

## CLIENT SATISFACTION SURVEY

**WE NEED YOUR HELP!** We know that there's no such thing as being perfect, but it doesn't keep us from trying. In order for us to know how we're doing, we need input from our clients. Please take a minute to fill out this short survey. Your answers will help us continually improve our service to clients. **THANK YOU!**

1. Please write the date you are completing this survey: 10/13/16
2. This survey is completely confidential, unless we have permission to use your name and comments in advertising. If you consent to the use of your name and comments, please enter your name here: JAMES M. PAUL (optional)
3. Please rate the following characteristics of our service on a scale from 1 to 5, where 1= Poor Service and 5 = Excellent Service

Service	1=Poor	2	3	4	5 = Excellent
Initial phone conversation with attorney	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Directions to the office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Attorney's knowledge of relevant law	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteousness and willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers prepared by attorney	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Preparation for court appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Quality of the attorney who represented you at the court appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Satisfaction regarding resolution of your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

4. The services I received have:
  - Greatly exceeded my expectations
  - Slightly exceeded my expectations
  - Met my expectations
  - Fell slightly short of my expectations
  - Failed to meet my expectations

5. What compliments or criticisms do you have regarding the firm or its services?

NO CRITICISMS, COMPLIMENTS: THE FRIENDLINESS OF ATTORNEY (DANA JUDAS) WILLINGNESS TO SEE ME ON ODD HOURS (I WORK THIRD) SHIFT, AND KNOWLEDGE OF MY CASE WERE EXCEPTIONAL.

6. Would you choose Arenson Law Group again to represent you in other matters?

YES, WITHOUT A DOUBT, OR ANY HESITATION. I HOPE I NEVER NEED SERVICES, BUT DANA JUDAS IS MY ATTORNEY.

7. What would you recommend to us as a way to improve our office and services? (Hours of operation, cleanliness, locations, etc.)

NONE - EVERYTHING WAS GREAT. LOVE THE LOCATION, CLEANLINESS AND STYLE OF OFFICE IS GREAT. LOVE THE VIEWS!

8. Would you recommend our office to other people? Why or why not?

YES, AND IN FACT I RECOMMENDED DANA TO A FRIEND, AND HE RETAINED HER SERVICES.

9. Is there any other type of legal work you would like to see us provide? If so, which type?

NO

10. Please list any other comments and/or suggestions below. THE EXPERIENCE I HAD AT ARENSON, SPECIFICALLY WITH DANA JUDAS WAS THE BEST. PROFESSIONAL, EFFECTIVE, EFFICIENT AND SOUND. GREAT JOB DANA! THANK YOU!

We appreciate your referrals. If you were pleased with our services, let your friends know.

I WILL REFER ANY OF MY FRIENDS AND/OR ASSOCIATES TO ARENSON. I APPRECIATE EVERYTHING YOU HAVE DONE FOR ME. I ALWAYS FELT MY BEST INTERESTS WERE ~~AT YOUR~~ IN THE