

HICKS & MOTTO --CLIENT SATISFACTION SURVEY

Dear Misty:

Thank you for allowing us the opportunity to represent you in your personal injury claim. We sincerely appreciate and value the confidence you had in us throughout this claim. In order to assist us in better serving future clients please take a moment and complete the brief survey below. As you know our client's referrals are our most valuable source of business and we strive to provide excellent representation to all. Please let us know what you liked about our representation and if there is anything you feel we can improve upon. Enclosed herein please find a self-addressed stamped envelope to help expedite this request.

On behalf of Hicks & Motto, I would like to personally thank you again for the opportunity to represent you and I look forward to being there for you, your family and friends in the future should the need arise.

Very truly yours,

Michael A. Motto

Michael A. Motto, Esquire

1. The things I like most about the firm are:

Honest & Professional

2. I liked how my lawyer handled my case because:

He explained the process to me, was easy to talk to & did not mind answering questions.

3. Did you feel that the office staff was professional and why?

I did not go thru multiple prompts to speak with someone. They addressed my concerns promptly.

4. Would you recommend us to a friend or family member and why?

Definitely, Honesty & Professionalism Did Not
MAKE ME FEEL LIKE I WAS KENEDHI THEM.

5. Overall how satisfied were you with the representation you received?

VERY SATISFIED

6. Is there a particular staff member that you feel deserves special recognition for their work in your case?

No

7. What can we do to improve?

ENSURE SOMEONE IS AT FRONT DESK DURING
WORKING HOURS.

Mitch GrayhDeil

7/20/22
Date

- By my signature I acknowledge and give consent that all or part of this survey may be reproduced or published in Hicks & Motto promotional materials, internet reviews and surveys and for all other commercial purposes by Hicks & Motto or a third party at their direction. I understand that if said materials are reproduced or published in whole or in part that my full name will be redacted to just a first name and last initial to protect my identity.