

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 our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

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3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: Communication could have been better

9. Were there any specific problems that we should know about?

Comments: All in All a good experience.

NAME (Optional): __

PLEASE RETURN TO: **Getman, Sweeney & Dunn, PLLC**
260 Fair Street
Kingston, NY 12401
Fax: 845-255-8649

PS: I Just want To Thank everybody involved
For all their hard work on this case,
Trully Thank Full

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BEST	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WORST
	10	9	8	7	6	5	4	3	2	1	

Comments: Very Impressed,

2. How satisfied were you with the paralegals on your case?

BEST	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WORST
	10	9	8	7	6	5	4	3	2	1	

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WORST
	10	9	8	7	6	5	4	3	2	1	

Comments: _____

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

BEST	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WORST
	10	9	8	7	6	5	4	3	2	1	

Comments: Reps. were very thorough on explaining everything

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WORST
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Comments: _____

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Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: FRIENDLY & COURTEOUS WHEN I CALLED WITH QUESTIONS

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: EVERYTHING. GOOD RESULT.

8. What could we do to improve?

Comments: NOTHING. WHEN I WOULD CALL THEY MADE ME FEEL LIKE I WAS THE MOST IMPORTANT PERSON THEY WERE REPRESENTING.

9. Were there any specific problems that we should know about?

Comments: NO

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Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: *Was very happy w/ the way*

everything was handled

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Communication

8. What could we do to improve?

Comments: Nothing

9. Were there any specific problems that we should know about?

Comments: No

NAME (Optional): _____

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Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Thank you all very much for all you have done keep up the good work I am very satisfied.
Mrs Jumper

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: providing me with up-to-date
progress

8. What could we do to improve?

Comments: Getman, Sweeney stands by their name
I must say I didn't expect what was coming
my way Thanks.

9. Were there any specific problems that we should know about?

Comments: NO

NAME (Optional)

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BEST [10] [9] [8] [7] [6] [5] [4] [3] [2] [1] WORST

Comments: _____

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BEST [10] [9] [8] [7] [6] [5] [4] [3] [2] [1] WORST

Comments: _____

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Comments: _____

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9. Were there any specific problems that we should know about?

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Comments: _____

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Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: ALL ASPECTS OF CASE WERE HANDLED
PROFESSIONALLY & EXPEDITIOUSLY AS SYSTEM ALLOWS.

8. What could we do to improve?

Comments: NOTHING COMES TO MIND

9. Were there any specific problems that we should know about?

Comments: NONE

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: *Every time I called I was given prompt attention and quick updates.*

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Exceptional. Due to your efforts and the funds I received, I am finally able to have enough to launch my own small business. Thank you so very much, and God Bless you.

8. What could we do to improve?

Comments: N/A

9. Were there any specific problems that we should know about?

Comments: None at all. Thank You!

NAME (Optional): _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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BEST WORST
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Comments: _____

7. What did we do well?

Comments: A-Z _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

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TIAANICS !!
oo

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: *could not attend*

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: *Thank You Very Much*

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: got it settled for almost everything
Central took from me of
performance money and my u.s. we money

8. What could we do to improve?

Comments: Wish you could have gotten them for falsely
stating my gross to IRS. They sent IRS \$84,000 years
for sev(6) not. There was no way I made that

9. Were there any specific problems that we should know about?

Comments: no not at this time since it is settled now

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Saw it thru

8. What could we do to improve?

Comments: OVER ALL V GOOD

9. Were there any specific problems that we should know about?

Comments: NO

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Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

Thank YOU

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Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: everything

8. What could we do to improve?

Comments: Nothing

9. Were there any specific problems that we should know about?

Comments: None

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Comments: _____

7. What did we do well?

Comments: Everything

8. What could we do to improve?

Comments: Nothing

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Comments: NONE

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BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well? *Everyone were able to receive there fund from CRS*

Comments: _____

8. What could we do to improve? *N/A*

Comments: _____

9. Were there any specific problems that we should know about? *NONE*

Comments: _____

NAME (Optional): _____

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JUL 19 2018

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Comments: _____

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Comments: _____

8. What could we do to improve?

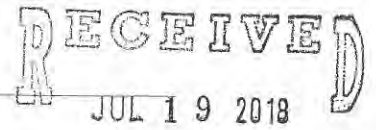
Comments: _____

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: The attorney for my deposition was great.

8. What could we do to improve?

Comments: no complaints. I understand the judicial system is slow

9. Were there any specific problems that we should know about?

Comments: NO was very pleased with the service and outcome.

I hope to never need your services again but if I find I do you will be my first call.

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Fax: 845-255-8649

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: yes

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Make more communication toward the end.

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: win! _____

8. What could we do to improve?

Comments: More communication toward end. _____

9. Were there any specific problems that we should know about?

Comments: No _____

NAME (Optional): _____

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Got me a settlement that I never expected

to get

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

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Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: DIDN'T INTERACT WITH ANYONE, THAT I RECALL

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: SAME AS #2

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: YES, VIA WEBSITE PAGE SET UP FOR THIS CASE.

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: INFO VIA MAIL & WEBSITE WAS VERY HELPFUL!

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: COMMUNICATED VIA MAIL AS NEEDED AS WELL
AS UPDATING WEB PAGE IN TIMELY MANNER.

