

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:

The only thing that I didn't expect was the group setting of the bankruptcy court.

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

Nothing at all, it was a good experience

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

I always felt informed of my case and felt that you did everything you could to protect things that were important to me.

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

I felt comfortable talking about my situation, you met with me at a convenient time and never judged me for my past mistakes.

5. Did I live up to your expectations?

Absolutely, you were wonderful during a difficult situation and time.

6. How did you originally hear about me?

Website search

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) Kristine 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!