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**LAW GROUP PLLC**

**CLIENT SURVEY**

We appreciate the opportunity to serve your legal needs. Please help us improve the quality of our service by completing this survey and returning it to our firm. Your responses will be kept confidential. If we can assist you in [REDACTED]

1. Your Name (optional): [REDACTED]
2. Please rate our firm in the following areas (including comments as appropriate):

| (Please check one:)   | Excellent | Good | Fair | Poor | No Opinion |
|---|-----------|------|------|------|------------|
| Family Law Expertise  | ✓         |      |      |      |            |
| Comments: Very helpful in explaining the process to me.   |           |      |      |      |            |
| Efficiency handling your case   | ✓         |      |      |      |            |
| Comments: Considering the non responsiveness of the other side  |           |      |      |      |            |
| Proficiency working with opposing counsel / party   | ✓         |      |      |      |            |
| Comments: You did the best possible w/ who we had to  |           |      |      |      |            |
| Answering your questions  | ✓         |      |      |      |            |
| Comments: 100% appreciative for your time in walking me through   |           |      |      |      |            |
| Quality of Legal Advice   | ✓         |      |      |      |            |
| Comments: Priceless; You have been a God send for Trinity + I.  |           |      |      |      |            |
| Promptness of Service   | ✓         |      |      |      |            |
| Comments: Exceptional. Never felt my case/questions were delayed  |           |      |      |      |            |
| Friendliness of Staff   | ✓         |      |      |      |            |
| Comments: Every person I spoke to was very professional + courteous.  |           |      |      |      |            |
| Time Devoted to Your Case   | ✓         |      |      |      |            |
| Comments: It was a long battle w/ mostly no response but you stuck w/ me!   |           |      |      |      |            |
| Handling Calls  | ✓         |      |      |      |            |
| Comments: Each phone call/email was promptly returned in 24hrs.   |           |      |      |      |            |
| Office Location   | ✓         |      |      |      |            |
| Comments: Both are very convenient for me + easily accessible.  |           |      |      |      |            |
| Office Furnishings  | ✓         |      |      |      |            |
| Comments: Only personally spent time @ Waterway, but was nicely done.   |           |      |      |      |            |
| Availability of Your Attorney   | ✓         |      |      |      |            |
| Comments: Considering all other clients and scheduling I always felt as though my responses were very timely, if not immediate. |           |      |      |      |            |

i have no doubt you did all you could w/ what was given.

everything.

were delayed

Thank you!

done.

Promptness for Meetings

Comments: None really except for our 1<sup>st</sup>, but you fit me in ASAD.

Promptness of Returning Calls

Comments: Never felt avoided or unimportant even w/ staff

Keeping you informed

Comments: Always felt up-to-date with any new information

3. Billing Questions:

|                                     | Yes                                 | No                       | No Opinion               |
|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Were your billing statements clear? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments: Yes

|  |                                     |                          |                          |
|--|-------------------------------------|--------------------------|--------------------------|
| Did you understand the fee arrangement at the beginning of the engagement? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--|-------------------------------------|--------------------------|--------------------------|

Comments: Yes

|   |                                     |                          |                          |
|---|-------------------------------------|--------------------------|--------------------------|
| Were you charged fairly for the services we provided? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|---|-------------------------------------|--------------------------|--------------------------|

Comments: Yes considering this was priceless for my daughter's sake.

|   |                                     |                          |                          |
|---|-------------------------------------|--------------------------|--------------------------|
| Did we sufficiently address any billing concerns you raised during your representation? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|---|-------------------------------------|--------------------------|--------------------------|

Comments: Yes

4. Would you choose our firm again to represent you in other matters? (circle one)

Definitely  Probably  Probably Not  Definitely Not

5. Would you recommend us to someone you know? (circle one)

Definitely  Probably  Probably Not  Definitely Not

6. How satisfied are you with the outcome of your case? (circle one)

My case is not completed  Very Satisfied  Satisfied  Not Satisfied

7. How can our firm improve its services to our clients?:

Good customers appreciate your work + will keep doing what you're doing, spread the word.

8. Would you contact our firm in the future for a non-family law referral? (circle one):  Yes  No

9. (a) What compliments or criticisms do you have about our firm and its service?

My custody case was far from ordinary, but Bryan was always informative and clearly explained each process for me. There was a lot of sit + wait on the other side, and BBK was continuously working on my behalf. I am so grateful for all the time put in and attention to my concerns throughout the process. Truly blessed; thank you!

Thank you for completing this questionnaire!