

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

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

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

Only because we decided to settle

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.

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