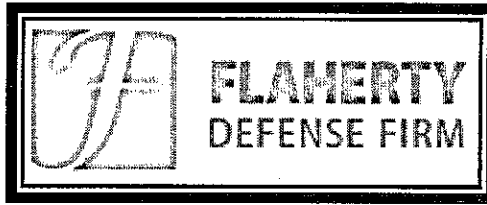


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CLIENT SURVEY

We appreciate the opportunity to serve your legal needs. Please help us improve the quality of our service by completing this survey and returning it to our firm. Your name will be kept confidential. If we can assist you in the future, we hope that you will call us.

1. Your Name (optional): [REDACTED]

2. Please rate our firm in the following areas:

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Criminal Law Expertise	X				

Comments: They knew the law, and what was best for me.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Efficiency handling your case	X				

Comments: I felt My case was handled exactly how it should have been.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Answering your questions	X				

Comments: I had a lot of questions, and they were all answered.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Quality of legal advice	X				

Comments: I feel like they gave me excellent advice. I couldn't be happier.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Promptness of service	X				

Comments: Great service! They always had time for me.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Friendliness of staff	X				

Comments: Very friendly staff.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Time devoted to your case	X				

Comments: My case was dismissed, so I know they devoted a lot of time.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Handling calls	X				

Comments: My attorney always returned my calls.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Availability of your attorney	X				

Comments: Unlike most lawyers, Mr. Flaherty was available to talk when I needed him.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Promptness for meetings	X				

Comments: It was quick and easy scheduling meetings.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Keeping you informed	X				

Comments: I loved how they always kept me in the loop.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Promptness of returning calls	X				

Comments: My calls were typically returned within an hour or less.

3. Would you choose our firm again to represent you in other matters? (circle one)

Definitely Probably Probably Not Definitely Not

4. Would you recommend us to someone you know? (circle one)

Definitely Probably Probably Not Definitely Not

5. How satisfied are you with the outcome of your case? (circle one)

Definitely Probably Probably Not Definitely Not

6. How can our firm improve its services to our clients: You are doing a great job.

7. Would you contact our firm in the future for a non-criminal law referral? (circle one): Yes No

8. What compliments or criticisms do you have about our firm and its services?

Mr. Flaherty and the girls in the office were great. I appreciate all the time and effort that went into getting my charges dismissed.

Thank you for completing this questionnaire!