

**CURL & GLASSON, P.L.C.**  
**CLIENT SATISFACTION SURVEY**

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

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

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

How would you rate the outcome of your case?  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

What was your first impression of the firm? Very nice, helpful, caring

How were you treated during your visits to the office or otherwise? Only by phone because of distance - Always very nice.

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

Everyone was always nice. I always felt like I knew everyone personally. When speaking with Thomas Maleta he always seemed to remember the little personal things. That means a lot to me.

Everyone from the girl answering the phone to lawyers  
Thank you again. It was our privilege to represent you. all wonderful.

Thank You<sup>266</sup>