

CLIENT SURVEY

Name(s) of your lawyer or lawyers:

Tom Pettinichi

1. How would you rate the manner in which our lawyer(s) handled your case?

- Outstanding
 Above Average
 Average
 Below Average
 Poorly

Comments:

Professional, compassionate, Respectful

2. Did we make a good first impression?

- Yes
 No

Why (or why not)?

all of the above when I met Tom

3. Did our lawyers and/or staff people return your calls promptly?

- Yes
 No

If no answered no, please identify those persons who did not return calls promptly.

4. Was our office staff helpful and friendly? We understand the importance of our office staff in handling your case. We sincerely appreciate all comments and suggestions that will help our staff best attend to your needs and the needs of other clients. Please be open and frank when addressing this question.

Yes Do you have your permission to use your comments in connection with our firm's marketing materials and website?

No

5. How did you select us as your lawyers? My cousin, who
is a lawyer turned me over with my
case to Tom - Dave, does not
practice in this state.

6. Would you recommend our services to others?

Yes

No

7. If you feel that there is any way we could improve our handling of cases like yours, what are your suggestions?

8. Miscellaneous Comments: CLIENT SURVEY

How would you rate the manner in which our lawyer(s) handled your case?

9. Do we have your permission to use your comments in connection with our firm's advertising and marketing materials and website?

Yes _____ No _____

Below Average
Comments
Tom,
Thanks for everything -

2. Did we make a good first impression?
 Yes
_____ No

Why (or why not)? all of the above unless I met Tom

3. Did our lawyers and/or staff people return your calls promptly?
 Yes
_____ No