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Thank you

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: it was all on line

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: your jobs, thank you

8. What could we do to improve?

Comments: IDK

9. Were there any specific problems that we should know about?

Comments: nope

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Won the case + obtained a settlement for
me

8. What could we do to improve?

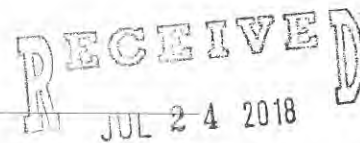
Comments: On my part this was class action so I can't see
anything that needs to be done differently or better

9. Were there any specific problems that we should know about?

Comments: No

NAME (Optional): _____

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Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Answered all my questions very well

8. What could we do to improve?

Comments: Nothing everything was on point you guys answered all my questions

9. Were there any specific problems that we should know about?

Comments: n/a

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BEST WORST
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Comments: _____

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Comments: _____

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Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: I think it should have been a blanket 10 thousand from 40 million.

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: I appreciate every thing. The only problem is I should have been one of the original plaintiffs like I knew. They (Central) was wrong and knew it.

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Process progress widely communicated

8. What could we do to improve?

Comments: Nothing

9. Were there any specific problems that we should know about?

Comments: No

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Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Handled the case in a
Timely manner.

8. What could we do to improve?

Comments: Nothing on my end.

9. Were there any specific problems that we should know about?

Comments: NO

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: it was excellent, people it was there to answer my questions

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: really happy, because they understand our situation

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: yes all the time

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: yes, people was very nice

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: to continue have a nice people, and be positive.

9. Were there any specific problems that we should know about?

Comments: _____

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: EVERYTHING

8. What could we do to improve?

Comments: NOTHING

9. Were there any specific problems that we should know about?

Comments: NO

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Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: everything _____

8. What could we do to improve?

Comments: nothing _____

9. Were there any specific problems that we should know about?

Comments: NO _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Everything was timely and the
WORK was well done,

8. What could we do to improve?

Comments: I think you have done a very
good job on all that you did.

9. Were there any specific problems that we should know about?

Comments: Nothing that comes to mind.

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Comments: THANKS FOR STANDING UP FOR US,

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: COMMUNICATION, AVAILABILITY, AND TENACITY.
THANKS SO MUCH!

8. What could we do to improve?

Comments: N/A

9. Were there any specific problems that we should know about?

Comments: N/A

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: _____

kept informed

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

none I am aware of

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: just seemed to take too long, 4 years

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: COMMUNICATION & KEEPING US UP-TO-DATE ON
CASE PROGRESS

8. What could we do to improve?

Comments: N/A

9. Were there any specific problems that we should know about?

Comments: N/A

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Comments: _____

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

NAME (Optional): _____

PLEASE RETURN TO: **Getman, Sweeney & Dunn, PLLC**
260 Fair Street
Kingston, NY 12401
Fax: 845-255-8649

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 our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: After personally dealing w/Central Ref. I know it couldn't have been easy.

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: Persistence + getting your point across to legal.

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

NAME (Optional):

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JUL 24 2018

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: ALL _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: None _____

NAME (Optional): _____

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: All calls were answered immediately or returned promptly.

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: The website was always up to date and email communication was sent as needed.

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Communication was very effective and I appreciate all the work from every employee of this company that was put towards the case. I couldn't have asked for a better outcome. Thank you deeply!!!

8. What could we do to improve?

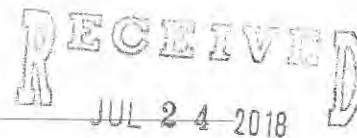
Comments: N/A

9. Were there any specific problems that we should know about?

Comments: NO.

NAME (Optional): _____

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Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

NAME (Optional): _____

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: I was happy with all areas of services provided.

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: You kept me informed at all stages of the process.

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: None that I could think of.

NAME (Optional):

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: I really appreciate you

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Monica Ayres - excellent

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

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Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

NAME (Optional): _____

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Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: Kept us informed.

8. What could we do to improve?

Comments: You all done well.

9. Were there any specific problems that we should know about?

Comments: no

NAME (Optional):

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: See letter

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Monica Ayers and Genibal Garcia are the best representatives of your firm!
(see letter)

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: See letter

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: See letter

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

See letter

Comments: Too bad it couldn't have paid in 2017 before the tax changes -
oh, well -

7. What did we do well?

Comments: Patience - Perseverance - Optimism -

8. What could we do to improve?

Comments: Not a thing!

9. Were there any specific problems that we should know about?

Comments: No

NAME (Optional):

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Kingston, NY 12401
Fax: 845-255-8649

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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AUG 02 2018

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: The whole case

8. What could we do to improve?

Comments: Nothing

9. Were there any specific problems that we should know about?

Comments: Know

NAME (Optional):

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Satisfied _____

8. What could we do to improve?

Comments: No, I am satisfied with my settlement
THANK YOU! _____

9. Were there any specific problems that we should know about?

Comments: I pay off my lease can i get my truck. Kenworth 2000T _____

NAME (Optional)

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: At least as much as possible

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Communication & Representation, Timely call backs and emails

8. What could we do to improve?

Comments: unknown

9. Were there any specific problems that we should know about?

Comments: No

NAME (Optional):

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Anytime I called, I received the help needed.

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Yes every time.

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: All good.

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments:

Very

7. What did we do well?

Comments:

Everything. Posted updated info as needed.

