

**POST-REPRESENTATION SURVEY**

How did you find out about our firm?

- Referred by family/friend
- Knew attorney personally
- Advertisement in WHG. NEWS
- Other INTERNET

- |  | YES                                 | NO                       |
|--|-------------------------------------|--------------------------|
| Was our office conveniently located for you?                             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Did our staff greet you courteously when you came to the office?         | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Were your phone calls answered pleasantly by staff?                      | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Were your phone calls returned promptly by attorneys?                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Did the attorney handling your case explain what the firm would do?      | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Were you given regular status reports on your case?                      | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Did you feel you met with your attorney when you needed to?              | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Did you feel your attorney cared about you and your case?                | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| If you need legal representation in the future, would you call our firm? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| If a friend needed an attorney, would you refer him/her to our firm?     | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

How do you rate our:	Excellent	Above Average	Average	Below Average	Poor
1) Professionalism	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Competence & Ability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Treatment of You	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Legal Fees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Attorneys	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Overall Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please write down any comments or suggestions that you may have to help us better serve our clients in the future:

THANKS Lou for referring me to Atty. JOHN Thornton  
in Va., I WAS well represented.

May we use your comments and survey for marketing purposes?  YES  NO

Bill Shaffer  
 Name (Optional)

**THANK YOU AGAIN. IT WAS OUR PRIVILEGE TO REPRESENT YOU.**