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

www.ForTheVictims.com
(800) 438-3606

CLIENT QUESTIONNAIRE

NAME: Linda Henderson

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 I was very satisfied. My settlement was more than I expected.

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

You did a great job with everything. You were all easy to work with + always so helpful when I called and easy to get in touch with

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

Getting all my medical records + dealing with the Insurance Co's about getting charges taken off.

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

Three other lawyers wouldn't even talk to me about my case, they just said they couldn't help me. You told me it was a very hard case but you would take my info + see if you could help me. And you did!

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? Willingness to see if you could help me, Every one was so nice + eager to help me + answer any questions. Always able to contact you about any thing I had a question about. Every thing was handled the best that I think it could have been.

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 your staff was great. Always helpful + nice to talk to. Very effecient in their job. Always made me feel at ease. Mr. Jamie was so easy to deal with + did a great job, I mostly talked with Jennifer + she was great too. Always so helpful to me.

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.

Linda Henderson
Signature

DATE: 5-13-21

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