

## 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:

Other than my own feelings of no self worth and ~~and~~ wondering what next, nothing that you did left a negative impact - in fact just the opposite.

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

After dealing w/another person before you, I think you do a wonderful job for your clients. You do not make them feel like scum and that they are less than nothing - for some people like myself this was one of the best things about you.

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

you made me feel that even though I had messed things up in my life, it would be okay, and I could start over.

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

your personality and promptness

5. Did I live up to your expectations?

yes - and beyond.

6. How did you originally hear about me?

I actually saw an ad for you and ~~called~~ since I had already spoken to another lawyer who made me feel like slime, I thought I'd call and see what you had to say and you impressed me a lot.

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) Traci

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!