CLIENT QUESTIONNAIRE

1) How did you become aware of our firm?

Recommended by a client/friend/relative  _____
Knew a firm attorney  _____
Knew a firm staff member  _____
Yellow Page Ad  _____
Attorney referral (Please Identify)  _____  ______________
Referral Service (Please Identify)  _____  ______________
Other (Please Explain)  ______________________________________________________________________

2) Were you treated courteously on the telephone?  (Yes/No)  _____

Were calls returned in a timely fashion?  (Yes/No)  _____

Comments: ________________________________________________________________________________
__________________________________________________________________________

3) During your visits to our office, were you treated courteously by our staff?

(Yes/No)  _____

Comments: ________________________________________________________________________________
__________________________________________________________________________

4) Did you feel that you were kept regularly informed of the status of your file?

(Yes/No)  _____

Comments: ________________________________________________________________________________
__________________________________________________________________________

5) Were you fully informed regarding your fee arrangement and our payment expectations?

(Yes/No)  _____
Did you receive written documentation of your fee agreement?

(Yes/No) ______

Comments: __________________________________________________________
________________________________________________________

6) Were you satisfied with the quality of our work? (Yes/No) ______

Comments: __________________________________________________________
________________________________________________________

7) What suggestions do you have that would help us improve our services?

________________________________________________________
________________________________________________________
________________________________________________________
________________________________________________________

8) Would you use our firm again or recommend our firm to a friend, relative or business associate? (Yes/No) ______

Comments: __________________________________________________________
________________________________________________________

9) (OPTIONAL)

Your Name: __________________________________________________________

Please return this questionnaire in the self-addressed, stamped envelope provided for your convenience. Thank you.

The Law Offices of ___________________________________________