

Client Evaluation of Goodman Acker P.C.

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

NAME: Sandra Kay Garza
CITY: Clinton Twp MI

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

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?

Good Reputation

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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..)

Welcome

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? All areas
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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 than the outcome? Please tell us why and how our services did or did not meet your expectations.

Met all expectations

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? yes were very helpful

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: grateful

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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? all

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: ~~_____~~

Sandra Kay Garza