8. What could we do to improve?

Comments:

Not sure

9. Were there any specific problems that we should know about?

Comments:

None!

NAME (Optional)

Thanks Yall

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Got it done

8. What could we do to improve?

Comments: Not sure

9. Were there any specific problems that we should know about?

Comments: no

NAME (Optional): _

(Thank you)

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Great, but this CENTRAL reap us up, because I pay about \$65,000 = on the truck lease from them

7. What did we do well?

Comments: You guys did a wonderful job, you guy are great.

8. What could we do to improve?

Comments: keep on do your good work and communicate with the clients.

9. Were there any specific problems that we should know about?

Comments: CENTRAL NEED TO pay me more than \$14,000 =

NAME (Optional): _____

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST
5-1024-1503-02-4-11-13

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

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Comments: _____

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: *N/A* _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Made contact with me

8. What could we do to improve?

Comments: not sure

9. Were there any specific problems that we should know about?

Comments: not that I know of

NAME (Optional): _____

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: GREAT WORK

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: GREAT WORK

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: GREAT WORK

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: YES

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: EXCELLEN?

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Very Good

7. What did we do well?

Comments: GREAT WORK

8. What could we do to improve?

Comments: NOTHING

9. Were there any specific problems that we should know about?

Comments: NOPE

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____


5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: WAS EXPECTING MORE 

7. What did we do well?

Comments: YOU WON THE CASE

8. What could we do to improve?

Comments: MORE UPDATES

9. Were there any specific problems that we should know about?

Comments: _____

NAME (Optional): _____

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Fax: 845-255-8649

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: EVERYTHING _____

8. What could we do to improve?

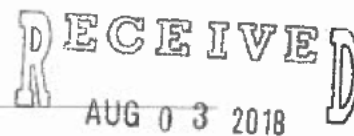
Comments: _____

9. Were there any specific problems that we should know about?

Comments: _____

NAME (Optional): _____

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Settlement

8. What could we do to improve?

Comments: None

9. Were there any specific problems that we should know about?

Comments: No

NAME (Optional): _____

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6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: 10+

7. What did we do well?

Comments: proved your case which then took it to the next level (deposition) that lawyer was great, then you won the case

8. What could we do to improve?

Comments: all good

9. Were there any specific problems that we should know about?

Comments: THANK YOU is not enough but I appreciate you & your staff for all you provided me with & more

NAME (Optional)

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: 10+ Great Job the outcome much better than I thought it would be THANK YOU

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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


BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Can't be honest @ this point in time my answer is it doesn't matter your people are very busy. This is one of many cases you and your people handle daily I'm VERY Happy with you and all your staff.

Cilluffo v. Central Refrigerated Service Thank you 

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: I think every one of us. thank you

7. What did we do well?

Comments: the best

8. What could we do to improve?

Comments: keep doing what your doing. On the way with this serrays. you'll see to improve

9. Were there any specific problems that we should know about?

Comments: No problem Can't thank you much

NAME (Optional): _____

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Well represented on this matter

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: First one to contact in legal issues

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: takes team of lawyers get it done

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Yes all questions

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: on my part, pls send me the W2 to fill for U
mist place them, Will send
Properly

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: Any questions I asked was answered right away and I had a clear understanding.

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: I received email and mail communications. I ca If I called I was able to speak with someone.

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: communication, never giving up and fighting for what was right for those part of the lawsuit.

8. What could we do to improve?

Comments: N/A

9. Were there any specific problems that we should know about?

Comments: No

NAME (Optional): _____

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST WORST
 10 9 8 7 6 5 4 3 2 1

Comments: _____

7. What did we do well?

Comments: Very good all-around

8. What could we do to improve?

Comments: Nothing

9. Were there any specific problems that we should know about?

Comments: NONE

NAME (Optional): _____

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1. Were you satisfied with our representation overall?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: N/A

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

7. What did we do well?

Comments: Communication

8. What could we do to improve?

Comments: N/A

9. Were there any specific problems that we should know about?

Comments: N/A

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BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

2. How satisfied were you with the paralegals on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

3. How satisfied were you with the attorneys on your case?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

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

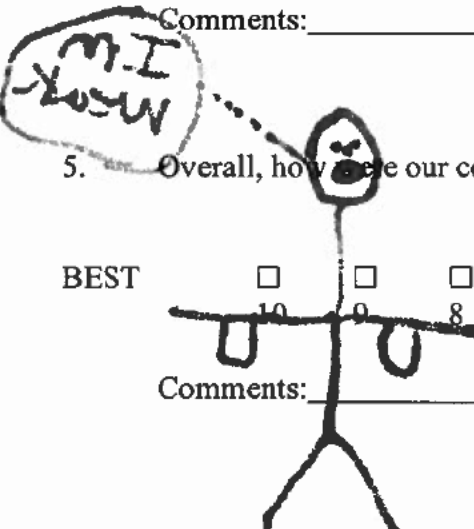
BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____

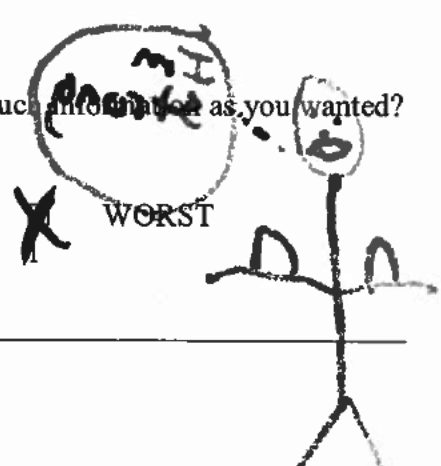
5. Overall, how were our communications with you? Did we give you as much information as you wanted?

