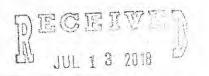


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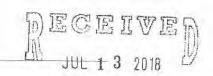
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Cilluffo v. Central Refrigerated Service



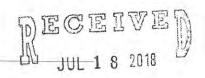
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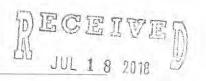
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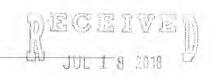
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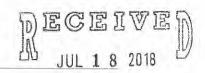
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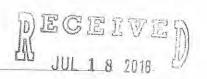
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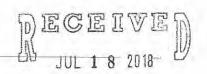
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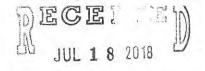
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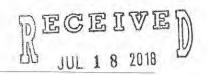
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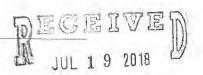
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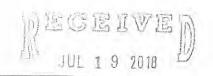
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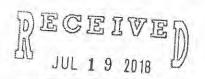
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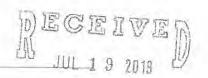
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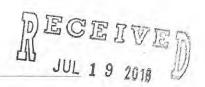
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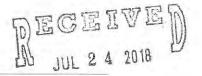
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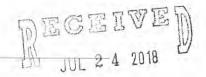
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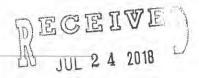
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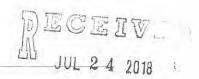
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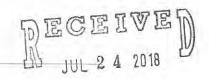
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1.	Were you s	atisfied	with ou	ır repre	sentatio	n overa	11?				
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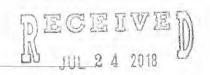
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Cilluffo v. Central Refrigerated Service



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Cilluffo v. Central Refrigerated Service



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Kingston, NY 12401 Fax: 845-255-8649



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6.	How sa	atisfied	are yo	u with	the out	come of	f your c	case?							
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7.	What d				440 L	JCAD	al,	ZVAJI	LABIL	JTY .	au	TELLACET	f.,		
						HAW	KS	501	Uuci	1!	41				
	Comments: Communication, availability, and TELLACITY. THANKS SO MUCH!														
8.	What could we do to improve? Comments:														
	Comments:														
	Were th								out?						
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NAME	(Option	nal): ₋													
PLEAS	E RETU	JRN T	O:	260 F Kings	an, Sw air Stre ton, NY	et 7 12401		ı, PLLC							



1.	Wer	e you sa	atisfied	with ou	ır repre	sentatio	n overa	11?				
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6.	How	satisfie	ed are y	ou with	the out	come o	f your c	ase?					
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1.	Were you s	atisfied	with ou	ır repre	sentatio	n overa	11?				
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3.	How satisfic	ed were	you wi	th the a	ttorneys	s on you	ır case?				
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6.	How	satisfie	d are yo	ou with	the out	come o	f your c	case?					
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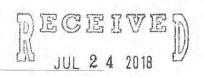
1.	Were you s	atisfied	with ou	ır repre	sentatio	n overa	11?				
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2.	How satisfie	ed were	you wi	th the p	aralega	ls on yo	our case	?			
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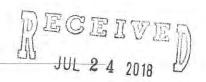
1.	Were you s	atisfied	with ou	ır repre	sentatio	n overa	11?				
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9.	Were there	any spec	cific pro	blems t	hat we	should l	know ab	out?				
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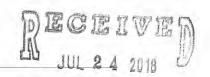
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6.	How satisfi	ed are y	ou with	the out	come o	f your o	case?					
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8.	What could	we do t	o impro	ve?								
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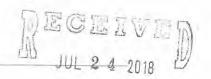
1.	Were you s	atisfied	with o	ur repre	sentatio	n overa	11?				
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2.	How satisfi	ed were	e you w	ith the p	paralega	ls on yo	our case	?			
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3.	How satisfie	ed were	you wi	th the a	ttorneys	on you	ır case?				
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	Comments:_	None	2								
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NAME	(Optional): _										
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1.	Were you s	atisfic	ed with	our repre	esentatio	n overa	all?				
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	Comments:										
3.	How satisfic	ed we	re you v	vith the	attorneys	s on yo	ur case?	?			
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4.	Were you al	ble to	get you	r questio	ns answ	ered, as	s neede	d?			
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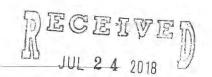
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I	conldn't	have	e ask	ed t	ov a	bett	ev o	ntcon	ne. Tr	gnk'	you deep	ids the co
8.	What could	we do to										
	Comments:_	NIA										
9.	Were there a Comments:	Lin		blems th	hat we	should l	know ab	oout?				
NAME	(Optional): _									=		
PLEAS	E RETURN '	ГО:	260 F Kings	an, Sw Fair Stre ston, NY 845-25	et 7 1240		ı, PLL(C				



1.	Were you	satisfied	with o	ur repre	sentatio	n overa	11?				
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6.	How satisfie	ed are y	ou with	the out	come o	f your c	ase?				
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PLEAS	SE RETURN	ТО:		an, Sw		& Dunr	ı, PLL	С			
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Cilluffo v. Central Refrigerated Service



1.	Were you s	atisfied	d with ou	ır repre	sentatio	n overa	11?				
BEST	10	9	8	7	□ 6	□ 5	4	3	2	1	WORST
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2.	How satisfie	ed wer	e you wi	th the p	aralega	ls on yo	ur case	?			
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	Comments:										
3.	How satisfie	ed were	e you wi	th the a	ttorneys	on you	r case?				
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	Comments:										
4.	Were you ab	ole to g	et your o	question	is answ	ered, as	needed	1?			
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6.	How satisfi	ed are y	ou with	the out	come o	f your o	case?					
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8.	What could	we do t	o impro	ve?								
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9.	Were there	any spec	cific pro	blems t	hat we	should	know at	out?				
	Comments:	None	e the	nt I	cov	ld +	hink	of				
NAME	(Optional):											
PLEAS	E RETURN	TO:	260 F Kings	an, Sw Fair Streston, N 845-25	et Y 1240	1	n, PLLO	C -				



1.	Were you sa	atisfied	with o	ur repre	sentatio	n overa	11?				
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	o () () ()	,,,,,,	our com	mamoa	itolis Wi	im you.	Did W	o give y	ou as m	iden in	formation as you wanted?
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6.	How satisfi	ed are y	ou with	the out	come o	f your c	case?					
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9.	Were there a	any spec	eific pro	blems t	hat we	should l	know al	out?				
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PLEAS	E RETURN	TO:	260 F	air Stre	eet		ı, PLLO	C				
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1.	Were you sa	atisfied	with ou	ır repre	sentatio	n overa	11?				
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	Comments:_										
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6.	How satisf	ied are y	ou with	the out	come o	f your c	ease?				
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1.	Were you s	atisfied	with ou	ır repre	sentatio	n overa	11?				
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	Comments:_										

6.	How satisf	ied are y	ou with	the out	come o	f your o	case?					
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NAME	(Optional):											
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1.	Were you sa	atisfied	with ou	ır repre	sentatio	n overa	11?				
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	Comments:		Per Let	tu							
2.	How satisfie	ed were	you wi	th the p	aralega	ls on yo	ur case	?			
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	Comments:	Monie	a ayer	n and l	enibal 6	Pareia	are Zi	ne best	repres	entalu	ies of your frion! (see letter)
3.	How satisfie	d were	you wi	th the a	ttorneys	on you	r case?				(see lettu)
BEST	10	9	8	7	6	□ 5	4	□ 3	□ 2	1	WORST
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16 July 2018

Dan C. Getman, Esq. GETMAN, SWEENEY & DUNN, PLLC 260 Fair Street Kingston, New York 12401-9965

Re:

Cilluffo v Central Refrigerated Service, Inc., et al

Mr. Getman,

I was not aware of the above referenced suit until my brother, another lease operator with Central brought it to my attention and then I did join. (He passed from lung cancer before the final settlement).

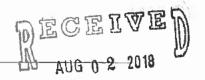
I am profoundly grateful that your firm, and others, continued to pursue the suit for more than six years, firmly believing the suit's legitimacy and without benefit of any payment.

May I please commend Ms. Monica Ayers and Anibal Garcia of your firm for their dedication and response to any of my inquiries over the years. I was made to feel that me, as an individual (of so many) was actually known to them and their responses were always tailored to me personally. Truly they are treasures that any firm would be proud to have represent them...and they are yours.

My portion of the settlement was received on May 21 of this year...in essence, "found money" Unexpected but gratefully received to lift all financial burdens...with enough left to satisfy the new tax rates! It was a very long time from filing to settlement and without any compensation for anyone in your firm until, evidently, we all received benefit at the same time.

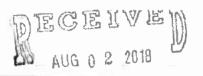
Respectfully,

Enclosure: Client Satisfaction Survey



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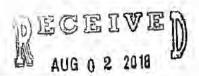
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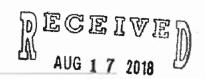
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yer	What did we do well? Comments: Joy guys did a vonderful job 1 guy are great
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PLEA	SE RETURN TO: Getman, Sweeney & Dunn, PLLC 260 Fair Street Kingston, NY 12401 Fax: 845-255-8649



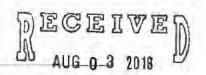
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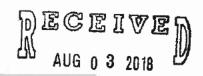
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2.	How satisfied	d were	you wit	h the pa	aralegal	s on yo	ur case?	,			
BEST	10						□ 4	□ 3	2	1	WORST
	Comments:_										
3.	How satisfied	d were	you wit	h the at	torneys	on you	r case?				
BEST	10	9	8	□ 7	□ 6	□ 5	□ 4	3	□ 2	□ 1	WORST
	Comments:_										
4.	Were you ab	le to ge	t your o	question	ıs answ	ered, as	needed	?			
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5.	Overall, how	were o	our com	munica	tions w	ith you	? Did w	e give y	ou as m	iuch in	formation as you wanted?
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6.	How satisfie	d are yo	ou with	the out	come o	f your c	ase?					
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	Comments:_											
7.	What did we Comments:_	do we	11? VE N	-y <i>Γ</i>	hiv	9		,				
8.	What could	we do t	o impro	ove?								
	Comments:		-									
9.	Were there a		_									
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1.	Were you sa	tisfied	with our	r repres	entation	overal	1?				
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	Comments:_										
2.	How satisfie	d were	you wit	h the pa	aralegal	s on yo	ur case	?			
BEST	10							3	□ 2	1	WORST
	Comments:_										
3.	How satisfie	d were	you wit	h the at	torneys	on you	r case?				
BEST	10	9	8	□ 7	□ 6	□ 5	□ 4	3	□ 2	1	WORST
	Comments:_										
4.	Were you ab	le to g	et your o	question	ıs answ	ered, as	needed	?			
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6.	How satisfied	l are yo	ou with	the out	come o	f your c	ase?					
BEST	□ 10	9	8	_ 7	□ 6	5	□ 4	3	□ 2	□ 1	WORST	
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8.	What could v	ve do t	o impro	ve?			40.5				140	
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9.	Were there as	11	eific pro	blems			know a					
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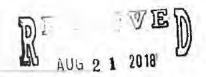
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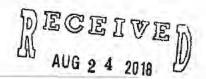
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		itu	ould	be	TAA	ne y	ه لاسیا	e				
2.	How satisfie	d were	you wit	h the pa	aralegal	ls on yo	ur case	?				
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3.	How satisfie	d were	you wit	h the at	torneys	on you	ır case?					
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4.	Were you ab	le to g	et your q	uestion	is answ	ered, as	needed	?				
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	l C	s it i	doesn'	HALLO	Her Case	your s you	people	your	people people	e han	this is the charge	
	[Cilluff	o v. Cer	ntral Refri	gerated S	Service	Thai	nkud	u\	7000	y) . (CONTINUED ON	BACK →

