

SmithAmundsen Client Survey

1. When evaluating the work of SmithAmundsen we are:
 Satisfied
 Unsatisfied

If unsatisfied, please state the reason(s):

2. Would you use SmithAmundsen again?
 Yes
 No

3. We would consider using SmithAmundsen in each of the following areas:
(Select all applicable)

- | | |
|---|--|
| <input type="checkbox"/> Litigation | <input type="checkbox"/> Corporate |
| <input type="checkbox"/> General Business/Transactional | <input type="checkbox"/> Commercial/Contracts |
| <input type="checkbox"/> Public Sector | <input type="checkbox"/> Insurance Coverage |
| <input type="checkbox"/> Real Estate/Construction | <input type="checkbox"/> Labor/Negotiations |
| <input type="checkbox"/> Financial/Banking | <input type="checkbox"/> Intellectual Property |
| Other (Please state) | |

4. What is your perception of SmithAmundsen? (Select one)
- General Practice
 - Litigation
 - Insurance Defense
 - Commercial/Business

5. SmithAmundsen provides a good value for its services?
 Agree
 Disagree

6. SmithAmundsen: (Select all applicable)
- Provides thorough reports
 - Provides timely reports
 - Promptly responds to our questions
 - Is knowledgeable in the work done for us

7. Billings from SmithAmundsen are: (Select all applicable)
- | | |
|--------------------------------------|--|
| <input type="checkbox"/> As expected | <input type="checkbox"/> Timely |
| <input type="checkbox"/> Too costly | <input type="checkbox"/> Sufficiently detailed |

8. How often have you engaged the services of SmithAmundsen in the last three (3) years?
- | | |
|-------------------------------------|---|
| <input type="checkbox"/> 1-3 times | <input type="checkbox"/> 11-15 times |
| <input type="checkbox"/> 4-7 times | <input type="checkbox"/> 15-20 times |
| <input type="checkbox"/> 8-10 times | <input type="checkbox"/> 21 or more times |
9. Do you always use the same SmithAmundsen attorney?
- Yes
 No
10. Please rate SmithAmundsen on each of the following:
(1-Good 2-Needs Improvement)
- | | | |
|---|--|---|
| <input type="checkbox"/> Billing | <input type="checkbox"/> Reporting | <input type="checkbox"/> Responsiveness |
| <input type="checkbox"/> Newsletters | <input type="checkbox"/> Personal Visits | <input type="checkbox"/> Communications |
| <input type="checkbox"/> Website | <input type="checkbox"/> Offices | <input type="checkbox"/> Presentations |
| <input type="checkbox"/> Other, please specify: _____ | | |
-
11. During the next three (3) years do you anticipate your need for outside legal services to:
- Increase Decrease Remain the same
12. Do you plan to change the type or scope of your current business during the next three (3) years?
- Yes No
13. Would you like to receive more information about SmithAmundsen?
- Yes (Please provide contact information) _____

- No
14. Would you like an attorney to schedule a personal follow-up?
- Yes (Please provide your name) _____
 No

The attorneys at SmithAmundsen thank you and appreciate your participation. Please return your survey to our consultants at the address below.

Law Management Solutions, LLC
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