

HICKS & MOTTO --CLIENT SATISFACTION SURVEY

Dear Sam:

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 and Joy made themselves always available to answer any questions that I had.
Mike kept me informed at all times and explained things in a way for me to
to understand. When things were very stressful they both reassured me things
that they will handle the claim to ensure to additional stress was added to my plate.

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

They communicated everything with me even after hours of a question or concern
arsided. The firm always had my best interest in mind.

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

Office staff was always respectful. Calls were always forwarded in a timely manner.
If I came to the office, the staff was very polite and courteous.

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

I would definitely recommend the firm. The firm is very trustworthy and look out
for their clients best interest.

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

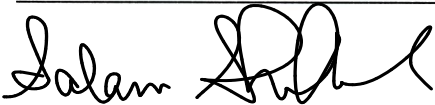
Completely satisfied.

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

I would personally like to thank Joy for taking the time to listen to me when
things were extremely difficult for me. She went above and beyond her role with
the firm. I will always be appreciative for her listening to me.

7. What can we do to improve?

I wouldnt change a thing of my experience that I have had with the firm.



03/20/2023

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.