6.	How satisfied are you with the outcome of your case?
BEST	10 9 8 7 6 5 4 3 2 1 Comments: 1 think every one of US. thankyou
	comments: 1 think every one of Us. thankyou
7.	What did we do well? Comments: Best
8.	What could we do to improve? Comments: teep doing what your doing. On the lay with this servays, you'll see to improve
9.	Were there any specific problems that we should know about? Comments: No problem Can't thank you much
	E (Optional): ASE RETURN TO: Getman, Sweeney & Dunn, PLLC 260 Fair Street Vingston, NY 12401

Fax: 845-255-8649

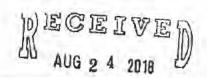


1.	Were you sa	atisfied	with ou	r repres	entatio	n overal	1?				
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2.	How satisfie	d were	you wi	th the p	aralega	als on yo	ur case'	?			
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	Comments:	Fi	rst	one	to	Con	tac	t in	16	gaj	(D) (D) (D)
3.	How satisfie	ed were	you wi	th the at	torney	s on you	r case?			^	
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	Comments:	ta	kes	tea	M	of L	wy	ers	ge	4:+	done
.	Were you al								,		
BEST	10	9	8	7	6	5	4	3	2	1	WORST
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	Overall, hov	v were (our com	munica	tions w	vith you?	Did w	e give y	ou as n	nuch in	formation as you wanted?
BEST	□ 10	9	8	7	6	□ 5	4	3	2		WORST
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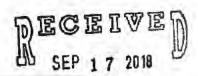
1.	Were you sa	atisfied	with ou	repres	entation	n overal	1?				
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	Comments:										
2.	How satisfie	ed were	you wi	th the p	aralega	ls on yo	ur case	?			
BEST	10	9	8		6	5	4	3	□ 2	1	WORST
	Comments:										
3.	How satisfie	ed were	you wi	th the a	ttorneys	on you	ir case?				
BEST	⊠ 10	9	8	7	6	5	4	3	□ 2	1	WORST
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4.	Were you al	ole to g	et your	question	ns answ	ered, as	needed	1?			
BEST	10	9	8	7	6	□ 5	4	3	2	1	WORST
	Comments:										
5.	Overall, how	v were	our com	munica	itions w	ith you	? Did w	e give y	ou as n	nuch in	formation as you wanted?
BEST	☑ 10		8		0	0	_	□ 3			WORST
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6.	How satisf	ied are ye	ou with	the out	come o	f your c	ase?				
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7.	What did v								*		0
Care	Comments	_lom!	nunica	tion	neve	C gwir	ig up	and	Figh	ting.	for what was
right	it for t	hose po	ut d	f the	law	sut:					
8.	What coul	d we do t	o impro	ove?							
	Comments	NA		_		_		-	_		
-											
9.	Were there										
	Comments	s: NO			-	-	-	_			
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NAM	IE (Optional): ₋									
PLEA	ASE RETUR	N TO:	260 Kin	man, S Fair St gston, N	reet NY 124		nn, PLI	LC			



1.	Were you sa	tisfied	with ou	ir repres	sentation	n overal	1?				
BEST	25	9	8	7	6	5	4	3	2	1	WORST
	Comments:_			-							
2.	How satisfie	d were	you wi	th the p	aralega	ls on yo	ur case	?			
BEST	40	9	8	7	6	5	4	3	2	1	WORST
	Comments:_			-							
3.	How satisfie	d were	you wi	th the a	ttorneys	on you	r case?				
BEST	40	9	8	7	6	□ 5	4	3	□ 2	1	WORST
	Comments:_		1-4								
4.	Were you ab	le to g	et your	question	ıs answ	ered, as	needed	!?			
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	Comments;_			-							
5.	Overall, how	were o	our com	munica	tions w	ith you	Did w	e give y	ou as n	uch in	formation as you wanted?
BEST	\$	9	8	7	6	5	4	3	2	_ 1	WORST
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6.	How satisfied are you with the outcome of your case?										
BEST	10	9	8	7	6	5	4		□ 2	1	WORST
	Comments:			-	_	_					
7.	What did w								n.		
	Comments:	Ve	ry	900	<u>d</u>	all	- ac	our	va	-	
_											
8.	What could	we do	to impr	ove?							
	Comments: Nothing.										
-			_	_							
0	W th our		nifia ny	ahlams	that su	e should	knows	shout?			
9.	Comments	Were there any specific problems that we should know about? Comments: Nonz									
	Comments										
NAM	E (Optional)										
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1.	Were you s	atisfied	with ou	r repres	entation	overall	?				
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	Comments:										
2.	How satisfi	ed were	you wi	th the p	aralegal	ls on you	ır case?				
BEST	10	9	8	7	6	□ 5	4	3	□ 2	1	WORST
	Comments:	Comments: N/A									
3.	How satisfie	ed were	you wi	th the a	ttorneys	on your	case?				
BEST	10	×	8	7	6	5	4	□ 3	2	1,	WORST
	Comments:										
4.	Were you a	ble to go	t your	questio	ns answ	ered, as	needed	?			
BEST	10	8	8	7	6	5	41	. 3	2		WORST
	Comments:	-									
5.	Overall, how	w were	our com	munica	ıtions w	ith you?	Did we	e give yo	u as mu	ich inf	formation as you wanted?
BEST	76	9	8	7	6	5	4	3	2	1	WORST
	Commente										

6.	How satisfie	ed are y	ou with	the out	come o	f your c	ase?					
BEST	70	9	8	7	□ 6	5	4	3	2	1	WORST	
	Comments:										_	
7.	What did we do well?											
	Comments:	CoY	nmu	nica	tion							
										-		
8.	What could	we do t	o impro	ove?								
	Comments:	NI	+									
-											*	
9.	Were there	any spe	cific pr									
	Comments:	NA				*5						
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PLEA	SE RETURN	TO:	260 Kin	Fair Str gston, N		01	in, PLI	.C				



Getman, Sweeney & Dunn strives to provide the highest possible quality of representation to our clients. We recognize we can always improve. Please tell us about any positive or negative experiences you had with us.

1.	Were you	satisfied	with ou	r represe	ntation	overal	1?				
BEST	□ 10	□ 9	8	□ 7	□ 6	□ 5	□ 4	3	□ 2	¥	WORST
	Comments	:									
2.	How satisf	ied were	you wi	th the par	ralegals	s on yo	ur case?	?			
BEST	□ 10	9	□ 8	□ 7	□ 6	□ 5	□ 4	3	□ 2	M	WORST
	Comments	:								 -	
3.	How satisf	ied were	you wi	th the att	orneys	on you	r case?				
BEST	Comments	9) ₈ }	SPA	60	3	4	80	J_2^{\square}	N	WORST
	Comments	:						90	17	<u> </u>	>009
4.	Were you	able to g	et your	questions	answe	red, as	needed	?			
BEST	□ 10	□ 9	8	□ 7	□ 6	□ 5	□ 4	□ 3	□ 2	O	WORST
m	Comments	:									
450	Overall ho	(A)		•						6	150
5. ************************************	Overall, ho		our com	imunicat	ions wi	th you	? Did w	e give y	ou as n	iuci mi	as you wanted?
BEST	U	10	_ 	□ 7	□ 6	5	- - - - - - - - - - - - - - - - - - -	33	2	X	WORST O
	Comments	大						V			大

Cilluffo v. Central Refrigerated Service

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6.	How satisfie	d are y	ou with	the out	tcome o	f your o	case?					
BEST	□ 10	9	8	□ 7	□ 6	□ 5	□ 4	□ 3	□ 2	X	WORST	
	Comments:_		2.52			-			·			-
7.	What did we	e do we	:11?									
	Comments:		У									-
8.	What could	we do	to impro	ove?								
	Comments:		September 1									-
9.	Were there a		ecific pro	oblems U	that we	should	know a	bout?	nu	1 (h fo	<u></u>
NAM	E (Optional):											
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/	Cillu	ffo v. Ce	ntral Refr	rigerated	Service					•	, ,	

Page 1						
Q1 Were you satisfied with our representation overall?						
☆	Fairly satisfied					
Q2 How satisfied were you with the paralegals on your case?						
☆	Fairly satisfied					
Q3 How satisfied were you with the attorneys on your case?						
☆	Completely satisfied					
Q4 Were you able to get your questions answered, as needed?						
☆	Always					
Q5 Overall, how were our communications with you? (e.	.g. Did we give you as much information as you wanted?)					
☆	Good					
Q6 How satisfied are you with the outcome of your case	»?					
☆	Moderately satisfied					
Q7 What did we do well?	Respondent skipped this question					
Q8 What could we do to improve?	Respondent skipped this question					
Q9 Were there any specific problems that we should know about?	Respondent skipped this question					
Q10 Name (Optional)	Respondent skipped this question					

Page 1					
Q1 Were you satisfied with our representation overall?					
☆	Completely satisfied				
Q2 How satisfied were you with the paralegals on your ca	ase?				
☆	Completely satisfied				
Q3 How satisfied were you with the attorneys on your cas	se?				
\$	Completely satisfied				
Q4 Were you able to get your questions answered, as needed?					
☆	Always				
Q5 Overall, how were our communications with you? (e.g	. Did we give you as much information as you wanted?)				
☆	Excellent				
Q6 How satisfied are you with the outcome of your case?					
☆	Completely satisfied				
Q7 What did we do well?					
Kept us very informed over the ong process.					
Q8 What could we do to improve?	Respondent skipped this question				
Q9 Were there any specific problems that we should know about?	Respondent skipped this question				

Q10 Name (C	Optional)			

