



43 US Route 1
Falmouth, Maine 04105
(207) 874-0909
Fax (207) 541-9077
www.ptlawoffice.com

MEMORANDUM

TO: [REDACTED] Calais, ME 04619

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. Categories	Score (please circle one)				
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?

I certainly would and actually already have.

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.

I had struggled for over a year to settle with the insurance company. They were not very receptive. Once I hired Rachel Deschuytner, negotiations moved swiftly to my benefit. I am sorry I did not hire her (over)

much sooner. I had so many people thinking I would not benefit as well by hiring an attorney but they were mistaken. Rachel put my mind at ease + for once after this horrible motorcycle accident, I felt that someone was on my side. Thanks just doesn't seem to be enough.