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MEMORANDUM

TO: Susana Kazel, 2515 Northeast First Ct., #104, Boynton Beach, FL 33435

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

| <u>A. Categories</u> | <u>Score (please circle one)</u> | | | | |
|-----------------------|----------------------------------|---|---|---|---|
| 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? *yes*
- 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.
- 3) Please provide any additional feedback or comments that you may have regarding the service you received at Peter Thompson & Associates.