Page 1						
Q1 Were you satisfied with our representation overall?						
☆	Completely satisfied					
Q2 How satisfied were you with the paralegals on your co	ase?					
☆	Completely satisfied					
Q3 How satisfied were you with the attorneys on your case?						
☆	Completely satisfied					
Q4 Were you able to get your questions answered, as needed?						
☆	Always					
Q5 Overall, how were our communications with you? (e.g	g. Did we give you as much information as you wanted?)					
☆	Excellent					
Q6 How satisfied are you with the outcome of your case?	?					
☆	Completely satisfied					
Q7 What did we do well?	Respondent skipped this question					
Q8 What could we do to improve?	Respondent skipped this question					
Q9 Were there any specific problems that we should know about?	Respondent skipped this question					
Q10 Name (Optional)	Respondent skipped this question					

Page 1						
Q1 Were you satisfied with our representation overall?						
☆	Completely satisfied					
Q2 How satisfied were you with the paralegals on your of	case?					
☆	Completely satisfied					
Q3 How satisfied were you with the attorneys on your ca	ase?					
☆	Completely satisfied					
Q4 Were you able to get your questions answered, as needed?						
☆	Always					
Q5 Overall, how were our communications with you? (e.	.g. Did we give you as much information as you wanted?)					
☆	Excellent					
Q6 How satisfied are you with the outcome of your case)?					
☆	Completely satisfied					
Q7 What did we do well?	Respondent skipped this question					
Q8 What could we do to improve?	Respondent skipped this question					
Q9 Were there any specific problems that we should know about?	Respondent skipped this question					
Q10 Name (Optional)	Respondent skipped this question					

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Page 1	
Q1 Were you satisfied with our representation overall?	
益	Completely satisfied
Q2 How satisfied were you with the paralegals on your car	se?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	e?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as need	eded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Q7 What did we do well?	
Commun cat on was great	
Q8 What could we do to improve?	
N/a	

Thomas v. Kellogg Client Satisfaction Survey

Q9 Were there any specific problems that we should know about?
None
Q10 Name (Optional)

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	se?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your cas	e?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as nee	eded?
☆	Always
Q5 Overall, how were our communications with you? (e.g	. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Q7 What did we do well?	
Good commun cat on	
Q8 What could we do to improve?	
Noth ng	
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

Page 1		
Q1 Were you satisfied with our representation overall?		
☆	Completely satisfied	
Q2 How satisfied were you with the paralegals on your ca	se?	
☆	Completely satisfied	
Q3 How satisfied were you with the attorneys on your cas	e?	
☆	Completely satisfied	
Q4 Were you able to get your questions answered, as needed?		
☆	Often	
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)		
☆	Excellent	
Q6 How satisfied are you with the outcome of your case?		
☆	Completely satisfied	
Q7 What did we do well?	Respondent skipped this question	
Q8 What could we do to improve?	Respondent skipped this question	
Q9 Were there any specific problems that we should know about?	Respondent skipped this question	
Q10 Name (Optional)	Respondent skipped this question	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as n	needed?
☆	Always
Q5 Overall, how were our communications with you? (e	.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	9?
☆	Completely satisfied
Q7 What did we do well?	
Sw ft commun cat on	
Q8 What could we do to improve?	
N/A	

Q9 Were there any specific problems that we should know about?	
No	
Q10 Name (Optional)	Respondent skipped this question



How satisfied were you with the paralegals on your case? Complete How satisfied were you with the attorneys on your case?	ely satisfied
Complete How satisfied were you with the paralegals on your case? Complete How satisfied were you with the attorneys on your case? Complete Were you able to get your questions answered, as needed?	ely satisfied
How satisfied were you with the paralegals on your case? Complete How satisfied were you with the attorneys on your case? Complete Were you able to get your questions answered, as needed?	ely satisfied
Complete How satisfied were you with the attorneys on your case? Complete Were you able to get your questions answered, as needed?	
How satisfied were you with the attorneys on your case? Complete Were you able to get your questions answered, as needed?	
Complete Were you able to get your questions answered, as needed?	ely satisfied
Were you able to get your questions answered, as needed?	ely satisfied
Always	
Overall, how were our communications with you? (e.g. Did we give	ve you as much information as you wanted?)
Excellent	
How satisfied are you with the outcome of your case?	
Complete	ely satisfied
What did we do well?	
commun cat on and updates were awesome	
What could we do to improve? Responde	ent skipped this question
Were there any specific problems that we should know about?	

Q10 Name (Optional)		

Page 1		
Q1 Were you satisfied with our representation over	erall?	
☆	Slightly satisfied	
Q2 How satisfied were you with the paralegals on	ı your case?	
☆	Fairly satisfied	
Q3 How satisfied were you with the attorneys on your case?		
☆	Slightly satisfied	
Q4 Were you able to get your questions answered, as needed?		
☆	Sometimes	
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)		
☆	Fair	
Q6 How satisfied are you with the outcome of you	ur case?	
☆	Not at all satisfied	
Comments::	Worked for Ke oggs 5 years 11 months was expect ng a fary arge sett ement and on y got pad for 1 month of m ssed overt me (due to statue of m tat ons) t would of been nice to know a that upfront instead of expecting a arge sett ement for 5 years on y to get \$500.	
Q7 What did we do well?	Respondent skipped this question	
Q8 What could we do to improve?	Respondent skipped this question	

Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our repre-	sentation overall?
☆	Completely satisfied
Comments::	No ssues
Q2 How satisfied were you with the p	paralegals on your case?
☆	Completely satisfied
Comments::	No ssues
Q3 How satisfied were you with the a	attorneys on your case?
☆	Completely satisfied
Comments::	No ssues
Q4 Were you able to get your question	ons answered, as needed?
☆	Always
Comments::	Never had any quest ons, Because your team keep us up to date throughout the who e f ve year process.
Q5 Overall, how were our communication	ations with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	Wou d have ked to see the names of the other part c pants, but understand that shou d be kept conf dent a .
Q6 How satisfied are you with the ou	tcome of your case?
☆	Completely satisfied
Comments::	This was the primary reason I left Ke logg s after 16+years of service. Didn't think I would ever see any sense of Justice de vered for the way we treated

Q7 What did we do well?
YOU WON!!!!!!
Q8 What could we do to improve?
No dea
Q9 Were there any specific problems that we should know about?
None for me
Q10 Name (Optional)

Page 1	
Q1 Were you satisfied with our representation	overall?
☆	Fairly satisfied
Comments::	I fe t my port on of the sett ement shou d have been h gher. I spent many hours gather ng and ma ng pounds of documents. Eva uat ons and procedures. Ema s. Schedu es persona po c es. A so verba documentat on of nappropr ate superv sor comments and behav or. I was a so et go because of my nvo vement n th s C ass Act on.
Q2 How satisfied were you with the paralegals	s on your case?
Ā	Completely satisfied
Q3 How satisfied were you with the attorneys	on your case?
☆	Fairly satisfied
Q4 Were you able to get your questions answ	rered, as needed?
☆	Often
Q5 Overall, how were our communications wit	th you? (e.g. Did we give you as much information as you wanted?)
☆	Fair
Comments::	A schedu ed depos t on was postponed and never reschedu ed by the awyers. I d d ca n. And they were unava ab e at the appointed time.
Q6 How satisfied are you with the outcome of	your case?
☆	Completely satisfied

Q7 What did we do well?	
Overa commun cat on	
Q8 What could we do to improve?	
Gett ng m nor deta s to the part c pants.	
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	

11	4	
#	7	~~
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Page 1 Q1 Were you satisfied with our representation overall? ☆ Completely satisfied Q2 How satisfied were you with the paralegals on your case? ☆ Completely satisfied Q3 How satisfied were you with the attorneys on your case? ☆ Completely satisfied Q4 Were you able to get your questions answered, as needed? ☆ Always Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Excellent Q6 How satisfied are you with the outcome of your case? ☆ Fairly satisfied Comments:: Inad meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve? N/A		
☆ Completely satisfied Q2 How satisfied were you with the paralegals on your case? Completely satisfied Q3 How satisfied were you with the attorneys on your case? Completely satisfied Q4 Were you able to get your questions answered, as needed? Always Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) Excellent Q6 How satisfied are you with the outcome of your case? Fairly satisfied Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	Page 1	
Q2 How satisfied were you with the paralegals on your case? ☆ Completely satisfied Q3 How satisfied were you with the attorneys on your case? ☆ Completely satisfied Q4 Were you able to get your questions answered, as needed? ☆ Always Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Excellent Q6 How satisfied are you with the outcome of your case? ☆ Fairly satisfied Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	Q1 Were you satisfied with our representation overall?	
Completely satisfied Q3 How satisfied were you with the attorneys on your case? Completely satisfied Q4 Were you able to get your questions answered, as needed? Always Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) Excellent Q6 How satisfied are you with the outcome of your case? Fairly satisfied Comments:: Pairly satisfied	☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case? ☆ Completely satisfied Q4 Were you able to get your questions answered, as needed? ☆ Always Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Excellent Q6 How satisfied are you with the outcome of your case? ☆ Fairly satisfied Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	Q2 How satisfied were you with the paralegals on your	case?
☆ Completely satisfied Q4 Were you able to get your questions answered, as needed? ☆ Always Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Excellent Q6 How satisfied are you with the outcome of your case? ☆ Fairly satisfied Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	☆	Completely satisfied
Q4 Were you able to get your questions answered, as needed? ☆ Always Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Excellent Q6 How satisfied are you with the outcome of your case? ☆ Fairly satisfied Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	Q3 How satisfied were you with the attorneys on your ca	ase?
Always Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) Excellent Q6 How satisfied are you with the outcome of your case? Fairly satisfied Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	☆	Completely satisfied
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Excellent Q6 How satisfied are you with the outcome of your case? ☆ Fairly satisfied Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	Q4 Were you able to get your questions answered, as n	needed?
☆ Excellent Q6 How satisfied are you with the outcome of your case? ☆ Fairly satisfied Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	☆	Always
Q6 How satisfied are you with the outcome of your case? ☆ Fairly satisfied Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	Q5 Overall, how were our communications with you? (e	.g. Did we give you as much information as you wanted?)
Fairly satisfied Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	☆	Excellent
Comments:: I had meet my target for Bonus and d d not get t. Q7 What did we do well? Everyth ng Q8 What could we do to improve?	Q6 How satisfied are you with the outcome of your case	??
Q7 What did we do well? Everyth ng Q8 What could we do to improve?	☆	Fairly satisfied
Everyth ng Q8 What could we do to improve?	Comments::	I had meet my target for Bonus and d d not get t.
Q8 What could we do to improve?	Q7 What did we do well?	
	Everyth ng	
N/A	Q8 What could we do to improve?	
	N/A	

Q9 Were there any specific problems that we should know about?			
None			
Q10 Name (Optional)	Respondent skipped this question		

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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	se?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your cas	e?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as need	eded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Q7 What did we do well?	
Outstand ng job	
Q8 What could we do to improve?	
Dont know of any	

