

# LAW OFFICES OF MICHAEL W. JANSEN - CLIENT SATISFACTION SURVEY

**Help us to improve client service by returning your candid comments in the enclosed envelope**

Key: VS = Very Satisfied; S= Satisfied; NO = No Opinion; D = Dissatisfied; VD = Very Dissatisfied; N/A = Not Applicable

**Please Circle One For Each Answer**

Overall service quality.....	<u>VS</u>	S	NO	D	VD	
Accessibility.....	<u>VS</u>	S	NO	D	VD	N/A
Completing your assignment on schedule.....	<u>VS</u>	S	NO	D	VD	N/A
Promptly returning your telephone calls.....	<u>VS</u>	S	NO	D	VD	N/A
Promptly responding to your emails and other correspondence.....	<u>VS</u>	S	NO	D	VD	N/A
Understanding your situation.....	<u>VS</u>	S	NO	D	VD	N/A
Recommending solutions to your problem.....	<u>VS</u>	S	NO	D	VD	N/A
Understanding your case.....	<u>VS</u>	S	NO	D	VD	N/A
Professionalism.....	<u>VS</u>	S	NO	D	VD	N/A
Courtesy/Friendliness.....	<u>VS</u>	S	NO	D	VD	N/A
Fee schedule.....	<u>VS</u>	S	NO	D	VD	N/A
Billing practices.....	<u>VS</u>	S	NO	D	VD	N/A
Informing you of other ways I can assist you.....	<u>VS</u>	S	NO	D	VD	N/A

What did you like best about working with my office? I liked the down to earth feel of the people. I also liked that I ~~felt~~ had a competent, confident team on my side.

What did you like least about working with my office? There wasn't anything throughout this whole process that I disliked in regards to the service provided.

May I send you a newsletter?  Yes  No If so, at what email address? \_\_\_\_\_

Would you recommend my firm to others?  Yes  No Why? Mike & his team went so far w/ not just the opposing ins. co but mine as well. They totally kept me in the loop.

How can I improve my service to you and my other clients? Just keep doin' what you do.

Thanks again for going above & beyond our expectations!

**THANKS FOR YOUR PARTICIPATION!**