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

www.ForTheVictims.com
(800) 438-3606

CLIENT QUESTIONNAIRE

NAME: Justin Schepper

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? I am very satisfied.

2. Could we have handled the case better, or differently, to serve you better? If so, how? I was updated throughout the case by both Bruce and Mr. Michels, which was very much appreciated. I felt like my case was properly managed and I was supported each step of the way.

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

I knew there would be many moving pieces with my case, and also knew I did not have adequate knowledge or time to handle everything myself. It was very much appreciated how little I had to be involved with any legal matters around the case.

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

The experience and support I knew your office would provide. As well as I heard of a very positive experience for my Father-in-law in a case he had a few years ago.

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? Because of the care and attention I felt your office provided to my case

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.

All interactions were very positive. I felt like I could call at any time and Bruce would help me with any questions or concerns I had

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

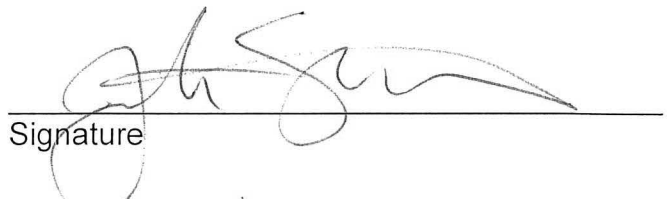
d. Promptness of our legal assistant's response to your questions or problems:

_____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: 8/26/19

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?

_____YES __X__NO