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

www.ForTheVictims.com
(800) 438-3606

CLIENT QUESTIONNAIRE

NAME: DaeVeon A. Burns

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 appreciated the genuine effort and support that I received. The only thing that I would change, would be the communication. I understand that it takes time to get things done, but sometimes I felt left out the loop because I wouldn't hear anything for a few weeks or it would be hard to get in in contact with someone.

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

Yes, I was satisfied with my settlement amount achieved from my accident cases. The 33% for the lawyers fee seems a little high in my opinion but it is fine due to all the background work that goes into a case.

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

I was pleased with the sincerity from Mr. Janes. Every time we talked he was very sweet and caring. He made sure I understood the next step of the process.

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

I was recommended by a family friend that said the firm was really good.

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?

Yes, I would recommend relatives or friends and I would personally come back in the future for any future legal help that may be needed.

b. If not, why not?

N\A

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.

Everyone was very professional and polite. I have never needed any legal assistance before and was a little nervous about the process and how everything goes but I really enjoyed working with the firm. I am a college student and I thought that might be a hassle but I appreciate how you guys were able to still help me and make sure that any and everything was sent electronically or made it possible for me to get the help I needed.

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 __X__GOOD _____VERY GOOD

e. Our building and facilities:

_____POOR _____FAIR _____GOOD _____VERY GOOD

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

DaeVeon A. Burns

_____

Signature

January 7, 2022

DATE: _____

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?

__X__YES _____NO