BEST 10 9 8 7 6 5 4 3 2 1 WORST

Comments: _____



Cilluffo v. Central Refrigerated Service



CONTINUED ON BACK →

6. How satisfied are you with the outcome of your case?

BEST 10 9 8 7 6 5 4 3 2 WORST

Comments: _____

7. What did we do well?

Comments: _____

8. What could we do to improve?

Comments: _____

9. Were there any specific problems that we should know about?

Comments: you lost to much for
poor service

NAME (Optional): _____

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Your



#1

COMPLETE

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

#2

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Kept us very informed over the long 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)

#3

COMPLETE

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?

☆ **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

#4

COMPLETE

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?

☆ **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

#5

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Communication 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)

#6

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Good communication

Q8 What could we do to improve?

Nothing

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

Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

#7

COMPLETE

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?)

☆ **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

#8

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Swift communication

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?

No

Q10 Name (Optional)

Respondent skipped this question

#9

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

The communication and updates were awesome

Q8 What could we do to improve?

Respondent skipped this question

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

No

Q10 Name (Optional)

#10

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ Slightly 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?

☆ 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 your case?

☆ Not at all satisfied

Comments::

Worked for Kelloggs 5 years 11 months was expecting a fairly large settlement and only got paid for 1 month of missed overtime (due to statute of limitations) it would of been nice to know a bit that upfront instead of expecting a large settlement for 5 years only to get \$500.

Q7 What did we do well?

Respondent skipped this question

Q8 What could we do to improve?

Respondent skipped this question

Thomas v. Kellogg Client Satisfaction Survey

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

Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

#11

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**
Comments:: No issues

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**
Comments:: No issues

Q3 How satisfied were you with the attorneys on your case?

☆ **Completely satisfied**
Comments:: No issues

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

☆ **Always**
Comments:: Never had any questions, Because your team keep us up to date throughout the whole five year process.

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

☆ **Excellent**
Comments:: Would have liked to see the names of the other participants, but understand that should be kept confidential.

Q6 How satisfied are you with the outcome of your case?

☆ **Completely satisfied**
Comments:: This was the primary reason I left Kellogg's after 16+years of service. Didn't think I would ever see any sense of Justice delivered for the way we treated....

Thomas v. Kellogg Client Satisfaction Survey

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)

#12

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Fairly satisfied**

Comments::

I felt my portion of the settlement should have been higher. I spent many hours gathering and making pounds of documents. Evaluations and procedures. Emails. Schedules personal processes. A so verbal documentation of inappropriate supervisor comments and behavior. I was a so let go because of my involvement in this Class Action.

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely 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?

☆ **Often**

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

☆ **Fair**

Comments::

A scheduled deposition was postponed and never rescheduled by the lawyers. I did call. And they were unavailable at the appointed time.

Q6 How satisfied are you with the outcome of your case?

☆ **Completely satisfied**

Thomas v. Kellogg Client Satisfaction Survey

Q7 What did we do well?

Overall communication

Q8 What could we do to improve?

Getting more details to the participants.

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

Respondent skipped this question

Q10 Name (Optional)

#13

COMPLETE

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::

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?

N/A

Thomas v. Kellogg Client Satisfaction Survey

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

None

Q10 Name (Optional)

Respondent skipped this question

#14

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Outstanding job

Q8 What could we do to improve?

Dont know of any

Thomas v. Kellogg Client Satisfaction Survey

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

No, not at all. Overall fantastic job. Just wanted to say thank you.

Q10 Name (Optional)

#15

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments::

Very much , was cons der ng us ng you at current enpmoyer that I m empoyed w th , concerned about gett ng fred f l d d ? You wou dn t be eve what a s go ng on here as far as labor pract ces n Texas .

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments::

Exce ent fo ow up, Exspec a y keep ng a brdge 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 needed?

☆ **Always**

Q5 Overall, how were our communications with you? (e.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 th nk ng I wou d get more \$\$\$\$\$\$ but I guess m nus a the cost and back and fourth and the tota number of c ents that s what I shou d , Thx aga n for com ng thru for a of you that was tak n advantage , t a shame some compan es treat there empoyees th s way,

Thomas v. Kellogg Client Satisfaction Survey

Q7 What did we do well?

Great representat on. And gett ng the aw su t handed 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)

#16

COMPLETE

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?)

☆ **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

#17

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

The communication was very good. Even with the ups during the case, I was able to check your website for any new updates.

Q8 What could we do to improve?

Respondent skipped this question

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

None.

Q10 Name (Optional)

#18

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Great communication, quick follow up, returned emails/phone calls. The process was made clear and you made me feel like I added value to the case.

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)

#19

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Fairly 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?

☆ **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?

☆ **Moderately satisfied**

Comments::

I gave you a lot of my time books with records and you emailed me on an old email address asking me to testify, but I didn't get the email so I didn't get to testify which equated a lower settlement

Q7 What did we do well?

