



AUG 24 2020

MEMORANDUM

TO: [Redacted] Alfred, ME 04002

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? **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.

*You may have considered this before, but capitalizing the word "NO" may read better. On the other hand-- who could misunderstand it as written?*

*Lawyer Mark Dunlap was at my <sup>hospital</sup> bedside the morning after I called, giving me the objective evaluation ~~and~~ I wanted, and the confidence that ~~my lawsuit~~ my personal injuries would receive full compensation. Wendy Clark, my Case Manager, excelled. Intelligent, empathetic, highly competent, she was always available; always doing more, always going further than required. I was never concerned about the outcome.*