

Premier Law Group - Survey

| PERSONAL INFORMATION | |
|-------------------------------------|--------------------------|
| First Name: <u>James</u> | Last Name: <u>Flores</u> |
| Attorney Name: <u>Jason Epstein</u> | |

Please answer the following using a scale of 1 to 5, with 1 being NOT SATISFIED, 3 being AVERAGE, and 5 being VERY SATISFIED.

Did Premier Law Group?

- | | | | | | |
|--|---|---|---|---|----------|
| 1. Make me feel comfortable | 1 | 2 | 3 | 4 | <u>5</u> |
| 2. Treat me with respect | 1 | 2 | 3 | 4 | <u>5</u> |
| 3. Returned my phone calls promptly | 1 | 2 | 3 | 4 | <u>5</u> |
| 4. Explained things so I understood | 1 | 2 | 3 | 4 | <u>5</u> |
| 5. Gave me the correct information for my legal matter | 1 | 2 | 3 | 4 | <u>5</u> |

6. Would you refer a family member, friend, or acquaintance to Premier Law Group? YES NO

8. Was there anything about the experience that put you off in any way, or could have been better?

Everything went smooth.

9. What is the one thing that Premier Law Group did that was the most important to you?

PLG helped me with my car accident and they were very helpful.

10. What could we have done differently? Was there anything you wish we would have done but did not do?

Like I said, everything went smooth.

11. If your best friend was injured and considering law firms to hire and you wanted to refer them to Premier Law Group, what could you say in **one sentence** that would be most persuasive?

PLG will help anyone who has trouble with needs help.

11. May we use your statement, photo and/or comments for promotional purposes and on our website?

YES NO

Client's Signature [Signature] Date 3-14-18.