

MEMORANDUM

TO: [REDACTED] Cape Elizabeth, ME 04107

FROM: Peter Thompson & Associates

Thank you again for choosing Peter Thompson & Associates to represent you in your personal injury matter. We value your feedback and would appreciate you taking a moment to respond to the following questions and then *returning it to our office in the self-addressed stamped envelope.*

Using the scale below please rate Peter Thompson & Associates in the following categories:

- 1 = poor
- 2 = fair
- 3 = average
- 4 = good/above average
- 5 = excellent

A. <u>Categories</u>	Score (please circle one)				
Communication Ability	1	2	3	4	5
Responsiveness	1	2	3	4	5
Quality of Service	1	2	3	4	5

B. Overall Satisfaction of Services

- 1) Would you recommend the services of Peter Thompson & Associates in the future?

I would happily recommend the services of PT&A. I'm pleased with my decision to contract them and was very satisfied with their ability to handle my claim.

- 2) If your answer to question number 1 above is no, please explain why and what you feel our office could do better in the future.

During the initial stages of my claim, things seemed to move extremely slowly. I realize this is normal and was made aware of this by Sebastian and Wendy, but I might recommend a weekly update via email to just say "Hey, we've done this and are waiting on this..." Even if the next week said, "Still waiting on this..." I think it would have helped in the initial stages of things. I have no doubt if I'd made efforts to contact them I

would have been answered promptly, but when you're laid up and depressed even just a simple weekly or biweekly email might be nice. I did appreciate the holiday card!

- 3) Please provide any additional feedback or comments that you may have regarding the service you received at Peter Thompson & Associates.

I had never had a serious injury in my life prior to this accident and I had no experience with any of the process. I was offered legal support from a friend's father at a discounted rate, but decided to go with Peter Thompson and Associates based on their reputation and familiarity with personal injury law. I'm very pleased with that decision and want to thank Sebastian, Wendy and everyone else who assisted with my case being settled fairly.