

BARASSI, CURL AND ABRAHAM CLIENT SATISFACTION SURVEY

Was our office up to date from a technology point of view so that it was convenient to communicate?  Yes  No

Were the lawyers prepared for conferences?  Yes  No

Were your phone calls answered pleasantly by staff?  Yes  No

Were your phone calls returned promptly by attorneys?  Yes  No

Was the work completed in a timely manner?  Yes  No

Did the attorney handling your case explain the defense strategy?  Yes  No

Did you feel the legal fees charged were fair for the services provided?  Yes  No

Did you find the deposition and other summaries helpful?  Yes  No *N/A*

Were you given regular status reports on your case?  Yes  No

How would you rate the outcome?  A  B  C  D  F

Did you feel you could talk with the attorney when you needed to?  Yes  No

Did you feel the attorneys knew the file and cared about the result?  Yes  No

Overall, were you satisfied with the legal services?

Yes

No

Do you feel the paralegals are knowledgeable?

Yes

No

Is there any one lawyer or paralegal who you feel needs to improve on any of the issues.

Yes

No

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

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Thank you again. It was our privilege to represent you.