



Client Evaluation of Buckfire & Buckfire, P.C.

1. Please enter your first and last name and city in which you reside below:

NAME: Nicola Rice
CITY: Battle Creek

2. What was the name of the attorney that handled your case? (Circle One)

Larry Buckfire - George Burke - Randy Blau
 Robert Lantzy - Dondi Vesprini

3. Why did you select Buckfire & Buckfire, P.C. to represent you?

found it on the web

4. Please rate Buckfire & Buckfire, P.C. on a scale 1 -5 (1 worst score, 5 best score) on the **Professionalism of Staff:** (Place an X on the appropriate scale rating)

1-----2-----3-----4-----5

5. Did the staff respond to your calls and/or e-mails in a timely manner? yes

6. In what areas do you feel Buckfire & Buckfire, P.C. provided you with outstanding service/representation? all of them, answered my concerns, did follow ups

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7. In what areas do you feel Buckfire & Buckfire, P.C. could have done a better job in their service and representation to you?

None they did fine

8. To what degree did you find the settlement satisfactory? (1 being very unsatisfactory, 5 being very satisfied): (Place an X on the appropriate scale rating)

1-----2-----3-----4-----5

9. Were your expectations different than the outcome? Please tell us why and how our services did or did not meet your expectations.

Yes, outcome was much more than I ever expected

10. Were you previously aware that you can call Buckfire & Buckfire, P.C. at any time in the future for legal guidance or lawyer referral, regardless of the area of law your question deals with?

Yes

11. Would you refer a family member, friend, or acquaintance to Buckfire & Buckfire, P.C. for a consultation or legal representation?

Yes

12. Was there some part of your experience that was unexpected or that you especially appreciated?

the follow-ups

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13. Please grade us in our performance with our firm in the following areas on a scale 1 -10, "10" being the highest score, and "1" being the lowest:

Legal Ability: 10 Customer Service/how you were treated: 10

Overall Experience: 10

14. Recalling your experience with our law firm, was there a specific attorney(s) or staff member(s) who contributed positively and exceeded your expectations? _____

Larry

15. On the contrary, recalling your experience with our firm, was there a specific attorney(s) or staff member(s) who contributed negatively? NO

16. Can we use your statement and/or comments for promotional purposes or on our website?

YES

17. Will you give a statement about your experience and satisfaction with our law firm? If yes, please write it below:

Your law ~~firm~~ firm went above my expectations, great outcome, great people, just a great place! Would refer anyone to you!

Nicole Rice
Signature