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

www.ForTheVictims.com
(800) 438-3606

## CLIENT QUESTIONNAIRE

NAME: JOANNA ROGERS

*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?

BEING UNFAMILIAR WITH THE AVERAGE SETTLEMENT I WAS SURPRISED AT THE FINAL TOTAL AMOUNT.

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

NO - MCKENZIE SOURCE ANSWERED ALL MY QUESTIONS IN A TIMELY MANNER AND WAS COMPASIONATE & PROFESSIONAL.

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

CORRESPONDENCE

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

MARCUS WAS THOROUGH IN INITAL MEETING

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. REASONS AS ABOVE

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.

MY ONLY RESERVATION IS HOW THE THIRD PARTY COMPANY TOOK OVER PAYING MEDICAL BILLS. I MISUNDERSTOOD THE PROCESS. THIS WAS SOLELY MY ERROR IN NOT REALLY ASKING THE CORRECT 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.

Joanna Rogers
Signature

DATE: 1/3/20

**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**