Respondent skipped this question

Q8 What could we do to improve?

update your email address when notified

Thomas v. Kellogg Client Satisfaction Survey

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

see above

Q10 Name (Optional)

#20

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments:: Emma s we re answered r ght away.

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments:: Great team a team w th compass on!

Q3 How satisfied were you with the attorneys on your case?

☆ **Completely satisfied**

Comments:: Kellogg s has to pay for the r abuse of the r emp oyees.
Bravo!

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

☆ **Always**

Comments:: Ju a was a ways ava ab e!

Q5 Overall, how were our communications 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 outcome of your case?

☆ **Completely satisfied**

Comments:: Kellogg s had to pay!

Thomas v. Kellogg Client Satisfaction Survey

Q7 What did we do well?

You corrected a wrong and made t r ght. God B ess 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)

#21

COMPLETE

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?

☆ **Moderately satisfied**

Q7 What did we do well?

W n n ng

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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

#22

COMPLETE

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?

☆ **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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

#23

COMPLETE

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?

☆ **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 should know about?

no

Q10 Name (Optional)

Respondent skipped this question

#24

COMPLETE

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?

☆ **Completely satisfied**

Comments::

Thank you for your hard work and perseverance.

Q7 What did we do well?

Provided expert legal advice and worked tirelessly to obtain compensation for all the workers involved.

Q8 What could we do to improve?

Did everything very well.

Thomas v. Kellogg Client Satisfaction Survey

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

None

Q10 Name (Optional)

Respondent skipped this question

#25

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

thank you 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)

#26

COMPLETE

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

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

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments::

Awesome job by your legal team with a big settlement for the
the guys I can't thank your team enough for all the hard
work the

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?

☆ **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)

#28

COMPLETE

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

Comments:: Awesome!

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:: The settlement administrator is terrific.

Q7 What did we do well?

Communicate. Reply promptly.

Q8 What could we do to improve?

Different settlement administrator.

Thomas v. Kellogg Client Satisfaction Survey

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

Check was addresses correctly but returned to administrator. They refused to recheck for another 8 weeks. And they send large checks standard mail, which leaves room for many errors.

Q10 Name (Optional)

#29

COMPLETE

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?

Comments:: Not sure. I never talked to an attorney, it was a paralegal.

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?

Kept us well informed concerning matters of the case and updated 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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#30

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

Communication. Kept me well informed 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)

#31

COMPLETE

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?

☆ 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

#32

COMPLETE

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**

Q7 What did we do well?

Communication

Q8 What could we do to improve?

Nothing

Thomas v. Kellogg Client Satisfaction Survey

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

None

Q10 Name (Optional)

#33

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Kept us nformed.

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?

No

Q10 Name (Optional)

Respondent skipped this question

#34

COMPLETE

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?

☆ **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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#35

COMPLETE

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?

☆ **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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

#36

COMPLETE

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?)

☆ Excellent

Q6 How satisfied are you with the outcome of your case?

☆ Completely satisfied

Q7 What did we do well?

Keep us informed in timely manner

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)

#37

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

Communicated well 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 would have liked to have my papers back.

Q10 Name (Optional)

#38

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

Kept us informed

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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#39

COMPLETE

Page 1

Q1 Were you satisfied with our representation 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?

☆ **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 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**

Comments:: great commun cat on through the process

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

Thomas v. Kellogg Client Satisfaction Survey

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

Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

#40

COMPLETE

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?

☆ **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

#41

COMPLETE

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?

☆ **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

#42

COMPLETE

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?

☆ **Completely satisfied**

Comments::

Every question completely satisfied. Everytime I hit star for completely satisfied a stars turned good Gave you a highest marks,

Q7 What did we do well?

Getting most that was asked for. Took time to do it right.

Q8 What could we do to improve?

Respondent skipped this question

Thomas v. Kellogg Client Satisfaction Survey

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

Respondent skipped this question

Q10 Name (Optional)

#43

COMPLETE

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?)

☆ 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

#44

COMPLETE

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**

Comments:: Ju a Fr day was awesome.

Q3 How satisfied were you with the attorneys on your case?

☆ **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 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 nd and exp a n ng the process.

Q8 What could we do to improve?

Cont nue to keep up the good work.

Thomas v. Kellogg Client Satisfaction Survey

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

Respondent skipped this question

Q10 Name (Optional)

#45

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

Keep me informed about the case

Q8 What could we do to improve?

nothing as I was pleased with the information and outcome of the case

Thomas v. Kellogg Client Satisfaction Survey

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

none

Q10 Name (Optional)

Respondent skipped this question

#46

COMPLETE

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?

☆ **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

#47

COMPLETE

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?

☆ **Completely satisfied**

Q3 How satisfied were you with the attorneys on your case?

☆ **Not satisfied at all**

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 your case?

☆ **Not at all satisfied**

Q7 What did we do well?

nothing...

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

#48

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments:: Great job

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments:: A ga n great job and kept us we appra sed

Q3 How satisfied were you with the attorneys on your case?

☆ **Completely satisfied**

Comments:: Resu ts speak vo umes.

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

☆ **Always**

Comments:: Yes

Q5 Overall, how were our communications 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 outcome of your case?

☆ **Completely satisfied**

Comments:: Better than I expected

Thomas v. Kellogg Client Satisfaction Survey

Q7 What did we do well?

