

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: Steven G. Rice

e-mail: [REDACTED]

Why did you choose Kansas City Accident Injury Attorneys? Online reviews were positive

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? No

Was your case result in line with your expectations? Yes If not, please explain: _____

Keeping me updated and being patient were both very good!
What part(s) of the process do you feel Kansas City Accident Injury Attorneys handled well/could improve? _____

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

All of them were courteous and prompt.

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

Compensation and overall honesty.

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 have any complaints.

If you were running a law firm, what improvements would you make in our service and representation of clients? _____

I don't have any experience running law firms so I really can't speak on that.

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.

Would you refer a family member, friend or acquaintance to Kansas City Accident Injury Attorneys for consultation or legal representation? Yes and I already have.

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
Customer Service/How you were treated: 10
Response time to your questions: 10

Legal Ability: 10
Quality of Representation: 10
Expectations met: 10

What was the best part/worse part of your experience with Kansas City Accident Injury Attorneys? Timeliness
was the best. I didn't have any bad experiences.

What was your overall feeling about your experience with Kansas City Accident Injury Attorneys? Properly guided.

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?

Shortly after I purchased my first motorcycle and completed safety training I was in an intersection accident where a young driver pulled out in front of me. I broke several bones and lost time at work. It was the scariest thing that had ever happened to me. I put my trust in KCAA and they repaid that

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? Let professionals handle the legal matters.

trust accordingly by taking care of the entire process while I got back to my normal life

Signature: [Handwritten Signature]