

## Client Evaluation of Kansas City Accident Injury Attorneys

It has been our pleasure to represent you. Your feelings and opinions are important to us. We want to hear from your experience with us in order to improve the way we care for our clients. Please take a few minutes to answer the following questions. Thank you!

Name:

e-mail:

Why did you choose Kansas City Accident Injury Attorneys? showed concern

Was the staff courteous and professional? Yes Were your calls and e-mails responded to timely? Yes Did you feel informed throughout our representation of you? \_\_\_\_\_

If not, please explain and tell us how we could have served you better: VERY PLEASED

Were you hesitant to hire an attorney and, if so, why? because, the man I'm suing is AN ATTORNEY ALSO

Was your case result in line with your expectations? yes If not, please explain: \_\_\_\_\_

What part(s) of the process do you feel Kansas City Accident Injury Attorneys handled well/could improve? NONE

What members of Kansas City Accident Injury Attorneys did you most appreciate and what impressed you most? ALL

In what areas do you feel Kansas City Accident Injury Attorneys provided you outstanding service/representation? ALL

In what areas do you feel Kansas City Accident Injury Attorneys could have done a better job in their services to you and their representation of you? I DON'T BELIEVE ANYONE ELSE COULD HAVE DONE A BETTER JOB.

If you were running a law firm, what improvements would you make in our service and representation of clients? NONE

Were you previously aware that as a former client of Kansas City Accident Injury Attorneys, you can call us anytime in the future for legal guidance or lawyer referral, regardless of the area of law your question deals with? Yes  
I HAVE BEEN TOLD THAT BY ROBERT

Would you refer a family member, friend or acquaintance to Kansas City Accident Injury Attorneys for consultation or legal representation? Yes, most definitely.

Grade us in our performance in the following areas on a scale of 1-10, "10" being the highest score and "1" being the lowest:

Professionalism: 10 Legal Ability: 10  
Customer Service/How you were treated: 10 Quality of Representation: 10  
Response time to your questions: 10 Expectations met: 10

What was the best part/worse part of your experience with Kansas City Accident Injury Attorneys? they seemed to care about my feelings

What was your overall feeling about your experience with Kansas City Accident Injury Attorneys? excellent

Can we use this statement and/or comments and/or video for promotional purposes? Yes

Please tell us in your own words about your accident (how did it happen, etc) and your experience with our office? I lived in a house that needed lots of work, the landlord shunned his responsibilities, I fell down the basement steps, because the 2nd step broke, that broke my wrist which I am still having a problem with,

What would you say to someone who was considering hiring our office who was hesitant to become involved with a lawyer and who thought they could handle their claim on their own? I would tell them to contact you all, you are wonderful,

Thank you from my heart

Signature: Claudia L. Love