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

www.ForTheVictims.com
(800) 438-3606

CLIENT QUESTIONNAIRE

NAME: Summer Ness

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

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

NO - everything was perfect.

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

The case was handled well. I would not have gone anywhere else. I was most pleased with how everyone kept in touch with me & everyone involved was friendly & concerned.

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

When I came in to talk with you guys — it just felt like this was where I was meant to be.

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, this is simply the best place to come for business.

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.

Your staff is the most friendly, attentive staff I have ever done business with. It wasn't just about the money or the job you guys were doing. You genuinely cared for me and my situation.

7. Please rate your impression of the following:

a. The courtesy of our receptionist:

_____POOR _____FAIR _____GOOD __10__VERY GOOD

b. The courtesy of our legal assistant/s:

_____POOR _____FAIR _____GOOD __10__VERY GOOD

c. The courtesy of your lawyer/s:

_____POOR _____FAIR _____GOOD __10__VERY GOOD

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

_____POOR _____FAIR _____GOOD __10__VERY GOOD

e. Our building and facilities:

_____POOR _____FAIR _____GOOD __10__VERY GOOD

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

Summer Nesser

Signature

DATE: 11/21/19

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