

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.	4
g. I received a good value for the services provided.	4
h. I would refer another person to Slough Law.	5 I did 😊

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?

Give them Valium - Ha ha / kidding

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

Your explanations of questions I asked were thorough and always made me feel we were on the same "page". Your down to earth personality ~~to~~ made the process much easier. I felt you were looking out for my best interest.

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

When I asked you about your experience in bankruptcy being a new lawyer you were completely honest and didn't try to B.S. me. Your straight forwardness & explanation of other resources you had (other lawyers) to lean on if needed made me feel comfortable & trust you.

5. Did I live up to your expectations?

Yes. I was very happy with the personal way you answered my questions & thoroughly handled my case. I felt confident with you as my representative. And, I knew I could call you with any questions.

6. How did you originally hear about me?

I saw your ad in the East Jordan/Local Flyer. I think it was "Shop Your Town"

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) _____ Last Name(s) _____

Thank you again for taking the time to complete this survey. I wish you financial stability and success in the coming years! Thanks for helping me through a very humbling and difficult decision. I've been reading Dave Ramsey's Book and working on my way to 2 Financial Freedom! It's a great thing to have hope for the future & a fresh start. Thanks again