

## 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: Jazmine Clark

e-mail: 

Why did you choose Kansas City Accident Injury Attorneys? \_\_\_\_\_

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? yes

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

Were you hesitant to hire an attorney and, if so, why? N/A

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

What part(s) of the process do you feel Kansas City Accident Injury Attorneys handled well/could improve? \_\_\_\_\_

They were very informative every step of the way

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

James impressed me most with his overall concern for my case

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

The whole process was outstanding

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? N/A

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? No,

until the final meeting

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

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

What was the best part/worse part of your experience with Kansas City Accident Injury Attorneys? Everything was great.

What was your overall feeling about your experience with Kansas City Accident Injury Attorneys? I had a wonderful experience.

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? Me and my mom were rear ended at a red light. The office was very helpful with getting my case resolved.

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 this is a great place to come. They are very understanding & helpful.

Signature: [Handwritten Signature]