

**HICKS & MOTTO --CLIENT SATISFACTION SURVEY**

Dear Jeanine:

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:

*MIKE or JOY were always available to answer any questions that I had.*

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

*I felt confident that he had everything under control and I didn't need to stress.*

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

*See answer #7*

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

yes, most definitely, for all the reasons  
previously stated.

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

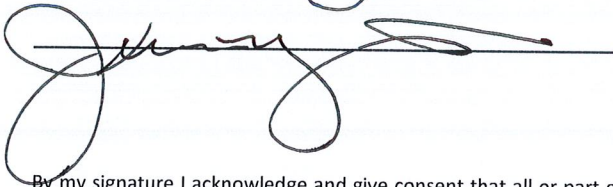
5 stars ★★★★★

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

Joy was always so gracious and sweet  
and always made me feel at ease when  
I had concerns.

7. What can we do to improve?

maybe not have the girls answering  
the phone interrogate your clients before  
transferring the calls.



10/19/2022  
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.