HICKS & MOTTO --CLIENT SATISFACTION SURVEY

Dear Francia:

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:

   The Firm is competent
   Hard-Working
   Focused lawyers
   Honest, trustworthy, ethical.

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

   Protected my rights
   Kept me informed & up-to-date about my case
   Gave me guidance and direction
   Helped me make more money.

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

   Everyone showed responsability
   Skilled office workers.
   courteous.
   I was treated with respect.

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

Suitable for the job
Dependable
Helpful
Deliver what they promise.

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?

my gratitude and admiration for the great job done go to all the staff.

7. What can we do to improve?

You all are doing a magnificent job! Thank you again.

Francis Alena Quoreno   5-10-2023
                                            Date

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