

# CLIENT SATISFACTION SURVEY

We need your help! We know that there's no such thing as perfect, but it doesn't keep us from trying. In order for us to know how we're doing, we need input from our clients. So please do us a favor and take a minute to fill out this short survey. Your answers will allow us to help other people better. THANK YOU!

1. Please write the date you are completing this survey: 10/23/14

2. How would you rate our services?

Excellent     Good     Fair     Poor

3. Why did you decide to hire Hampton Roads Legal Services to represent you?

The website was the first thing that helped me decide. It was well put together and gave a lot of information. I enjoyed watching the videos that Mrs. Pfeiffer did. Also, I loved that I could make payments since my money was tight.

4. What were your 3 top concerns before you came to see us? Please describe them in detail.

A. How I would be able to keep my car in Chapter 7

B. If I could make payments and not have to pay all at once for the bankruptcy.

C. Being sued by a creditor

5. How did we do in addressing those concerns? Please give examples, if appropriate.

Great! Anette was great. Any questions I had I was able to email her and she got back to me in the same day. Even when I got a court summons after I filed HRLS put my mind at ease.