

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

www.ForTheVictims.com
(800) 438-3606

CLIENT QUESTIONNAIRE

NAME: Russ Francis

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?

Felt like it was taken care of in a timely manner, I am happy with the treatment and the communication through the whole process.

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

Just the whole process of it all

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

Saw a commercial and looked at the reviews

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?

The process was smooth

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.

Very friendly

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: July 12, 2021

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**