

Long Term Disability Client Exit Form

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May we contact you to clarify some of the responses on this form? Y / N

Dear Client,

At The Law Office of Nancy L. Cavey, we pride ourselves on our delivery of quality service to the client and our attention to every detail. Your complete satisfaction with our services is our primary goal. To that end, we strive to understand our client's needs, concerns and expectations so we can cater our service to directly addressing to those needs. We do this by collecting as much feedback as possible from our clients and by analyzing the client experience, from your perspective, we can continually improve our level of service. Thank you for taking the time to complete this survey, your participation is very much appreciated.

Thank you, The Law Office of Nancy L. Cavey

Section I

	Lowest				Highest
The Staff was polite and respectful at all times	1	2	3	4	<input checked="" type="radio"/> 5
The Staff was always prompt and on time	1	2	3	4	<input checked="" type="radio"/> 5
The staff responded to all communication in a timely manner	1	2	3	4	<input checked="" type="radio"/> 5
You were kept informed and updated throughout the claims process	1	2	3	4	<input checked="" type="radio"/> 5
How well were you concerns addressed by the Staff	1	2	3	4	<input checked="" type="radio"/> 5
The Staff conducted themselves professionally	1	2	3	4	<input checked="" type="radio"/> 5

Section II

Who were you in contact with most often? Dan Hall

From 1 - 10, how would you rate these interactions? 10

Who in the firm continually exceeded your expectations? Dan Hall and all staff answering the phone. And of course Ms Cavey

On a scale of 1-100, rate your overall experience with The Law office of Nancy Cavey 100

On Average, how many times per month did our office contact you? _____

Was this (circle) Too Much Just Enough Too Little

What was the longest period of time you did NOT hear from us? less than 2 months

Section III

Please list two aspects of our practice you think should be improved

Honestly none. Everything was exceptional

Please list two aspects of our practice you thought were exemplary

Being kept informed
Everyone sincere with my concerns. (Dan Hall)

Think back carefully. How many times were your expectations not realized or forced to change because of unanticipated circumstances?

Social Security Disability Court date was wrong and got transferred to North Carolina

If your expectation were significantly different than the final outcome, please explain.

Everything I expected.

What are your feelings on the final outcome.

Glad it's over but will miss my conversations with Dan Hall.

In retrospect, were there times when you think you should have acted differently?

No

How would you compare our firm to other law offices you have been / are a client of?

Cavey Law firm was the most professional and informative

Section IV – Anything Else?

Is there anything this form did NOT address? Do you have any suggestions for improving the exit form or how we handle the exit process? Please attach any additional comments to this form.

We value what you have to say and we want to share it with potential clients. If you would like to give us written or video testimonial please attached it to the form or call the office to make an appointment. Then sign below to authorize us to distribute your testimonial and /or your comments for promotional purposes.

(circle one)

Testimonial

Comments of this Form

Signature

James Kushek