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

www.ForTheVictims.com
(800) 438-3606

CLIENT QUESTIONNAIRE

NAME: Karen Snell

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? Very, Mr. Jones made sure I was covered with every question that came up.

2. Could we have handled the case better, or differently, to serve you better? If so, how? I was very satisfied with your service.

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

The way everyone always kept me in the loop with what was going on.

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

Word of mouth.

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? I am very pleased with how my case was handled.

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. Mrs. Jones & Melanie Holmes were SO much help and always made sure I understood each step moving forward.

Very, very pleased.

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.

Signature

DATE: 12-21-21

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