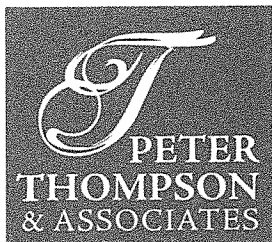


JUL 01 2016



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MEMORANDUM

TO: [REDACTED] Topsham, ME

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

A. <u>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? *Absolutely!! We have already mentioned the firm to everyone who knew of our PI case and sung their praises!*
- 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.  
*There are just no words sufficient enough to express how deeply grateful and blessed my family and I feel regarding our experience with this firm. Rachel Deschuytner was our primary attorney, and we knew from our very first call and email with her that she was the one with whom we wanted to work. Peter Thompson writes on the website that his firm is built on the philosophy that the needs/concerns of the clients should be consistently addressed in*

a timely manner, and relationships should be developed based on trust and respect. That is exactly what Rachel did, and much more. She was professional, respectful, responsive, and knowledgeable while being kind, empathetic, caring, and incredibly patient with our many, many (and often redundant) questions and concerns. She truly went above and beyond and we could have not asked for a better experience.

Mark Dunlap was also a great asset to our team, and we appreciated the experience and expertise he brought to the case. In addition to Rachel and Mark, we also appreciated the fact that we had the entire firm working together to make decisions of our case, and then Rachel involved us as well, every step of the way. Thank you so much for taking such good care of us during this very difficult and emotional time in our lives.

With sincerest gratitude,

