

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!**

- Please write the date you are completing this survey: 4/04/2020
- 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: _____ (optional)
- 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"/>

- 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?

A mutual friend told Tim Arenson about my legal problem & he called me to offer his services. I was like a fish out of water & really didn't have any idea what I was doing. I really appreciated the help.

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

It depends on the legal matter. I inquired about representation for divorce. I was quoted \$3,000.00 retainer. Everyone else asked for \$1,500.00 retainer. I don't have an extra \$1,500.00 sitting around to put into a trust account.

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

Nothing I can think of at this time.

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

Yes. Tim took over all the outstanding issues & dealt with everything. I really needed that. I was too overwhelmed.

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

10. Please list any other comments and/or suggestions below.

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