M&B



MICHLES & BOOTH, P.A.
ACCIDENT & INJURY LAWYERS

www.ForTheVictims.com
(800) 438-3606

CLIENT QUESTIONNAIRE

NAME: Kenneth L. Livingston

Now that your case has been concluded, we want to express our appreciation to you for allowing us to handle a matter of such importance. For the most part, our clients come as a result of recommendations made by former clients. For that reason, we are very interested in your perception of how we have handled your case and we would appreciate you completing the following questionnaire.

1. Were you satisfied with the settlement amount or jury verdict achieved in the case? Yes, very satisfied

2. Could we have handled the case better, or differently, to serve you better? If so, how? No, I feel Mr. Michles did as he Promised and beyond.

3. What part of the way your case was handled were you most pleased with?

Mr. Michles stuck to his guns and would always ask me my feelings on the situation. We may not have spoken for a while but he always let me know what was going on when he had the information

4. What was the most important thing that caused you to decide to hire us?

I have never hired a lawyer and with advertisement and some people that has used the firm I felt it was the right choice.

5. Would you refer others, relatives or friends, to our firm, if they were seriously injured in an accident, or needed legal counsel for any reason?

Yes.

a. If so, why? The way I was treated and how good everyone treated me through this. Everyone is very professional and nice.

b. If not, why not?

6. Please share your thoughts regarding your interaction with our staff during the progression of your case - from your initial contact with our firm through the conclusion of your case.

Outside of my conversations with Mr. Michles I was talking to the people in the Crestview office. They were always helpful and cared about everthing. Once again they were very kind and professional and wanting to know if I was ok and did I have needs or questions.

7. Please rate your impression of the following:

a. The courtesy of our receptionist:

_____POOR _____FAIR _____GOOD ___✓___VERY GOOD

b. The courtesy of our legal assistant/s:

_____POOR _____FAIR _____GOOD ___✓___VERY GOOD

c. The courtesy of your lawyer/s:

_____POOR _____FAIR _____GOOD ___✓___VERY GOOD

d. Promptness of our legal assistant's response to your questions or problems:

_____POOR _____FAIR _____GOOD ___✓___VERY GOOD

e. Our building and facilities:

_____POOR _____FAIR _____GOOD ___✓___VERY GOOD

8. Please provide any other comments that you may have.

There is no doubt in my mind that asking Mr. Michles was the best decision for me and if I need an attorney He will be the one I Call.

Kenneth L. Wright
Signature

DATE: 1/31/23

May we have permission to share your comments about our firm?

___✓___YES _____NO

May we have permission to use your photograph for advertising purposes, including the digital signs on our buildings?

___✓___YES _____NO