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

www.ForTheVictims.com
(800) 438-3606

CLIENT QUESTIONNAIRE

NAME: Richard Ray

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, I WAS PLEASED WITH THE AMOUNT. MARCUS WENT ABOVE & BEYOND MY EXPECTATIONS. VERY PLEASED WITH HIS NEGOTIATIONS SKILLS IN THIS MATTER.

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

THIS CASE WAS HANDLED IN A VERY PROFESSIONAL MANNER. MARCUS ONLY HAD SO MUCH TO WORK WITH. I AM EXTREMELY PLEASED WITH YOUR FIRM. ALSO, A SPECIAL THANKS TO BRUCE FOR HIS QUICK RESPONSES TO ANY ISSUES I had.

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

COORDINATING W/ the PHYSICIANS, QUICKLY DETERMINING the EXTENT OF MY INJURIES, AND the PROFESSIONALISM AND EAGERNESS TO RESOLVE ALL ISSUES QUICKLY.

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

MARCUS MICHELS MANNERISM AND CLARITY WHEN HE SPOKE ABOUT the CASE.

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? OF COURSE, I REFERRED ~~OF COURSE~~ MY SON-IN-LAW to YOUR FIRM, HE WAS VERY PLEASED WITH EVERYTHING.

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.

THE ENVIRONMENT FROM WHERE YOU 1ST WALK IN, to MEETING MARCUS MICHELS, AND FINALLY WORKING WITH his STAFF HELPS SET YOU AT EASE AND CALMS YOUR STRESS LEVEL. AFTER AN ACCIDENT OUR THOUGHTS CAN SOMETIMES BE CLOUDED. MUCH THANKS to BRUCE IN his ASSISTANCE.

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.

Signature

DATE: 6/10/20

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