Commun cat ons

Q8 What could we do to improve?

Noth ng

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

No

Q10 Name (Optional)

#49

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments::

You all were phenomena ! So professional and caring! Your response time to questions or concerns was a most instantaneous. I can't tell you enough how grateful I am for your efforts to win this case. Not just for the monetary reward but knowing that you stood up for workers who were not treated fairly.

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments::

Again, 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::

Difficult!

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**

Thomas v. Kellogg Client Satisfaction Survey

Q7 What did we do well?

Communicated along the process
Provide updates
A ways professional

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)

#50

COMPLETE

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

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

#51

COMPLETE

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?

☆ **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

#52

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ Somewhat 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?

☆ Somewhat 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?)

☆ 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

#53

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments:: Great job!!!

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments:: Excellent

Q3 How satisfied were you with the attorneys on your case?

☆ **Completely satisfied**

Comments:: Touch com sat and they a star???

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**

Comments:: Great. Job!!!!

Q7 What did we do well?

Respondent skipped this question

Q8 What could we do to improve?

Respondent skipped this question

Thomas v. Kellogg Client Satisfaction Survey

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

Respondent skipped this question

Q10 Name (Optional)

#54

COMPLETE

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?

☆ **Moderately satisfied**

Q7 What did we do well?

Communication

Q8 What could we do to improve?

Perhaps give an indication as to the ballpark figure that one could expect.

Thomas v. Kellogg Client Satisfaction Survey

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

No

Q10 Name (Optional)

Respondent skipped this question

#55

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

Great communication!!

Q8 What could we do to improve?

Continue being great communicators.

Thomas v. Kellogg Client Satisfaction Survey

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

No

Q10 Name (Optional)

#56

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Communication

Q8 What could we do to improve?

More updates

Thomas v. Kellogg Client Satisfaction Survey

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

No

Q10 Name (Optional)

#57

COMPLETE

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?

☆ 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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

#58

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

You got me what I worked for and
I appreciate 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

#59

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments::

I am very satisfied and cannot say enough good things about your Law Firm. I will highly recommend you to any family or friends who have a future need for your services.

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments::

I had two or three phone conversations and in all cases it was a very positive experience. All my questions were answered.

Q3 How satisfied were you with the attorneys on your case?

☆ **Completely satisfied**

Comments::

Very satisfied with the process and the final result and payout.

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

☆ **Always**

Comments::

Yes all questions were answered. See my comment on #2.;

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

☆ **Excellent**

Comments::

I was able to keep informed online. I was able to stay on top throughout the process.

Thomas v. Kellogg Client Satisfaction Survey

Q6 How satisfied are you with the outcome of your case?

☆ **Completely satisfied**

Comments::

I am very happy w th the amount that I rece ved. I rea y d dnt know how much to expect unt c ose to the end of the process. Low expectat ons w th hope for h gh resu ts was my way of th nk ng dur ng th s ong process. I was prepared for a sma check but was very happy w th the f na resu t.

Q7 What did we do well?

You a d d a fantast c job. I am very p eased and thankfu for a your hard work.

Q8 What could we do to improve?

I rea y cant say anyth ng that cou d have been done better.

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

No

Q10 Name (Optional)

#60

COMPLETE

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.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

#61

COMPLETE

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

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

#62

COMPLETE

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?

☆ 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

#63

COMPLETE

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?

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)

#64

COMPLETE

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 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?) **Respondent skipped this question**

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 know about? **Respondent skipped this question**

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#65

COMPLETE

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

Q7 What did we do well?

Communication

Q8 What could we do to improve?

No suggestions

Thomas v. Kellogg Client Satisfaction Survey

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

No

Q10 Name (Optional)

#66

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments::

Fabulous people such as Julia Friday, James Sherwood and Matt Dunn. Always very informative and always available to answer our questions.

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments::

As stated above, Julia Friday and James Sherwood were fantastic.

Q3 How satisfied were you with the attorneys on your case?

☆ **Completely satisfied**

Comments::

They dug in and fought for us against Kellogg'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?

☆ **Completely satisfied**

Q7 What did we do well?

Communication with us was paramount.

Thomas v. Kellogg Client Satisfaction Survey

Q8 What could we do to improve?

Absolutely nothing. You are rock!

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

Just one time a secretary at your firm was extremely rude but that was at the beginning of lawsuit and I think it was back in 2012 or 2013.

Q10 Name (Optional)

#67

COMPLETE

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?

☆ 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?

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

#68

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments:: Kept me nformed

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments:: Don t reca dea ng w th any of them

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**

Comments:: Great commun cat on

Q5 Overall, how were our communications 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 of your case?

☆ **Completely satisfied**

Q7 What did we do well?

Commun cate

Thomas v. Kellogg Client Satisfaction Survey

Q8 What could we do to improve?

Respondent skipped this question

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

None

Q10 Name (Optional)

#69

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments::

Your team answered any questions I may have had over the years immediately. I believe the phone was answered every time I called.

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments::

See above

Q3 How satisfied were you with the attorneys on your case?

☆ **Completely satisfied**

Comments::

See above

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

☆ **Always**

Comments::

Yes, always.

Q5 Overall, how were our communications 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 of your case?

☆ **Completely satisfied**

Comments::

Your hard work paid off for us. In turn, we were able to be paid for the hard work we had done in the past while working with Kellogg Company.

