during your visits to the office or otherwise? \_\_\_\_\_

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

Doug Glascon knows what he is doing and took good care of me.

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