

## 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: Diana Stade

e-mail: 

Why did you choose Kansas City Accident Injury Attorneys? James knows how to get results.

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: \_\_\_\_\_

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

getting a quick recovery.

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

We received the maximum level for our claim.

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

I was always kept in the "loop" on where the case ~~was~~ status was.

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? \_\_\_\_\_

N/A

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

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? \_\_\_\_\_

James was about to get an earlier claim to help me pay for my medical expenses.

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

Very pleased with the quick recovery.

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 was involved in a roll over car accident due to a lady hitting my car. James didn't hesitate to help me out and start getting a recovery for me.

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 "That they would be a fool if they didn't hire James because he will get you the results at the maximum amount, and he will go up and beyond your expectations."

Signature: \_\_\_\_\_

Rhona Sted.