

Premier Law Group - Survey

PERSONAL INFORMATION	
First Name: _____	Last Name: _____
Attorney Name: <u>PATRICK J. KANG</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 5
- 2. Treat me with respect 1 2 3 4 5
- 3. Returned my phone calls promptly 1 2 3 4 5
- 4. Explained things so I understood 1 2 3 4 5
- 5. Gave me the correct information for my legal matter 1 2 3 4 5

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?

NO - SERVICE, TIMING, AND ADVICE WERE VALUABLE FOR ME TO PROCEED WITH MY "ISSUE"

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

CHATTED WITH ME IMMEDIATELY ONLINE - CALLED ME BACK ALMOST IMMEDIATELY - UNDERSTOOD MY CONCERN AND MET WITH ME ON THE SAME DAY IN PERSON.

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

HAVING A LETTER TO CONFIRM OPINION WOULD HELP MY CONFIDENCE LEVEL, BUT ATTORNEY (PATRICK) SAID IT WAS NOT REALLY NECESSARY FOR MY ISSUE - BUT HE OFFERED TO ALLOW ANYONE TO

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? EMAIL HIM WITH QUESTION!

PLG UNDERSTANDS AND ARE VERY PROFESSIONAL AND THEY TREAT YOU LIKE A VALUABLE PERSON.

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

YES NO

AS LONG AS MY NAME IS NOT PRESENT - SHOULD BE ANONYMOUS.

Client's Signature Jan A. Bann Date 3/13/18