

Client Evaluation of Goodman Acker P.C.

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

NAME: Melody Simon
CITY: Detroit

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

- Gerald Acker
- Larry Maitland
- Charles Wojno
- Barry Goodman
- Kevin Komar
- Johnny Hamood
- Tim Sulolli
- Brad Peri

3. How did you initially hear about Goodman Acker?

TV or Google search

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

Yes but don't remember name

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

I really liked Brad of the lady
who did my intake interview;
felt an honest connection

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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..)

Totally welcomed, everyone was friendly/
said hello

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?

nope!

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)

9. 1-----2-----3-----4-----X5

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

absolutely

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

12. In what areas do you feel Goodman Acker provided you with outstanding service/representation?

Updates of the fact that the firm
didn't charge me when they easily could have

13. 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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14. 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

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

_____ better than expected! _____

16. 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 _____

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

_____ yes _____

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

_____ The fact that my appeal was overturned prior to Brad getting fully involved but provided the legal voice for me! _____

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

Brad Peri

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

None

22. Can we use your statement and/or comments for promotional purposes or on our website?

Yes

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

I have full & absolute confidence in Goodman Acker's legal expertise & would not hesitate to be a return client, should the misfortune arise!

Melody S
Signature