Q9 Were there any specific problems that we should know about?
No, not at a . Overa fantast c job. Just wanted to say thank you.
Q10 Name (Optional)

#15

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Comments::	Very much , was cons der ng us ng you at current enpm oyer that I m emp oyed w th , concerned about gett ng f red f I d d ? You wou dn t be eve what a s go ng on here as far as abor pract ces n Texas.
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Comments::	Exce ent fo ow up, Exspec a y keep ng a br dge of what s go ng on w th the cases .
Q3 How satisfied were you with the attorneys on your case?	Respondent skipped this question
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	Very prompt on gett ng back
Q6 How satisfied are you with the outcome of your case?)
☆	Moderately satisfied
Comments::	Was thinking I would get more \$\$\$\$\$ but I quess minus a the cost and back and fourth and the total number of clents that s what I should, Thx again for coming thru for a lof you that was takin advantage, it a shame some companies treat there employees this way,

Q7 What did we do well?
Great representat on. And gett ng the aw su t hand ed n a t me y matter.
Q8 What could we do to improve?
Maybe a v deo of the case as t progresses , to he p some us to th nk of other th ngs that we may have forgotten that s not emp oyed w th the company any more .
Q9 Were there any specific problems that we should know about?
Was et go for the wrong reason that I don t fee ke was just f ab e.
Q10 Name (Optional)

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your c	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ise?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Good
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation over	erall?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on	your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on y	our case?
☆	Completely satisfied
Q4 Were you able to get your questions answered	d, as needed?
☆	Always
Q5 Overall, how were our communications with yo	ou? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of you	r case?
☆	Completely satisfied
Q7 What did we do well?	
The commun cat on was very good. Even with the u sidur	rng the case, I was ab e to check your webs te for any new updates.
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we show	uld know about?
None.	

Q10 Name (Optional)			

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your cas	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eded?
☆	Always
Q5 Overall, how were our communications with you? (e.g	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	?
☆	Completely satisfied
Q7 What did we do well?	
Great commun cat on, qu ck fo ow up, returned ema s/phone ca s va ue to the case.	s. The process was made c ear and you made me fee ke I added
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)		

Page 1	
Q1 Were you satisfied with our representa	ation overall?
☆	Fairly satisfied
Q2 How satisfied were you with the parale	egals on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorn	eys on your case?
☆	Completely satisfied
Q4 Were you able to get your questions a	inswered, as needed?
☆	O-markima-
	Sometimes
Q5 Overall, how were our communications	
☆	s with you? (e.g. Did we give you as much information as you wanted?) Fair
Q5 Overall, how were our communications ☆ Q6 How satisfied are you with the outcom	s with you? (e.g. Did we give you as much information as you wanted?) Fair
ជ Q6 How satisfied are you with the outcom	s with you? (e.g. Did we give you as much information as you wanted?) Fair e of your case?
✿ Q6 How satisfied are you with the outcom ☆ Comments::	Fair Moderately satisfied I gave you a of my t me books w th records and you ema ed me on an o d ema address ask ng me to test fy, but I d dnt get the ema so d dnt get to test fy wh ch equa ed a ower
ద Q6 How satisfied are you with the outcom ద	Fair Moderately satisfied I gave you a of my t me books w th records and you ema ed me on an od ema address ask ng me to test fy, but I d dnt get the ema sod dnt get to test fy which equaied a ower sett ement

Q9 Were there any specific problems that we should know about?
see above
Q10 Name (Optional)

#	/	u

Page 1	
Q1 Were you satisfied with our rep	resentation overall?
☆	Completely satisfied
Comments::	Ema s we re answered r ght away.
Q2 How satisfied were you with the	e paralegals on your case?
☆	Completely satisfied
Comments::	Great team a team wth compass on!
Q3 How satisfied were you with the	e attorneys on your case?
☆	Completely satisfied
Comments::	Ke ogg s has to pay for the r abuse of the r emp oyees. Bravo!
Q4 Were you able to get your ques	tions answered, as needed?
☆	Always
Comments::	Ju a was a ways ava ab e!
Q5 Overall, how were our commun	ications with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	Your staff s amaz ng! Commun cat on was exce ent!
Q6 How satisfied are you with the o	outcome of your case?
☆	Completely satisfied
Comments::	Ke ogg s had to pay!

Q7 What did we do well?
You corrected a wrong and made trght. God Bess you a!
Q8 What could we do to improve?
Abso ute y noth ng. In my eyes you are wonderfu tru y car ng peop e.
Q9 Were there any specific problems that we should know about?
None
Q10 Name (Optional)

Page 1	
Q1 Were you satisfied with our representation over	all?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on y	your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on yo	our case?
☆	Completely satisfied
Q4 Were you able to get your questions answered,	as needed?
☆	Always
Q5 Overall, how were our communications with you	ı? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your	case?
☆	Moderately satisfied
Q7 What did we do well?	
W nn ng	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	d Respondent skipped this question

Q10 Name (Optional)	Q10	Name	(Optional)
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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as n	needed?
☆	Always
Q5 Overall, how were our communications with you? (e	e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	∍?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional	al)
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Page 1	
Q1 Were you satisfied with our representation or	verall?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals of	on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys or	your case?
☆	Completely satisfied
Q4 Were you able to get your questions answere	ed, as needed?
☆	Always
Q5 Overall, how were our communications with	you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of you	our case?
☆	Completely satisfied
Q7 What did we do well?	
commentate w th us about the process	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we sh	ould know about?
no	

Q10 Name (Optional)

Respondent skipped this question

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Page 1		
Q1 Were you satisfied with our representation	overall?	
☆	Completely satisfied	
Q2 How satisfied were you with the paralegals	s on your case?	
☆	Completely satisfied	
Q3 How satisfied were you with the attorneys	on your case?	
☆	Completely satisfied	
Q4 Were you able to get your questions answer	ered, as needed?	
☆	Always	
Q5 Overall, how were our communications wit	th you? (e.g. Did we give you as much information as you wanted?)	
☆	Excellent	
Q6 How satisfied are you with the outcome of	your case?	
☆	Completely satisfied	
Comments::	Thank you for your hard work and perseverance.	
Q7 What did we do well?		
Prov ded expert ega adv ce and worked t re ess y to	obtain compensation for a the workers involved.	
Q8 What could we do to improve?		
D d everyth ng very we .		

Q9 Were there any specific problems that	t we should know about?
None	
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your o	case?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as it	needed?
☆	Always
Q5 Overall, how were our communications with you? (e	e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	e?
☆	Completely satisfied
Q7 What did we do well?	
thank you thank you	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10	Name	(Optional)	1
~	LACILLO	Optionion	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	ease?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Fairly satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

#27

Completely satisfied mments:: Awesome job by your ega team with a big settlement for the trie guys I can tribank your team enough for a the hard work the How satisfied were you with the paralegals on your case? Completely satisfied How satisfied were you with the attorneys on your case? Completely satisfied
Awesome job by your ega team with a big settlement for the till e guys I can tithank your team enough for a the hard work the 2 How satisfied were you with the paralegals on your case? Completely satisfied 3 How satisfied were you with the attorneys on your case?
tt e guys I can't thank your team enough for a the hard work the 2 How satisfied were you with the paralegals on your case? Completely satisfied 3 How satisfied were you with the attorneys on your case?
Completely satisfied B How satisfied were you with the attorneys on your case?
B How satisfied were you with the attorneys on your case?
Completely satisfied
Completely satisfied
Were you able to get your questions answered, as needed?
Always
Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)
Excellent
6 How satisfied are you with the outcome of your case?
Completely satisfied
7 What did we do well? Respondent skipped this question
8 What could we do to improve? Respondent skipped this question
Were there any specific problems that we should Respondent skipped this question ow about?

Q10 Name	(Optional)
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Page 1	
Q1 Were you satisfied with our repr	esentation overall?
☆	Completely satisfied
Q2 How satisfied were you with the	paralegals on your case?
☆	Completely satisfied
Comments::	Awesome!
Q3 How satisfied were you with the	attorneys on your case?
☆	Completely satisfied
Q4 Were you able to get your quest	tions answered, as needed?
☆	Always
Q5 Overall, how were our communi	cations with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the o	outcome of your case?
☆	Fairly satisfied
Comments::	The sett ement adm n strator s terr b e.
Q7 What did we do well?	
Commun cate. Rep y prompt y.	
Q8 What could we do to improve?	
D fferent sett ement adm n strator.	

Q9 Were there any specific problems that we should know about?	
	 A 100

Check was addresses correct y but returned to adm n strator. They refused to rema check for another 8 weeks. And they send arge checks standard ma, which eaves room for many errors.

Q10 Name (Optional)

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
Comments::	Not sure. I never taked to an attorney, t was a para ega.
Q4 Were you able to get your questions answered, as n	eeded?
☆	Often
Q5 Overall, how were our communications with you? (e.	.g. Did we give you as much information as you wanted?)
☆	Good
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	
Kept us we nformed concern ng matters of the case and update	ed us on important dates.
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Q7 What did we do well?	
Commun cat on. Kept me we nformed throughout the process.	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name	(Optional)
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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	ease?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our representation	tion overall?
☆	Completely satisfied
Q2 How satisfied were you with the parale	gals on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorned	eys on your case?
☆	Completely satisfied
Q4 Were you able to get your questions ar	nswered, as needed?
☆	Always
Q5 Overall, how were our communications	with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome	e of your case?
☆	Fairly satisfied
Q7 What did we do well?	
Commun cat on	
Q8 What could we do to improve?	
Noth ng	

4	2	2
H	J	O

4.77	
Page 1	
Q1 Were you satisfied with our representation over	rall?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on y	your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on yo	our case?
☆	Completely satisfied
Q4 Were you able to get your questions answered,	as needed?
☆	Always
Q5 Overall, how were our communications with you	u? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your	case?
☆	Completely satisfied
Q7 What did we do well?	
Kept us nformed.	
Q8 What could we do to improve?	
N/A	

Q9 Were there any specific problems that w	ve should know about?
No	
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your c	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	?
☆	Moderately satisfied
Comments::	I thought we would receive more compensation
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

#35

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your c	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional	al)
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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Often
Q5 Overall, how were our communications with you? (e.g.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	,
☆	Completely satisfied
Q7 What did we do well?	
Keep us nformed ntmeymanner	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Optional)	
	Optional)

Page 1	
Q1 Were you satisfied with our representation	overall?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals	s on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys	on your case?
☆	Completely satisfied
Q4 Were you able to get your questions answ	ered, as needed?
☆	Always
Q5 Overall, how were our communications wit	th you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of	your case?
☆	Completely satisfied
Q7 What did we do well?	
Commun cated we on updates with the case.	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we	should know about?
I wou d have ked to have my p anners back.	

