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

www.ForTheVictims.com
(800) 438-3606

CLIENT QUESTIONNAIRE

NAME: Amie Coonis

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?

Completely satisficed

2. Could we have handled the case better, or differently, to serve you better? If so, how?

No, the representation and service was the best I could ask for.

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

Not being in the legal field, I did not understand how things work and I was always told what was going on in a way that I could understand with no question

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

I had a friend who used this firm and had great reviews about the service.

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?

a. If so, why?

Yes, I feel the Team at this location from the person answering the phone to the Attorney handling the case are all respectful, helpful and want the best for you and your situation.

b. If not, why not?

N/A

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.

The individuals at this firm are people and they treat you in my opinion how they would want to be treated. They explain, they make you feel as they really care about you.

7. Please rate your impression of the following:

a. The courtesy of our receptionist:

_____POOR _____FAIR _____GOOD ____X__VERY GOOD

b. The courtesy of our legal assistant/s:

_____POOR _____FAIR _____GOOD ____X__VERY GOOD

c. The courtesy of your lawyer/s:

_____POOR _____FAIR _____GOOD ____X__VERY GOOD

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

_____POOR _____FAIR _____GOOD ____X__VERY GOOD

e. Our building and facilities:

_____POOR _____FAIR _____GOOD ____X__VERY GOOD

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

Amie Cossis
Signature

DATE: March 24, 2022

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

__X__YES _____NO

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

__X__YES _____NO