

HOEY & FARINA
CONFIDENTIAL - FIRM EVALUATION

Did you consider more than one law firm? Yes _____ No _____

Did any of the following influence or expedite your selection? (Circle all that apply)

Our Attendance at Your Local Meeting	Yes	No
Referral by Co-Worker	Yes	No
Contact by our Firm	Yes	No
Referred by Union Rep	Yes	No
Our Web Site	Yes	No
Our Brochure	Yes	No
Our Magnet(s)	Yes	No
Our E-mail Newsletter <u>Straight Track</u>	Yes	No
Our Firm's Reputation	Yes	No

Why did you choose our firm?

Please rate the following aspects of our representation using the following scale.

1 = Poor 2 = Could be Improved 3 = Satisfactory 4 = Good 5 = Excellent

Note: For any rating of 1 or 2, please add your specific comments on the back of this form or an additional sheet. We strive continually to achieve the best possible results for our clients.

There are two attorneys, (name of attorney) and (name of attorney), and one Paralegal/Secretary, (name of secretary), assigned to your file:

1) Were your telephone calls promptly returned?

(name of attorney)	1	2	3	4	5
(name of attorney)	1	2	3	4	5
(name of secretary)	1	2	3	4	5

File No.: _____

2) Were you treated with courtesy and respect when you called?

Receptionist	1	2	3	4	5
(name of attorney)	1	2	3	4	5
(name of attorney)	1	2	3	4	5
(name of secretary)	1	2	3	4	5

3) Did your telephone call generate an answer to your question?

(name of attorney)	1	2	3	4	5
(name of attorney)	1	2	3	4	5
(name of secretary)	1	2	3	4	5

4) Did you feel that your attorney had a thorough understanding of the facts of your case?

(name of attorney)	1	2	3	4	5
(name of attorney)	1	2	3	4	5

5) How would you evaluate their organizational skills?

(name of attorney)	1	2	3	4	5
(name of attorney)	1	2	3	4	5
(name of secretary)	1	2	3	4	5

6) Did you feel that the advice you were given had a positive effect on the progress and outcome of your case?

(name of attorney)	1	2	3	4	5
(name of attorney)	1	2	3	4	5

7) Was enough time taken for you to understand all of the issues of your case?

(name of attorney)	1	2	3	4	5
(name of attorney)	1	2	3	4	5

8) Were the issues in the case explained to you in a way that you could easily understand?

(name of attorney)	1	2	3	4	5
(name of attorney)	1	2	3	4	5

File No.: _____

9) Did you feel that we had a sincere interest in your well being and the outcome of the case?

(name of attorney)	1	2	3	4	5
(name of attorney)	1	2	3	4	5
(name of secretary)	1	2	3	4	5

10) Realizing that no amount of money can adequately compensate you for being injured, were you satisfied with Hoey & Farina's representation?

YES _____ NO _____

11) If you were injured again, would you hire Hoey & Farina?

YES _____ NO _____

12) If a co-worker were injured would you recommend the law firm of Hoey & Farina?

YES _____ NO _____

13) May we use your name as a reference to others considering our firm?

YES _____ NO _____

Thank you for your input. Please use the space below and the reverse side for any comments or explanations. Please return this form in the enclosed postage paid envelope.

We will read, record and analyze each questionnaire thoroughly, and take into consideration every comment and suggestion.

File No.: _____