

## 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:

<b>Question</b>	<b>Response</b>
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:

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

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

You answered e-mails promptly and your website was very informative

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

Our initial conversation, your confidence reassured I was making the right choice

5. Did I live up to your expectations?

Yes

6. How did you originally hear about me?

Google!

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!