

**HOEY, FARINA AND DOWNES**  
**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 and Downes representation?

YES \_\_\_\_\_ NO \_\_\_\_\_

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

YES \_\_\_\_\_ NO \_\_\_\_\_

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

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.: \_\_\_\_\_