

POST-REPRESENTATION SURVEY

How did you find out about our firm?

- Referred by family/friend
- Knew attorney personally
- Advertisement in WTGVA
- Other _____

- | | YES | NO |
|--|-------------------------------------|--------------------------|
| Was our office conveniently located for you? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Did our staff greet you courteously when you came to the office? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Were your phone calls answered pleasantly by staff? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Were your phone calls returned promptly by attorneys? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Did the attorney handling your case explain what the firm would do? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Were you given regular status reports on your case? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Did you feel you met with your attorney when you needed to? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Did you feel your attorney cared about you and your case? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| If you need legal representation in the future, would you call our firm? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| If a friend needed an attorney, would you refer him/her to our firm? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

How do you rate our:	Excellent	Above Average	Average	Below Average	Poor
1) Professionalism	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Competence & Ability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Treatment Of You	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Legal Fees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Attorney(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Overall Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments/suggestions: You all are great! I thank you so much! I recommend you to anyone out there looking for a law firm!

May we use your comments and survey for marketing purposes? YES NO

Rachel Woods
Name (Optional)