

MEMORANDUM

TO: [REDACTED]

FROM: Peter Thompson & Associates

Thank you again for choosing Peter Thompson & Associates to represent you in your personal injury matter. We value your feedback and would appreciate you taking a moment to respond to the following questions and then *returning it to our office in the self addressed stamped envelope.*

Using the scale below please rate Peter Thompson & Associates in the following categories:

- 1 = poor
- 2 = fair
- 3 = average
- 4 = good/above average
- 5 = excellent

<u>A. Categories</u>	<u>Score (please circle one)</u>				
Communication Ability	1	2	3	4	5
Responsiveness	1	2	3	4	5
Quality of Service	1	2	3	4	5

**B. Overall Satisfaction of Services**

- 1) Would you recommend the services of Peter Thompson & Associates in the future? *yes*
- 2) If your answer to question number 1 above is no, please explain why and what you feel our office could do better in the future.
- 3) Please provide any additional feedback or comments that you may have regarding the service you received at Peter Thompson & Associates.

*All staff was extremely very polite and professional.*

*Thank-you 'j'*