Law Office of Stella M. Hurtt, PLLC

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We thank you for taking a moment to answer the following questions by marking the response that best reflects your experience with our firm. Your comments and responses are anonymous unless you choose to provide the Client name here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Overall, how satisfied are you with your representation by the Firm?

*Not Satisfied Highly Satisfied*

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

1. Please indicate how well each of the following statements describe your representation:
	1. Was qualified and knowledgeable about the law pertaining to my case?

*Not Satisfied Highly Satisfied*

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

* 1. Listened to me and understood my needs?

*Not Satisfied Highly Satisfied*

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

* 1. Worked closely with me to provide guidance for reaching my goals?

*Not Satisfied Highly Satisfied*

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

* 1. Followed through on commitments?

*Not Satisfied Highly Satisfied*

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

* 1. Was accessible when needed?

*Not Satisfied Highly Satisfied*

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

* 1. Returned correspondence in a timely manner?

*Not Satisfied Highly Satisfied*

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

* 1. Acted in my best interest?

*Not Satisfied Highly Satisfied*

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

* 1. Provided a knowledgeable point of view on how the courts tend to rule in similar case situations? € Not Applicable

*Not Satisfied Highly Satisfied*

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

* 1. Was truthful in the information provided to you by the firm?

*Not Satisfied Highly Satisfied*

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

* 1. Ability to plan effectively for litigation or an alternative course of resolution?

*Not Satisfied Highly Satisfied*

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

* 1. Made complex information easier to understand? [ ]  Not Applicable

*Not Satisfied Highly Satisfied*

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

* 1. Kept me involved and up to date on the status of my case? [ ]  Not Applicable

*Not Satisfied Highly Satisfied*

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

1. How would you rate the quality of the services provided to you by the firm?

*Not Satisfied Highly Satisfied*

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

1. How would you rate each of the following as it relates to the cost effectiveness/billing?
	1. Accurately estimates cost of services and the time required? [ ]  Not Applicable

*Not Satisfied Highly Satisfied*

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

* 1. The bills are timely and easy to understand?

*Not Satisfied Highly Satisfied*

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

* 1. The bills accurately reflect the quality of service and effort involved in my case?

*Not Satisfied Highly Satisfied*

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

* 1. Responded to my billing inquires promptly? [ ]  Not Applicable

*Not Satisfied Highly Satisfied*

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

* 1. The cost of the legal services provided?

*Not Satisfied Highly Satisfied*

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

* 1. Overall rating for cost effectiveness and billing?

*Not Satisfied Highly Satisfied*

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

1. What area was your legal needs in?

[ ]  Family/Domestic Law [ ]  DUI/DWI [ ]  Other Criminal

[ ]  Will or Estate Planning [ ]  Probate [ ]  Real Estate

[ ]  Landlord/Tenant [ ]  Other

1. What County was your legal services rendered? Click here to enter text.
2. How did you learn of the Law Office of Stella M. Hurtt, PLLC?

[ ]  From a Friend

[ ]  Personally know attorney

[ ]  Advertising (*Please Specify*) Click here to enter text.

[ ]  Internet search (*Please Specify site*) Click here to enter text.

[ ]  Another attorney (*Please Specify*) Click here to enter text.

[ ]  Other (*Please Specify*) Click here to enter text.

1. What was your selection criteria for choosing this firm to represent you?

[ ]  Location [ ]  Price [ ]  Concentration in specified area

[ ]  Recommendation [ ]  Firm’s website [ ]  Rapport in initial consultation

[ ]  Other:Click here to enter text.

1. Did you look at the firm’s website? [ ]  Yes [ ]  No
2. If you did look at the firm’s website, what did you find helpful about it?

Click here to enter text.

1. In your opinion, how could the sight be made more helpful?

Click here to enter text.

1. What do you believe is our biggest strength?

Click here to enter text.

1. What do you believe is the area where we need the most improvement?

Click here to enter text.

1. How likely would you be to recommend us to a friend or coworker?

*Not Likely Highly Likely*

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

1. How likely is it that you will choose this firm for future legal needs?

*Not Likely Highly Likely*

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

1. Are there any other comments, suggestions, complaints, or concerns you would like to voice?

Click here to enter text.

[ ]  Please check this box to grant us permission to use your name and testimonial on our website or in our future marketing efforts. Name to appear: Click here to enter text.