Thomas v. Kellogg Client Satisfaction Survey

Q7 What did we do well?

Everything.

Q8 What could we do to improve?

Maybe several communications describing the website address and all the information that can be found there.

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

No

Q10 Name (Optional)

Respondent skipped this question

#70

COMPLETE

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

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

#71

COMPLETE

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?

☆ 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

#72

COMPLETE

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?

☆ **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

#73

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

communicated and kept seeking the right information

Q8 What could we do to improve?

nothing

Thomas v. Kellogg Client Satisfaction Survey

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

no

Q10 Name (Optional)

#74

COMPLETE

Page 1

Q1 Were you satisfied with our representation 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 paralegals on your case?

☆ **Completely satisfied**

Comments::

THESE FOLKS ARE ON TOP OF THEIR GAME. BEST EVER.

Q3 How satisfied were you with the attorneys on your case?

☆ **Completely satisfied**

Comments::

SAME AS WITH THE PARALEGALS. COULD NOT HAVE BEEN BETTER.

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

☆ **Always**

Comments::

YES. PROMPT AND ALWAYS POLITE.

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

☆ **Excellent**

Comments::

ALWAYS.

Q6 How satisfied are you with the outcome of your case?

☆ **Completely satisfied**

Comments::

UNDER THE CIRCUMSTANCES IT TURNED OUT WELL.

Thomas v. Kellogg Client Satisfaction Survey

Q7 What did we do 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)

#75

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments::

Fo owed thru and kept us nformed as th ngs progressed thru the awsu t.

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?

☆ **Completely satisfied**

Q7 What did we do well?

Everyth ng from my perspective.

Q8 What could we do to improve?

I do not know.

Thomas v. Kellogg Client Satisfaction Survey

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

None from my side.

Q10 Name (Optional)

#76

COMPLETE

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

Q7 What did we do well?

Communication

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)

#77

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ Completely satisfied

Comments:: None

Q2 How satisfied were you with the paralegals on your case?

☆ Completely satisfied

Comments:: None

Q3 How satisfied were you with the attorneys on your case?

☆ Completely satisfied

Comments:: None

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?

Communica on

Thomas v. Kellogg Client Satisfaction Survey

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

#78

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

Answered all my questions when I called. Great settlement. 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)

#79

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Answer ng my quest ons.

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)

Respondent skipped this question

#80

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments:: The communication content-off ce was fairly

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments:: By maintaining excellent communication (what will be next, what to expect) on time.

Q3 How satisfied were you with the attorneys on your case?

☆ **Completely satisfied**

Comments:: They released step by step the litigation movement and invite us to participate in surveys which are extremely necessary for we-knowing the facts

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?

☆ **Fairly satisfied**

Q7 What did we do well?

Informed the client accurately on time and manner

Thomas v. Kellogg Client Satisfaction Survey

Q8 What could we do to improve?

It's complicated to give an opinion on 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 and Sunday, because in the most cases of wages and or salary the workers asked for the companies to do the job the 7 days every week and of course the amount (\$\$\$) could and should be higher

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

Respondent skipped this question

Q10 Name (Optional)

#81

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Communication, execution of case,

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?

No

Q10 Name (Optional)

#82

COMPLETE

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**

Comments:: Great commun cat on

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? 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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#83

COMPLETE

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

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

#84

COMPLETE

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?

☆ 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?

☆ 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

#85

COMPLETE

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?

☆ **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

#86

COMPLETE

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?

☆ **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

#87

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

communication

Q8 What could we do to improve?

none

Thomas v. Kellogg Client Satisfaction Survey

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

none

Q10 Name (Optional)

Respondent skipped this question

#88

COMPLETE

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?

☆ **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

#89

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Kept me informed

Q8 What could we do to improve?

NA

Thomas v. Kellogg Client Satisfaction Survey

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

NA

Q10 Name (Optional)

#90

COMPLETE

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?

☆ 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

#91

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments:: Fantast c commun cat on and fo ow through !

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**

Comments:: Ju a Fr day s an ange . Matt Dunn, and a partners were fantast c!

Q6 How satisfied are you with the outcome 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.

Thomas v. Kellogg Client Satisfaction Survey

Q8 What could we do to improve?

I could not name any thing that could 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)

#92

COMPLETE

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?

☆ **Completely satisfied**

Comments::

L t t 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

Thomas v. Kellogg Client Satisfaction Survey

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

Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

#93

COMPLETE

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?

☆ 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?

Answered questions we

Q8 What could we do to improve?

More updates, more details about settlement amounts

Thomas v. Kellogg Client Satisfaction Survey

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

None

Q10 Name (Optional)

Respondent skipped this question

#94

COMPLETE

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?

☆ 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?

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

#95

COMPLETE

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?

☆ **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

#96

COMPLETE

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?

☆ **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

#97

COMPLETE

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?

☆ **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

#98

COMPLETE

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

Q7 What did we do well?

Communication

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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#99

COMPLETE

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?

☆ **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

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ Fairly 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?

☆ Fairly 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?

☆ Moderately satisfied

Comments::

I was with Kelloggs for 8 yrs. and I experienced this behavior the entire time. My settlement was very small for the length of time I served

Q7 What did we do well?

The communication was excellent.

Q8 What could we do to improve?

