

Slough Law Customer Satisfaction Survey

1. Please rank each of the following statements from 1 to 5 where 1 means Strongly Disagree, 3 means Neutral/No Opinion, and 5 means Strongly Agree:

| <u>Question</u> | <u>Response</u> |
|--|-----------------|
| a. I was treated with courtesy and respect. | 5 |
| b. The filing process was clearly explained. | 5 |
| c. My questions were answered to my satisfaction. | 5 |
| d. I felt comfortable discussing my case with my attorney. | 5 |
| e. My calls were returned promptly. | 5 |
| f. I felt informed at all times about the status of my case. | 5 |
| g. I received a good value for the services provided. | 5 |
| h. I would refer another person to Slough Law. | 5 |

1. If any aspect of your case left you with a negative impression, please describe the circumstances:

2. What, if anything, do you feel I could do to make the bankruptcy process easier for my clients?

nothing~ I think that you make it very understandable throughout the entire process.

3. What, if anything, do you feel I did especially well?

You made the process easy to understand. You made me feel comfortable talking to you and

4. Please identify any factors which convinced you to retain me as your bankruptcy attorney.

Your video on your web site, you seemed very nice and non-judgemental. It made you easy to approach.

5. Did I live up to your expectations?

yes you did 😊

6. How did you originally hear about me?

7. May I publish your comments in printed materials (circle one)? Yes No

8. If so, please indicate how much personal information I may reveal to future clients (leave blank to remain totally anonymous):

First Name(s) Anjali

Last Name(s) L

Thank you again for taking the time to complete this survey. I wish you financial stability and success in the coming years!