Q10 Name (Option	nal)
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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your	case?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as	needed?
☆	Always
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your cas	se?
☆	Completely satisfied
Q7 What did we do well?	
Kept us nformed	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our representation of	overall?
☆	Completely satisfied
Comments::	Happy to say you were our representat on, great job
Q2 How satisfied were you with the paralegals	on your case?
故	Completely satisfied
Comments::	great commun cat on dur ng the process, easy to ta k to, took the t me to sten, great y apprec ated
Q3 How satisfied were you with the attorneys of	on your case?
益	Completely satisfied
Q4 Were you able to get your questions answe	red, as needed?
益	Always
Q5 Overall, how were our communications with	you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	great commun cat on through the process
Q6 How satisfied are you with the outcome of y	vour case?
益	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question

Q9 Were there any specific problems that we should know about?	Respondent skipped this question	
Q10 Name (Optional)	Respondent skipped this question	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your c	ease?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ise?
益	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
立	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your case	se?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	9?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as nee	ded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Comments::	Every quest on s comp ete y sat sf ed. Everyt me I h t star for comp ete y sat sf ed a stars turned go d Gave you a h ghest marks,
Q7 What did we do well?	
Gett ng most that was asked for. Took t me to do t r ght.	
Q8 What could we do to improve?	Respondent skipped this question

Q9 Were there any specific problems that we should know about?	Respondent skipped this question	
Q10 Name (Optional)		

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your c	ase?
益	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
益	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Good
Q6 How satisfied are you with the outcome of your case	?
☆	Fairly satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our represen	tation overall?
☆	Completely satisfied
Q2 How satisfied were you with the para	legals on your case?
*	Completely satisfied
Comments::	Ju a Fr day was awesome.
Q3 How satisfied were you with the attor	neys on your case?
À	Completely satisfied
Comments::	Apprec ate the profess ona sm of M ke Dunn
Q4 Were you able to get your questions	answered, as needed?
☆	Always
Q5 Overall, how were our communicatio	ns with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcor	me of your case?
*	Completely satisfied
Q7 What did we do well?	
Commun cat nd and exp a n ng the process.	
Q8 What could we do to improve?	
Continue to keep up the good work.	

Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	

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Page 1		
Q1 Were you satisfied with our representation overall?		
☆	Completely satisfied	
Q2 How satisfied were you with the paralegals on your	case?	
☆	Completely satisfied	
Q3 How satisfied were you with the attorneys on your	case?	
☆	Completely satisfied	
Q4 Were you able to get your questions answered, as	needed?	
☆	Always	
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)		
☆	Excellent	
Q6 How satisfied are you with the outcome of your cas	e?	
☆	Completely satisfied	
Q7 What did we do well?		
Keep me nformed about the case		
Q8 What could we do to improve?		
noth ng as I was p eased with the information and outcome of the	ne case	

Q9 Were there any specific problems that we should know	v about?
none	
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Not satisfied at all
Q2 How satisfied were you with the paralegals on your case	se?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	e?
☆	Not satisfied at all
Q4 Were you able to get your questions answered, as need	eded?
☆	Sometimes
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)
☆	Fair
Q6 How satisfied are you with the outcome of your case?	
☆	Not at all satisfied
Q7 What did we do well?	
noth ng	
Q8 What could we do to improve?	
Do your job better.	
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our represent	ation overall?
☆	Completely satisfied
Comments::	Great job
Q2 How satisfied were you with the paral	egals on your case?
☆	Completely satisfied
Comments::	Aga n great job and kept us we appra sed
Q3 How satisfied were you with the attorn	neys on your case?
☆	Completely satisfied
Comments::	Resu ts speek vo umes.
Q4 Were you able to get your questions	answered, as needed?
☆	Always
Comments::	Yes
Q5 Overall, how were our communication	ns with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	Very good
Q6 How satisfied are you with the outcon	ne of your case?
☆	Completely satisfied
Comments::	Better than I expected

Q8 What could we do to improve?	
Noth ng	
Q9 Were there any specific problems that we should know about?	
No	

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Page 1	
Q1 Were you satisfied with our rep	resentation overall?
☆	Completely satisfied
Comments::	You a were phenomena! So profess ona and car ng! Your response t me to quest ons or concerns was a most nstantaneous. I can t te you enough how gratefu I am for your efforts to w n th s case. Not just for the monetary reward but know ng that you stood up for workers who were not treated fary.
Q2 How satisfied were you with the	paralegals on your case?
☆	Completely satisfied
Comments::	Aga n, response was instantaneous and any questions or requests were clearly defined as to what was needed.
Q3 How satisfied were you with the	attorneys on your case?
☆	Completely satisfied
Comments::	D tto!
Q4 Were you able to get your ques	tions answered, as needed?
☆	Always
Q5 Overall, how were our commun	ications with you? (e.g. Did we give you as much information as you wanted?
☆	Excellent
Q6 How satisfied are you with the o	outcome of your case?
☆	Completely satisfied

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Commun cated a a ong the process Prov de updates A ways profess ona

Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	?
☆	Fairly satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1		
Q1 Were you satisfied with our representation overall?		
☆	Somewhat satisfied	
Q2 How satisfied were you with the paralegals on your case	se?	
☆	Fairly satisfied	
Q3 How satisfied were you with the attorneys on your case	9?	
☆	Somewhat satisfied	
Q4 Were you able to get your questions answered, as nee	ded?	
☆	Often	
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)		
☆	Poor	
Q6 How satisfied are you with the outcome of your case?		
☆	Slightly satisfied	
Q7 What did we do well?	Respondent skipped this question	
Q8 What could we do to improve?	Respondent skipped this question	
Q9 Were there any specific problems that we should know about?	Respondent skipped this question	
Q10 Name (Optional)	Respondent skipped this question	

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Page 1	
Q1 Were you satisfied with our representation or	verall?
☆	Completely satisfied
Comments::	Great job!!!
Q2 How satisfied were you with the paralegals of	on your case?
☆	Completely satisfied
Comments::	Exce ent
Q3 How satisfied were you with the attorneys or	your case?
☆	Completely satisfied
Comments::	Touch com sat and they a star???
Q4 Were you able to get your questions answer	ed, as needed?
☆	Always
Q5 Overall, how were our communications with	you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of you	our case?
☆	Completely satisfied
Comments::	Great. Job!!!!!
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question

Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	

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Page 1		
Q1 Were you satisfied with our representa	ation overall?	
☆	Completely satisfied	
Q2 How satisfied were you with the parale	egals on your case?	
☆	Completely satisfied	
Q3 How satisfied were you with the attorneys on your case?		
☆	Completely satisfied	
Q4 Were you able to get your questions a	inswered, as needed?	
☆	Always	
Q5 Overall, how were our communication	s with you? (e.g. Did we give you as much information as you wanted?)	
☆	Excellent	
Q6 How satisfied are you with the outcom	e of your case?	
☆	Moderately satisfied	
Q7 What did we do well?		
Commun cat on		
Q8 What could we do to improve?		
Perhaps g ve an nd cat on as to the ba park f gu	ire that one could expect.	

Q9 Were there any specific problems that we should know about?		
No		
Q10 Name (Optional)	Respondent skipped this question	

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Page 1		
Q1 Were you satisfied with our representation overall?		
☆	Completely satisfied	
Q2 How satisfied were you with the paralegals on your case	se?	
☆	Completely satisfied	
Q3 How satisfied were you with the attorneys on your case?		
☆	Completely satisfied	
Q4 Were you able to get your questions answered, as needed?		
☆	Always	
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)		
☆	Excellent	
Q6 How satisfied are you with the outcome of your case?		
☆	Completely satisfied	
Q7 What did we do well?		
Great commun cat on!!		
Q8 What could we do to improve?		
Cont nue be ng great commun cators.		

Q9 Were there any specific problems that we should know about?	
No	
Q10 Name (Optional)	

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Page 1		
Q1 Were you satisfied with our representation overall?		
☆	Completely satisfied	
Q2 How satisfied were you with the paralegals on your cas	e?	
☆	Completely satisfied	
Q3 How satisfied were you with the attorneys on your case?		
☆	Completely satisfied	
Q4 Were you able to get your questions answered, as needed?		
☆	Always	
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)	
益	Excellent	
Q6 How satisfied are you with the outcome of your case?		
垃	Completely satisfied	
Q7 What did we do well?		
Commun cat on		
Q8 What could we do to improve?		
More updates		

Q9 Were there any specific problems that we should know about?	
No	
Q10 Name (Optional)	

#57

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Fairly satisfied
Q2 How satisfied were you with the paralegals on your c	ase?
☆	Fairly satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
☆	Fairly satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Often
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Fairly satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name ((Optional)
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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your case	se?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	9?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as nee	ded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Q7 What did we do well?	
You got me what I worked for and I apprec ate that	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

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Q1 Were you satisfied with our repres	sentation overall?
☆	Completely satisfied
Comments::	I am very sat sf ed and cannot say enough good th ngs about your Law F rm. I w h gh y recommend you to any fam y or fr ends who have a future need for your serv ces.
Q2 How satisfied were you with the p	aralegals on your case?
☆	Completely satisfied
Comments::	I had two or three phone conversations and in a cases it was a very positive experience. A my questions were answered.
Q3 How satisfied were you with the a	ttorneys on your case?
☆	Completely satisfied
Comments::	Very sat sf ed w th the process and the f na resu t and payout.
Q4 Were you able to get your question	ns answered, as needed?
☆	Always
Comments::	Yes a quest ons were answered. See my comment on #2.;
Q5 Overall, how were our communication	ations with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	I was ab e to keep informed on ne. I was ab e to stay in the oop throughout the process.

<i>(</i>
Completely satisfied
I am very happy with the amount that I received. I really didn't know how much to expect until close to the end of the process. Low expectations with hope for high results was my way of thinking during this long process. I was prepared for a small check but was very very happy with the final result.
our hard work.
w about?

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Fairly satisfied
Q2 How satisfied were you with the paralegals on your o	case?
☆	Fairly satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Fairly satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Completely satisfied
case?
Completely satisfied
ase?
Completely satisfied
eeded?
Always
g. Did we give you as much information as you wanted?)
Excellent
?
Fairly satisfied
Respondent skipped this question

Page 1			
Q1 Were you satisfied with our representation overall?			
☆	Completely satisfied		
Q2 How satisfied were you with the paralegals on your o	case?		
☆	Completely satisfied		
Q3 How satisfied were you with the attorneys on your ca	ase?		
☆	Completely satisfied		
Q4 Were you able to get your questions answered, as n	eeded?		
☆	Often		
Q5 Overall, how were our communications with you? (e.	Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)		
☆	Good		
Q6 How satisfied are you with the outcome of your case	?		
☆	Fairly satisfied		
Q7 What did we do well?	Respondent skipped this question		
Q8 What could we do to improve?	Respondent skipped this question		
Q9 Were there any specific problems that we should know about?	Respondent skipped this question		
Q10 Name (Optional)	Respondent skipped this question		

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your c	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Often
Q5 Overall, how were our communications with you? (e.g	g. Did we give you as much information as you wanted?)
☆	Good
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name	(Optional)
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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Comments::	I am happy someone stand up for me because when my son was 3 months o d my DM made me take h m on my day off to s vece a store .
Q2 How satisfied were you with the paralegals on your	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied

Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)

Q4 Were you able to get your questions answered, as needed?

