

Detroit's Power Law Firm
GOODMAN ACKER P.C.

Client Evaluation of Goodman Acker P.C.

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

NAME: Shakeyia Walden
CITY: River Rouge

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

- Gerald Acker ✓
- Barry Goodman
- Tim Sulolli
- Larry Maitland
- Ronita Bahri
- Brad Peri
- Jordan Acker
- Amanda Warner
- Michelle Aaron
- Leah Houghboom
- Bart O'Neill

3. How did you initially hear about Goodman Acker?

TV Commercials

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?

I just had a good feeling from my initial consultation

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..)

Very welcoming and warm atmosphere; also always a prompt accurate response to my concerns.

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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?

I didn't feel any lacking where
improvement was needed.

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?

We did not have to go to trial.

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

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-----

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

Yes, because the case was settled
quicker than expected.

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?

NO

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?

Quickness of the settlement.

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

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?

Tammy (Mr. Acker's secretary) always
pleasant.

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20. On the contrary, recalling your experience with our firm, was there a specific attorney(s) or staff member(s) who contributed negatively?

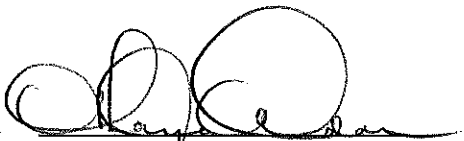
No.

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:

I always had a negative outlook on
attorney's, Mr Acker changed that
outlook.


Signature