

## Client Evaluation of Goodman Acker P.C.

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1. Please enter your first and last name and city in which you reside below:

NAME: DEZA SANDERS

CITY: Harper Woods MI 48225

2. What was the name of the attorney that handled your case? (Circle One)

- Gerald Acker

Barry Goodman

- Tim Sulolli

- Larry Maitland

- Kevin Komar

- Brad Peri

- Charles Wojno

- Johnny Hamood

3. How did you initially hear about Goodman Acker?

Physical Therapist

4. Did you interview with other personal injury law firms before choosing Goodman Acker, and if so which one(s)?

NO

5. Why did you select Goodman Acker to represent you?

Recommended

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6. Please explain how you felt when you came in to the office for the first time? (i.e. welcomed/not welcomed, all your questions answered/some questions or concerns unanswered, knowledgeable law firm/not capable of handling my case, etc..)

I felt welcomed. After the 1st 2 visits  
the receptionist greeted me ~~AND~~ by name

7. Is there any way we could improve that initial visit for future potential clients deciding who they want to hire for their personal injury case?

NO

8. Please rate Goodman Acker on a scale 1-5 (1 worst score, 5 best score) on the **Professionalism of Staff:** (Place an X on the appropriate scale rating)

1-----2-----3-----4-----5

9. Did the staff respond to your calls and/or e-mails in a timely manner? Yes

10. Did you feel the staff kept you informed on the status of your case (when/if there were updates)? (Circle One) Yes No

11. In what areas do you feel Goodman Acker provided you with outstanding service/representation? I WAS INFORMED by phone & MAIL  
of the progress of my case.

12. In what areas do you feel Goodman Acker could have done a better job in their service and representation to you?

None -

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13. To what degree did you find the settlement satisfactory? (1 being very unsatisfactory, 5 being very satisfied): (Place an X on the appropriate scale rating)

1-----2-----3-----4-----5

14. Were your expectations different then the outcome? Please tell us why and how our services did or did not meet your expectations.

NO

15. Were you previously aware that you can call Goodman Acker at any time in the future for legal guidance or lawyer referral, regardless of the area of law your question deals with?

Yes

16. Would you refer a family member, friend, or acquaintance to Goodman Acker for a consultation or legal representation?

Yes

17. Was there some part of your experience that was unexpected or that you especially appreciated?

They were very timely with their appointments

18. Please grade us in our performance with our firm in the following areas on a scale 1 -10, "10" being the highest score, and "1" being the lowest:

Legal Ability: 10 Customer Service/how you were treated: 10

Overall Experience: 10

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19. Recalling your experience with our law firm, was there a specific attorney(s) or staff member(s) who contributed positively and exceeded your expectations? \_\_\_\_\_

Laurie Kies; Larry, Joanne, Perry, Peri Patti

20. On the contrary, recalling your experience with our firm, was there a specific attorney(s) or staff member(s) who contributed negatively? NO \_\_\_\_\_

21. Can we use your statement and/or comments for promotional purposes or on our website? yes \_\_\_\_\_

22. Will you give a statement about your experience and satisfaction with our law firm? If yes, please write it below: \_\_\_\_\_

For honest, good results - call Goodman Acker

Dee Sinden  
Signature