

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

Dear Oliver:

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 Hospitality

Friendly atmosphere  
easy accessible.

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

He was very persistent

easy to work with  
He was very knowledgable.

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

Warm welcome

Very friendly staff  
Handle my case very well

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

Yes because everyone was very professional  
Mr. Motto was recommended as the best lawyer  
in his field and I proved it.  
He was very diligent

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

I was 100% Satisfied.

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

Yes there is, his name is Andy Pavon. He  
was very polite, attentive and very easy to  
work with.

7. What can we do to improve?

In my opinion there is nothing to  
improve.

Oliver Blakee.

5/1/23.  
Date

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