Respondent skipped this question

Always

Q6 How satisfied are you with the outcome of your case? Respondent skipped this question

Q7 What did we do well? Respondent skipped this question

Q8 What could we do to improve? Respondent skipped this question

Q9 Were there any specific problems that we should Respondent skipped this question know about?

Q10 Name (Optional)

Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our represen	ntation overall?
☆	Completely satisfied
Q2 How satisfied were you with the para	alegals on your case?
☆	Completely satisfied
Q3 How satisfied were you with the atto	rneys on your case?
☆	Completely satisfied
Q4 Were you able to get your questions	answered, as needed?
☆	Always
Q5 Overall, how were our communication	ons with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outco	me of your case?
☆	Fairly satisfied
Q7 What did we do well?	
Commun cat on	
Q8 What could we do to improve?	
No suggest ons	

Q9 Were there any specific problems that we should know about?	
No	
Q10 Name (Optional)	

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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Comments::	Fabu ous peop e such as Ju a Fr day, James Sherwood and Matt Dunn. A ways very informative and a ways avaiable to answer our questions.
Q2 How satisfied were you with the paralegals on you	r case?
☆	Completely satisfied
Comments::	As stated above, Ju a Fr day and James Sherwood were fantast c.
Q3 How satisfied were you with the attorneys on your	case?
☆	Completely satisfied
Comments::	They dug in and fought for us against Ke ogg's.
Q4 Were you able to get your questions answered, as	needed?
☆	Always
Q5 Overall, how were our communications with you? ((e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	se?
☆	Completely satisfied
Q7 What did we do well?	
Commun cat on w th us was paramount.	

Q8 What could we	e do to improve?
Abso ute y noth ng. Y	'ou a rock!
Q9 Were there an	y specific problems that we should know about?
Just one t me a secre 2013.	etary at your frm was extreme y rude but that was at the beg nn ng of awsu t and I th nk t was back in 2012 or
Q10 Name (Option	nal)

Fairly satisfied
case?
Fairly satisfied
ase?
Fairly satisfied
eeded?
Often
g. Did we give you as much information as you wanted?)
Good
?
Fairly satisfied
Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our represen	tation overall?
☆	Completely satisfied
Comments::	Kept me nformed
Q2 How satisfied were you with the para	llegals on your case?
☆	Completely satisfied
Comments::	Don't reca dea ng with any of them
Q3 How satisfied were you with the attor	rneys on your case?
☆	Completely satisfied
Q4 Were you able to get your questions	answered, as needed?
☆	Always
Comments::	Great commun cat on
Q5 Overall, how were our communication	ns with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	A ways respond to my ema s
Q6 How satisfied are you with the outcome	me of your case?
☆	Completely satisfied
Q7 What did we do well?	
Commun cate	

Respondent skipped this question	
uld know about?	

#09

Page 1	
Q1 Were you satisfied with our representa	tion overall?
☆	Completely satisfied
Comments::	Your team answered any quest ons I may have had over the years mmed ate y. I be eve the phone was answered every t me I ca ed.
Q2 How satisfied were you with the parale	egals on your case?
☆	Completely satisfied
Comments::	See above
Q3 How satisfied were you with the attorn	eys on your case?
☆	Completely satisfied
Comments::	See above
Q4 Were you able to get your questions a	nswered, as needed?
☆	Always
Comments::	Yes, a ways.
Q5 Overall, how were our communications	s with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	See above.
Q6 How satisfied are you with the outcome	e of your case?
☆	Completely satisfied
Comments::	Your hard work pa d off for us. In turn, we were ab e to be payed for the hard work we had done in the past while work ng with Kellogg Company.

Q7 What did we do well?	
Everyth ng.	
Q8 What could we do to improve?	
Maybe severa commun cat ons descr b ng the webs te	address and a the nformat on that can be found there.
Q9 Were there any specific problems that we sh	nould know about?
No	
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Fairly satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our representation	overall?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals	on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys of	on your case?
☆	Completely satisfied
Q4 Were you able to get your questions answer	ered, as needed?
☆	Always
Q5 Overall, how were our communications with	h you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of y	your case?
☆	Completely satisfied
Q7 What did we do well?	
commun cated and kept seek ng the r ght information	
Q8 What could we do to improve?	
noth ng	

Q9 Were there any specific problems that we should know about?	
no	
Q10 Name (Optional)	

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Comments::

COMPLETE

Page 1	
Q1 Were you satisfied with our representation	n overall?
☆	Completely satisfied
Comments::	I WAS KEPT INFORMED AND ALWAYS FELT SECURE WITH THE REPRESENTATION. HAVE I SAID THANK YOU?
Q2 How satisfied were you with the paralega	ls on your case?
☆	Completely satisfied
Comments::	THESE FOLKS ARE ON TOP OF THEIR GAME. BEST EVER.
Q3 How satisfied were you with the attorneys	s on your case?
☆	Completely satisfied
Comments::	SAME AS WITH THE PARALEGALS. COULD NOT HAVE BEEN BETTER.
Q4 Were you able to get your questions answ	vered, as needed?
₩	Always
Comments::	YES. PROMPT AND ALWAYS POLITE.
Q5 Overall, how were our communications w	ith you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	ALWAYS.
Q6 How satisfied are you with the outcome o	f your case?

Completely satisfied

UNDER THE CIRCUMSTANCES IT TURNED OUT WELL.

SUPPLIED INFORMATION AND STUCK WITH THE PROGRAM. NEVER WAIVER.	
Q8 What could we do to improve?	
NOT A THING. JOB WELL DONE IN MY BOOK.	
Q9 Were there any specific problems that we should know about?	
NO.	
Q10 Name (Optional)	

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Page 1	
Q1 Were you satisfied with our represe	ntation overall?
☆	Completely satisfied
Comments::	Fo owed thru and kept us informed as things progressed thru the awsu t.
Q2 How satisfied were you with the par	alegals on your case?
☆	Completely satisfied
Q3 How satisfied were you with the atto	orneys on your case?
☆	Completely satisfied
Q4 Were you able to get your questions	s answered, as needed?
☆	Always
Q5 Overall, how were our communication	ons with you? (e.g. Did we give you as much information as you wanted?
☆	Excellent
Q6 How satisfied are you with the outco	ome of your case?
☆	Completely satisfied
Q7 What did we do well?	
Everyth ng from my perspect ve.	
Q8 What could we do to improve?	
I do not know.	

None from my s de. Q10 Name (Optional)	Q9 Were there any specific problems that we should know about?	
Q10 Name (Optional)	None from my s de.	
	Q10 Name (Optional)	

Completely satisfied
ase?
Completely satisfied
se?
Completely satisfied
eeded?
Always
g. Did we give you as much information as you wanted?)
Excellent
Fairly satisfied
Respondent skipped this question
Respondent skipped this question

Q10	Name	(Optional)	1
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Page 1	
Q1 Were you satisfied with our represen	tation overall?
☆	Completely satisfied
Comments::	None
Q2 How satisfied were you with the para	legals on your case?
☆	Completely satisfied
Comments::	None
Q3 How satisfied were you with the attor	neys on your case?
☆	Completely satisfied
Comments::	None
Q4 Were you able to get your questions	answered, as needed?
☆	Always
Q5 Overall, how were our communication	ns with you? (e.g. Did we give you as much information as you wanted?
☆	Excellent
Q6 How satisfied are you with the outcor	me of your case?
☆	Completely satisfied
Q7 What did we do well?	
Commun cat on	

Q8 What could we do to improve?		
FaceT me for the depos t ons		
Q9 Were there any specific problems that we should know about?	Respondent skipped this question	
Q10 Name (Optional)	Respondent skipped this question	

Page 1		
Q1 Were you satisfied with our representation overall?		
☆	Completely satisfied	
Q2 How satisfied were you with the paralegals on your case?		
☆	Completely satisfied	
Q3 How satisfied were you with the attorneys on your ca	se?	
☆	Completely satisfied	
Q4 Were you able to get your questions answered, as no	eeded?	
☆	Always	
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?		
☆	Excellent	
Q6 How satisfied are you with the outcome of your case	?	
☆	Completely satisfied	
Q7 What did we do well?		
Answered a my quest ons when I ca ed. Great sett ement. Thank you.		
Q8 What could we do to improve?	Respondent skipped this question	
Q9 Were there any specific problems that we should know about?	Respondent skipped this question	

Q10	Name ((Optional)

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Page 1	
Q1 Were you satisfied with our representation	overall?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals	s on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys	on your case?
☆	Completely satisfied
Q4 Were you able to get your questions answ	vered, as needed?
☆	Always
Q5 Overall, how were our communications with	th you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of	your case?
☆	Completely satisfied
Q7 What did we do well?	
Answer ng my quest ons.	
Q8 What could we do to improve?	
N/a	

Q9 Were there any specific problems that we should know about?	
None	
Q10 Name (Optional)	Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Comments::	The commun cat on c ent-off ce was fary
Q2 How satisfied were you with the paralegals on your car	se?
☆	Completely satisfied
Comments::	By ma nta n ng exce ent commun cat on (what w be next, what to expect) on t me.
Q3 How satisfied were you with the attorneys on your case	e?
☆	Completely satisfied
Comments::	They re eased step by step the t gat on movement and nv te us to part c pate n surveys which are extremely necessary for we -knowing yithe facts
Q4 Were you able to get your questions answered, as need	eded?
☆	Often
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)
☆	Good
Q6 How satisfied are you with the outcome of your case?	
☆	Fairly satisfied
Q7 What did we do well?	
Informed the c ent accurate y on t me and manner	

Q8 What could we do to improve?

