

## Client Evaluation of Goodman Acker P.C.

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

NAME: Janet Russell  
CITY: Hazel Park

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

Disability

- Gerald Acker  
- Larry Maitland  
- Charles Wojno

- Barry Goodman Auto  
- Kevin Komar  
- Johnny Hamood

- Tim Sulolli  
- Brad Peri

3. How did you initially hear about Goodman Acker?

TV Commercial

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

Yes. I contacted Sam Bernstein and they never called me back.

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

~~They~~ your firm made an appt for the very next day and I met Mr. ~~Acker~~ <sup>Goodman</sup> at the first appt. Everyone was awesome

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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 feel like I was your only client  
I left the office knowing I chose the right firm

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 can not think of anything

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-----X

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

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 only had to be in court 1 time. The firm was there on my behalf making it very convenient.

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

once again I can not think of anything

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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 **X**

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

I actually received more than I expected due to your firms expertise in what you do.

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 I was made aware of that

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

17. Was there some part of your experience that was unexpected or that you especially appreciated? I felt like family everytime I

came to your office

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? \_\_\_\_\_

Barry Goodman, Lori Keis, Receptionists

20. On the contrary, recalling your experience with our firm, was there a specific attorney(s) or staff member(s) who contributed negatively? Never

21. Can we use your statement and/or comments for promotional purposes or on our website? Yes you may

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

end I was very confident in my legal team.

I received everything I was told and I never  
worried about the outcome. I love the way you  
stand your ground and hold insurance companies  
accountable.

Janet L Russell  
Signature