

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.	3
c. My questions were answered to my satisfaction.	4
d. I felt comfortable discussing my case with my attorney.	5
e. My calls were returned promptly.	2
f. I felt informed at all times about the status of my case.	2
g. I received a good value for the services provided.	4
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:

Response time was slower than expected at times

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

Was as easy as I think it could be

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

Overall experience was great. You were very easy to talk to and knowledgeable

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

Easy to deal with

5. Did I live up to your expectations?

Absolutely ^{It was} quick and painless.

6. How did you originally hear about me?

Recommendation from another attorney's office

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) Ryan 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!