It is complicated to give an opin on into this matter but, I could say that the survey pretending to know the day by day activities during the job. It may be helpful to include Saturday an Sunday, because in the most cases of wages and or salary the worker is asked for the companies to do their job the 7 days every week and of course the monto (\$\$\$) could an should be higher

Q9 Were there any specific problems that we should know about?	Respondent skipped this question	
Q10 Name (Optional)		

Page 1		
Q1 Were you satisfied with our representation overall?		
☆	Completely satisfied	
Q2 How satisfied were you with the paralegals on your case	se?	
☆	Completely satisfied	
Q3 How satisfied were you with the attorneys on your case	9?	
☆	Completely satisfied	
Q4 Were you able to get your questions answered, as needed?		
☆	Always	
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)	
故	Excellent	
Q6 How satisfied are you with the outcome of your case?		
益	Completely satisfied	
Q7 What did we do well?		
Commun cat on, execut on of case,		
Q8 What could we do to improve?		
n/a		

Q9 Were there any specific problems that we should know about?	
No	
Q10 Name (Optional)	

Page 1		
Q1 Were you satisfied with our representation overall?		
☆	Completely satisfied	
Q2 How satisfied were you with the paralegals on your ca	ase?	
☆	Completely satisfied	
Comments::	Great commun cat on	
Q3 How satisfied were you with the attorneys on your car	se?	
☆	Completely satisfied	
Q4 Were you able to get your questions answered, as ne	eeded?	
☆	Always	
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)		
☆	Excellent	
Q6 How satisfied are you with the outcome of your case?	•	
☆	Completely satisfied	
Q7 What did we do well?	Respondent skipped this question	
Q8 What could we do to improve?	Respondent skipped this question	
Q9 Were there any specific problems that we should know about?	Respondent skipped this question	

Q10 Name (Optional)

Respondent skipped this question

Page 1			
Q1 Were you satisfied with our representation overall?			
☆	Completely satisfied		
Q2 How satisfied were you with the paralegals on your o	case?		
☆	Completely satisfied		
Q3 How satisfied were you with the attorneys on your ca	ase?		
☆	Completely satisfied		
Q4 Were you able to get your questions answered, as needed?			
☆	Always		
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)			
☆	Excellent		
Q6 How satisfied are you with the outcome of your case	?		
☆	Fairly satisfied		
Q7 What did we do well?	Respondent skipped this question		
Q8 What could we do to improve?	Respondent skipped this question		
Q9 Were there any specific problems that we should know about?	Respondent skipped this question		
Q10 Name (Optional)	Respondent skipped this question		

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Fairly satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Fairly satisfied
Q3 How satisfied were you with the attorneys on your car	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
益	Often
Q5 Overall, how were our communications with you? (e.g.	g. Did we give you as much information as you wanted?)
*	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Slightly satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Completely satisfied
case?
Completely satisfied
ase?
Completely satisfied
eeded?
Always
g. Did we give you as much information as you wanted?)
Excellent
?
Completely satisfied
Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your c	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ise?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)	
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your cas	e?
*	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	97
*	Completely satisfied
Q4 Were you able to get your questions answered, as nee	ded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)
±	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Q7 What did we do well?	
commun cat on	
Q8 What could we do to improve?	
none	

Q9 Were there any specific problems that we should know about?		
none		
Q10 Name (Optional)	Respondent skipped this question	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our representat	ion overall?
☆	Completely satisfied
Q2 How satisfied were you with the paraleg	gals on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorne	ys on your case?
☆	Completely satisfied
Q4 Were you able to get your questions an	swered, as needed?
☆	Always
Q5 Overall, how were our communications	with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome	of your case?
☆	Completely satisfied
Q7 What did we do well?	
Kept me nformed	
Q8 What could we do to improve?	
NA	

Q9 Were there any specific problems that we should know about?	
NA .	
Q10 Name (Optional)	

Completely satisfied
ease?
Completely satisfied
ise?
Completely satisfied
eeded?
Always
g. Did we give you as much information as you wanted?)
Excellent
?
Completely satisfied
Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our represe	entation overall?
☆	Completely satisfied
Comments::	Fantast c commun cat on and fo ow through !
Q2 How satisfied were you with the pa	ralegals on your case?
☆	Completely satisfied
Q3 How satisfied were you with the att	orneys on your case?
☆	Completely satisfied
Q4 Were you able to get your question	s answered, as needed?
☆	Always
Q5 Overall, how were our communicat	ions with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	Ju a Fr day s an ange . Matt Dunn, and a partners were fantast c!
Q6 How satisfied are you with the outo	ome of your case?
☆	Completely satisfied
Comments::	I cou dn t be happ er w th the outcome. I be eve th s team got a they cou d for the p a nt ffs.
Q7 What did we do well?	

Commun cate and fo ow up. Unprecedented profess ona sm and ntegr ty.

Q8 What could we do to improve?	
I cou d not name any th ng that cou d ve been done w th more accuracy and exped ence.	
Q9 Were there any specific problems that we should know about?	
None.	
Q10 Name (Optional)	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your case	se?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	e?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as nee	ded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)
益	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Comments::	L tt e d sappo nted that we were not to d about taxes unt AFTER the checks were cut.
Q7 What did we do well?	
Great commun cat on. A ways updated qu ck y.	
Q8 What could we do to improve?	Respondent skipped this question

Q9 Were there any specific problems that we should know about?	Respondent skipped this question	
Q10 Name (Optional)	Respondent skipped this question	

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Fairly satisfied
ase?
Fairly satisfied
se?
Fairly satisfied
eded?
Often
. Did we give you as much information as you wanted?)
Good
Fairly satisfied

Q9 Were there any specific problems that we should know about?	
None	
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Fairly satisfied
Q2 How satisfied were you with the paralegals on your	case?
☆	Fairly satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Fairly satisfied
Q4 Were you able to get your questions answered, as n	needed?
☆	Often
Q5 Overall, how were our communications with you? (e	.g. Did we give you as much information as you wanted?)
☆	Good
Q6 How satisfied are you with the outcome of your case	9?
☆	Fairly satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Completely satisfied
case?
Completely satisfied
ase?
Completely satisfied
eeded?
Always
g. Did we give you as much information as you wanted?)
Excellent
?
Completely satisfied
Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Completely satisfied
ase?
Completely satisfied
se?
Completely satisfied
eeded?
Always
g. Did we give you as much information as you wanted?)
Excellent
?
Completely satisfied
Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall	?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on you	ur case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your	r case?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as	s needed?
☆	Always
Q5 Overall, how were our communications with you?	(e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your ca	ase?
☆	Fairly satisfied
Q7 What did we do well?	
Commun cat on	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall	1?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on you	ur case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on you	r case?
☆	Completely satisfied
Q4 Were you able to get your questions answered, a	s needed?
☆	Always
Q5 Overall, how were our communications with you?	(e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your ca	ase?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

#100

Page 1	
Q1 Were you satisfied with our representation o	verall?
☆	Fairly satisfied
Q2 How satisfied were you with the paralegals of	on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys or	n your case?
☆	Fairly satisfied
Q4 Were you able to get your questions answer	ed, as needed?
☆	Always
Q5 Overall, how were our communications with	you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of you	our case?
☆	Moderately satisfied
Comments::	I was with Ke oggs for 8 yrs, and I experienced this behavior the entire time. My settlement was very small for the time ength of time I served
Q7 What did we do well?	
The commun cat on was exce ent.	
Q8 What could we do to improve?	Respondent skipped this question

Q9 Were there any specific problems that we should know about?	Respondent skipped this question	
Q10 Name (Optional)	Respondent skipped this question	

41	0	1
# 1		

Page 1	
Q1 Were you satisfied with our representation	overall?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals	s on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys	on your case?
☆	Completely satisfied
Q4 Were you able to get your questions answ	vered, as needed?
☆	Always
Q5 Overall, how were our communications with	th you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of	your case?
☆	Completely satisfied
Q7 What did we do well?	
Commun cate. That's huge for me	
Q8 What could we do to improve?	
NA	

Q9 Were there any specific problems that we should know about?	
No	
Q10 Name (Optional)	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
益	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Often
Q5 Overall, how were our communications with you? (e.g	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

#103

Page 1 Q1 Were you satisfied with our representation overall? ☆ Completely satisfied Q2 How satisfied were you with the paralegals on your case? ☆ Completely satisfied Q3 How satisfied were you with the attorneys on your case? ☆ Completely satisfied Q4 Were you able to get your questions answered, as needed? ☆ Often Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Good Q6 How satisfied are you with the outcome of your case? ☆ Completely satisfied Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve? Nothing d d a exce ent job thanks		
☆ Completely satisfied Q2 How satisfied were you with the paralegals on your case? Completely satisfied ↓ Completely satisfied Q3 How satisfied were you with the attorneys on your case? Completely satisfied ↓ Completely satisfied Q4 Were you able to get your questions answered, as needed? Often ↓ Often Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ★ ↓ Good Q6 How satisfied are you with the outcome of your case? ★ ↓ Completely satisfied Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve?	Page 1	
Q2 How satisfied were you with the paralegals on your case? ☆ Completely satisfied Q3 How satisfied were you with the attorneys on your case? ☆ Completely satisfied Q4 Were you able to get your questions answered, as needed? ☆ Often Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Good Q6 How satisfied are you with the outcome of your case? ☆ Completely satisfied Q7 What did we do well? Keep ng me nformed?	Q1 Were you satisfied with our representation overall?	
☆ Completely satisfied Q3 How satisfied were you with the attorneys on your case? Completely satisfied ☆ Completely satisfied Q4 Were you able to get your questions answered, as needed? Often Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) Good Q6 How satisfied are you with the outcome of your case? Completely satisfied Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve?	☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case? ☆ Completely satisfied Q4 Were you able to get your questions answered, as needed? ☆ Often Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Good Q6 How satisfied are you with the outcome of your case? ☆ Completely satisfied Q7 What did we do well? Keep ng me nformed?	Q2 How satisfied were you with the paralegals on your	case?
☆ Completely satisfied Q4 Were you able to get your questions answered, as needed? Often ↓ Often Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) Good ↓ Good Q6 How satisfied are you with the outcome of your case? Completely satisfied ↓ Completely satisfied Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve?	☆	Completely satisfied
Q4 Were you able to get your questions answered, as needed? ☆ Often Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Good Q6 How satisfied are you with the outcome of your case? ☆ Completely satisfied Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve?	Q3 How satisfied were you with the attorneys on your ca	ase?
☆ Often Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Good Q6 How satisfied are you with the outcome of your case? ☆ Completely satisfied Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve?	☆	Completely satisfied
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?) ☆ Good Q6 How satisfied are you with the outcome of your case? ☆ Completely satisfied Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve?	Q4 Were you able to get your questions answered, as n	needed?
☆ Good Q6 How satisfied are you with the outcome of your case? ☆ Completely satisfied Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve?	☆	Often
Q6 How satisfied are you with the outcome of your case? ☆ Completely satisfied Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve?	Q5 Overall, how were our communications with you? (e.	.g. Did we give you as much information as you wanted?)
☆ Completely satisfied Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve?	☆	Good
Q7 What did we do well? Keep ng me nformed? Q8 What could we do to improve?	Q6 How satisfied are you with the outcome of your case	9?
Keep ng me nformed? Q8 What could we do to improve?	☆	Completely satisfied
Q8 What could we do to improve?	Q7 What did we do well?	
	Keep ng me nformed?	
Noth ng d d a exce ent job thanks	Q8 What could we do to improve?	
	Noth ng d d a exce ent job thanks	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Fairly satisfied
Q2 How satisfied were you with the paralegals on your	case?
☆	Fairly satisfied
Q3 How satisfied were you with the attorneys on your o	ease?
☆	Fairly satisfied
Q4 Were you able to get your questions answered, as it	needed?
☆	Often
Q5 Overall, how were our communications with you? (e	e.g. Did we give you as much information as you wanted?)
☆	Good
Q6 How satisfied are you with the outcome of your case	e?
☆	Moderately satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