Respondent skipped this question

Thomas v. Kellogg Client Satisfaction Survey

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

Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

#101

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Commun cate. That's huge for me

Q8 What could we do to improve?

NA

Thomas v. Kellogg Client Satisfaction Survey

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

No

Q10 Name (Optional)

#102

COMPLETE

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?)

☆ **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

COMPLETE

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?

Noth ng d d a exce ent job thanks

Thomas v. Kellogg Client Satisfaction Survey

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

No

Q10 Name (Optional)

#104

COMPLETE

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?

☆ 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?

☆ 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

#105

COMPLETE

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?

☆ **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

#106

COMPLETE

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 case?

☆ **Completely satisfied**
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 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:: Fa r y sat sf ed

Q7 What did we do well?

Respondent skipped this question

Q8 What could we do to improve?

Respondent skipped this question

Thomas v. Kellogg Client Satisfaction Survey

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

Respondent skipped this question

Q10 Name (Optional)

Respondent skipped this question

#107

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Everything 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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#108

COMPLETE

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?

☆ **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

#109

COMPLETE

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?

☆ **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

#110

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Communication

Q8 What could we do to improve?

Nothing

Thomas v. Kellogg Client Satisfaction Survey

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

No, very satisfied

Q10 Name (Optional)

#111

COMPLETE

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?

☆ **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**

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#112

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

time y communication
ways available for questions

Q8 What could we do to improve?

not much

Thomas v. Kellogg Client Satisfaction Survey

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

Respondent skipped this question

Q10 Name (Optional)

#113

COMPLETE

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?

☆ **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

#114

COMPLETE

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

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

#115

COMPLETE

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?

☆ 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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

#116

COMPLETE

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?)

☆ Good

Q6 How satisfied are you with the outcome of your case?

☆ Fairly satisfied

Q7 What did we do well?

By keep ng us nformed on the progress of the case.

Q8 What could we do to improve?

d d great

Thomas v. Kellogg Client Satisfaction Survey

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

none

Q10 Name (Optional)

#117

COMPLETE

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?

☆ **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

#118

COMPLETE

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

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

#119

COMPLETE

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.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

#120

COMPLETE

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

Q7 What did we do well?

I appreciate you emailing us when you needed to keep us informed. I know it was a slow process when you are on our pace but you let us know major "stuff".

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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

#121

COMPLETE

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?

☆ **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

#122

COMPLETE

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?

☆ **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

#123

COMPLETE

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?

☆ **Completely satisfied**

Q7 What did we do well?

Everything

Q8 What could we do to improve?

nothing

Thomas v. Kellogg Client Satisfaction Survey

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

no

Q10 Name (Optional)

#124

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ Fairly 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

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

#125

COMPLETE

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?

☆ Completely satisfied

Q7 What did we do well?

Communications

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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#126

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

Comments:: Completely satisfied

Q2 How satisfied were you with the paralegals on your case?

Comments:: Completely satisfied

Q3 How satisfied were you with the attorneys on your case?

Comments:: Completely satisfied

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

Comments:: Often

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

Comments:: Completely satisfied

Q6 How satisfied are you with the outcome of your case?

Comments:: Completely satisfied

Q7 What did we do well?

Very informative and explain the process

Q8 What could we do to improve?

Maybe interview through skype

Thomas v. Kellogg Client Satisfaction Survey

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

No

Q10 Name (Optional)

#127

COMPLETE

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 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?

☆ **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**

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#128

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ Fairly satisfied

Comments:: Very professional and informative.

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.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:: Considering the approximate number of hours (600) and the settlement amount (less than \$1000) I'm not that impressed.

Q7 What did we do well?

☹

Q8 What could we do to improve?

Respondent skipped this question

Thomas v. Kellogg Client Satisfaction Survey

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

Respondent skipped this question

Q10 Name (Optional)

#129

COMPLETE

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?)

☆ Good

Q6 How satisfied are you with the outcome of your case?

☆ Completely satisfied

Q7 What did we do well?

It was a tough case and took a long time.

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

Thomas v. Kellogg Client Satisfaction Survey

Q10 Name (Optional)

Respondent skipped this question

#130

COMPLETE

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 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?

☆ **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)

#131

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Completely satisfied**

Comments:: We needed a lot of patience, but glad your perseverance paid off. Thank you!

Q2 How satisfied were you with the paralegals on your case?

☆ **Completely satisfied**

Comments:: satisfied

Q3 How satisfied were you with the attorneys on your case?

☆ **Completely satisfied**

Comments:: satisfied

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

☆ **Always**

Comments:: always

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

☆ **Excellent**

Comments:: great communication

Q6 How satisfied are you with the outcome of your case?

☆ **Completely satisfied**

Comments:: very satisfied

Thomas v. Kellogg Client Satisfaction Survey

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)

#132

COMPLETE

Page 1

Q1 Were you satisfied with our representation overall?

☆ **Not satisfied at all**

Comments::

I d dn t get a check. I get a th s correspondence from you and I don t get anyth ng. You can check your records and see f I was supposed to get a check I d apprec ate t thank you

Q2 How satisfied were you with the paralegals on 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?)

☆ **Very poor**

Q6 How satisfied are you with the outcome 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

Thomas v. Kellogg Client Satisfaction Survey

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

D dn t rece ve a check

Q10 Name (Optional)
