



Client Evaluation of Goodman Acker P.C.

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

NAME: James Spinazzola
CITY: Center Line

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

- | | | |
|------------------|------------------------|---------------------|
| - Gerald Acker | - <u>Barry Goodman</u> | - Bradley M. Peri |
| - Larry Maitland | - Ronita Bahri | - Michelle T. Aaron |
| - Charles Wojno | - Tim Sulolli | - Leah S. Hougaboom |

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?

Knowledge

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..)

Welcomed

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?

Professional & Kind

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

None

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.

We were very pleased. We got
more than anticipated.

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?

Very friendly people.

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?

Barry Goodman is a fighter. He exceeded our expectations. He was very funny as well, which was calming.

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 had a very positive experience with Goodman Acker. The entire staff was professional and kind. I highly recommend them.


Signature