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

www.ForTheVictims.com
(800) 438-3606

CLIENT QUESTIONNAIRE

NAME: Mariah Whittaker

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?

There were times when I wasn't sure if certain appointments were necessary because it seemed communication had slowed down. I would go, and only be asked how I felt and that's it. I just became curious of how that contributed to cost.

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

When I would speak with Bruce and had questions or didn't understand something, I felt like he took his time to explain.

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

I would hear Mr Marcus on the radio Giving legal advice and Guidance to the community. Because Im big on community, that was important to me.

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 only refer people when I'm 100% sure about it. People know that about me. I feel confident that people wouldn't be taken advantaged of or mishandled.

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. Staff was always friendly. Receptionist would always offer something to drink right after Greeting me. I always felt very welcomed, and was always treated with respect.

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.

Thank you so much. The time and energy spent in representing me means a lot.

Signature

DATE: 7/8/19

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