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Page 1		
Q1 Were you satisfied with our representation overall?		
☆	Completely satisfied	
Comments::	Comp ete y sat sf ed	
Q2 How satisfied were you with the paralegals on your car	se?	
☆	Completely satisfied	
Comments::	Comp ete y sat sf ed	
Q3 How satisfied were you with the attorneys on your case	e?	
Comments::	Comp ete y sat sf ed	
Q4 Were you able to get your questions answered, as needed?		
Comments::	A ways	
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)	
Comments::	Exce ent	
Q6 How satisfied are you with the outcome of your case?		
☆	Fairly satisfied	
Comments::	Fary sat sfed	
Q7 What did we do well?	Respondent skipped this question	
Q8 What could we do to improve?	Respondent skipped this question	

Q9 Were there any specific problems that we should know about?	Respondent skipped this question	
Q10 Name (Optional)	Respondent skipped this question	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your o	case?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as r	needed?
☆	Always
Q5 Overall, how were our communications with you? (e	e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	e?
☆	Completely satisfied
Q7 What did we do well?	
Everyth ng not much	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your c	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as n	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our representation of	overall?
☆	Completely satisfied
Q2 How satisfied were you with the paralegals	on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys of	on your case?
☆	Completely satisfied
Q4 Were you able to get your questions answe	red, as needed?
☆	Always
Q5 Overall, how were our communications with	you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of y	our case?
☆	Completely satisfied
Q7 What did we do well?	
Commun cat on	
Q8 What could we do to improve?	
Noth ng	

Q9 Were there any specific problems that we should know about?	
No, very sat sf ed	
Q10 Name (Optional)	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	•
☆	Completely satisfied
Comments::	Thank you. Great job.
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

#112

Page 1	
Q1 Were you satisfied with our represent	tation overall?
☆	Completely satisfied
Q2 How satisfied were you with the paral	legals on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorn	neys on your case?
☆	Completely satisfied
Q4 Were you able to get your questions a	answered, as needed?
☆	Always
Q5 Overall, how were our communication	ns with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcom	ne of your case?
☆	Completely satisfied
Q7 What did we do well?	
t me y commun cat on	
a ways ava ab e for quest ons	
Q8 What could we do to improve?	
not much	

Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	

Completely satisfied
case?
Completely satisfied
ase?
Completely satisfied
eeded?
Always
g. Did we give you as much information as you wanted?)
Excellent
?
Completely satisfied
Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as n	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Fairly satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your c	ease?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	
Better than Expected	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10	Name ((Optional)	
~	I TOILIO	O D LI O I I CII /	

Page 1	
Q1 Were you satisfied with our representati	tion overall?
☆	Completely satisfied
Q2 How satisfied were you with the parale	gals on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorned	eys on your case?
益	Completely satisfied
Q4 Were you able to get your questions ar	nswered, as needed?
☆	Always
Q5 Overall, how were our communications	with you? (e.g. Did we give you as much information as you wanted?)
益	Good
Q6 How satisfied are you with the outcome	e of your case?
☆	Fairly satisfied
Q7 What did we do well?	
By keep ng us informed on the progress of the car	se.
Q8 What could we do to improve?	
d d great	

Q9 Were there any specific problems that we should know about?	
none	
Q10 Name (Optional)	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as n	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Completely satisfied
case?
Completely satisfied
ase?
Completely satisfied
eeded?
Always
g. Did we give you as much information as you wanted?)
Excellent
?
Fairly satisfied
Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Fairly satisfied
Q2 How satisfied were you with the paralegals on your	case?
☆	Fairly satisfied
Q3 How satisfied were you with the attorneys on your	case?
☆	Fairly satisfied
Q4 Were you able to get your questions answered, as	needed?
☆	Always
Q5 Overall, how were our communications with you? (e	e.g. Did we give you as much information as you wanted?)
☆	Good
Q6 How satisfied are you with the outcome of your cas	e?
☆	Fairly satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your ca	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Fairly satisfied
Q7 What did we do well?	
I apprec ate you ema ng us when you needed to keep us nformed us know major "stuff".	d. I know t was a s ow process when you are n our p ace but you et
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name	(Optional)	
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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your	case?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as	needed?
☆	Always
Q5 Overall, how were our communications with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your cas	se?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representa	tion overall?
☆	Completely satisfied
Q2 How satisfied were you with the parale	gals on your case?
☆	Completely satisfied
Q3 How satisfied were you with the attorned	eys on your case?
☆	Completely satisfied
Q4 Were you able to get your questions ar	nswered, as needed?
益	Always
Q5 Overall, how were our communications	s with you? (e.g. Did we give you as much information as you wanted?)
益	Excellent
Q6 How satisfied are you with the outcome	e of your case?
☆	Completely satisfied
Q7 What did we do well?	
Everyth ng	
Q8 What could we do to improve?	
noth ng	

Q9 Were there any specific problems that we should know about?	
no	
Q10 Name (Optional)	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Fairly satisfied
Q2 How satisfied were you with the paralegals on your o	ase?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Fairly satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Q2 How satisfied were you with the paralegals on your o	case?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	ase?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as no	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case	?
☆	Completely satisfied
Q7 What did we do well?	
Commun cat ons	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our repr	esentation overall?
Comments::	Comp ete y sat sf ed
Q2 How satisfied were you with the	paralegals on your case?
Comments::	Comp ete y sat sf ed
Q3 How satisfied were you with the	attorneys on your case?
Comments::	Comp ete y sat sf ed
Q4 Were you able to get your quest	tions answered, as needed?
Comments::	Often
Q5 Overall, how were our communi	cations with you? (e.g. Did we give you as much information as you wanted?)
Comments::	Comp ete y sat sf ed
Q6 How satisfied are you with the o	outcome of your case?
Comments::	Comp ete y sat sf ed
Q7 What did we do well?	
Very informative and exp a n the process	
Q8 What could we do to improve?	
Maybe Interv ew through skype	

Q9 Were there any specific problems that we should know about?	
No	
Q10 Name (Optional)	

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Comments::	A ways kept us updated
Q2 How satisfied were you with the paralegals on your c	ase?
益	Completely satisfied
Q3 How satisfied were you with the attorneys on your ca	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eeded?
☆	Always
Q5 Overall, how were our communications with you? (e.	g. Did we give you as much information as you wanted?)
益	Excellent
Q6 How satisfied are you with the outcome of your case'	?
益	Completely satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

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Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Fairly satisfied
Comments::	Very profess ona and nformative.
Q2 How satisfied were you with the paralegals on your cas	se?
☆	Fairly satisfied
Q3 How satisfied were you with the attorneys on your case	e?
☆	Fairly satisfied
Q4 Were you able to get your questions answered, as nee	ded?
☆	Always
Q5 Overall, how were our communications with you? (e.g.	Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Slightly satisfied
Comments::	Cons der ng the approx mate number of hours (600) and the sett ement amount (ess then \$1000) I'm not at a mpressed.
Q7 What did we do well?	
©	
Q8 What could we do to improve?	Respondent skipped this question

Q9 Were there any specific problems that we should know about?	Respondent skipped this question
Q10 Name (Optional)	

Completely satisfied
ase?
Completely satisfied
se?
Completely satisfied
eded?
Always
. Did we give you as much information as you wanted?)
Good
Completely satisfied
Respondent skipped this question
Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

Page 1	
Q1 Were you satisfied with our representation overall?	
☆	Completely satisfied
Comments::	Sp end d representat on.
Q2 How satisfied were you with the paralegals on your ca	ise?
☆	Completely satisfied
Q3 How satisfied were you with the attorneys on your case	se?
☆	Completely satisfied
Q4 Were you able to get your questions answered, as ne	eded?
☆	Always
Q5 Overall, how were our communications with you? (e.g	. Did we give you as much information as you wanted?)
☆	Excellent
Q6 How satisfied are you with the outcome of your case?	
☆	Completely satisfied
Q7 What did we do well?	
Commun cat on, execut on.	
Q8 What could we do to improve?	Respondent skipped this question
Q9 Were there any specific problems that we should know about?	Respondent skipped this question

Q10 Name	(Optional)
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#1	2	1
#	\mathbf{O}	- 1

Page 1	
Q1 Were you satisfied with our representa	tion overall?
The state of the s	
☆	Completely satisfied
Comments::	We needed a ot of pat ence, but g ad your perseverance pa d off. Thank you!
Q2 How satisfied were you with the parale	gals on your case?
☆	Completely satisfied
Comments::	sat sf ed
Q3 How satisfied were you with the attorne	eys on your case?
☆	Completely satisfied
Comments::	sat sf ed
Q4 Were you able to get your questions ar	nswered, as needed?
☆	Always
Comments::	a ways
Q5 Overall, how were our communications	s with you? (e.g. Did we give you as much information as you wanted?)
☆	Excellent
Comments::	great commun cat on
Q6 How satisfied are you with the outcome	e of your case?
☆	Completely satisfied
Comments::	very sat sf ed

Q7 What did we do well?	
kept us updated	
Q8 What could we do to improve?	
no of noth ng	
Q9 Were there any specific problems that we should know about?	
none	
Q10 Name (Optional)	

rage	
Q1 Were you satisfied with our representa	ition overall?
☆	Not satisfied at all
Comments::	I d dn t get a check. I get a this correspondence from you and I don't get anything. You can check your records and see if I was supposed to get a check I d appreciate it thank you
Q2 How satisfied were you with the parale	egals on your case?
☆	Fairly satisfied
Q3 How satisfied were you with the attorned	eys on your case?
☆	Slightly satisfied
Q4 Were you able to get your questions a	nswered, as needed?
☆	Sometimes
Q5 Overall, how were our communications	s with you? (e.g. Did we give you as much information as you wanted?)
☆	Very poor
Q6 How satisfied are you with the outcome	e of your case?
☆	Not at all satisfied
Q7 What did we do well?	Respondent skipped this question
Q8 What could we do to improve?	
Send me a check	

Q9 Were there any specific problems that we should know about?	
D dn t rece ve a check	
Q10 Name (Optional)	