



DELIVERING STRATEGIC SOLUTIONS ACCA'S 2000 ANNUAL MEETING

Docket No:

Our File No:

Claim No:

Date of Loss:

TQP SURVEY

Our office is committed to providing quality representation to our clients. To accomplish this goal, we would appreciate you completing this questionnaire and returning same in the enclosed self-addressed, stamped envelope.

Using the rating scale shown below, please respond to questions 1 through 18.

| | Strongly Agree | Agree | Somewhat Agree | Somewhat Disagree | Disagree | Strongly Disagree |
|---|-------------------|-------|-------------------|----------------------|----------|----------------------|
| 1. I understood the nature of the lawsuit and the allegations against me. (This is not asking if you agree with the claims, but if you understood what they were. | | | | | | |
| 2. The litigation process was fully and clearly explained to me by my attorney or the secretary/paralegal. | | | | | | |
| 3. All of my questions were clearly answered by my attorney or the secretary/paralegal. | | | | | | |
| 4. My phone calls were satisfactorily answered and/or returned by my | | | | | | |

| | | | | | | |
|--|--|--|--|--|--|--|
| attorney and/or the secretary/paralegal. | | | | | | |
| If you had to answer Interrogatories/Bill of Particulars (written questions about the accident/incident) please respond to questions #5-6. Otherwise, go directly to question #7. | | | | | | |
| 5. Interrogatories/Bill of Particulars (written questions about the accident/incident) were fully explained to me by the secretary/paralegal. | | | | | | |
| 6. My attorney and/or the secretary/paralegal helped me answer the Interrogatories. | | | | | | |
| If you disagree with question #6, did you want/need help? Please circle your answer. YES NO | | | | | | |
| 7. The Deposition/Examination /Statement Under Oath (oral questioning) was explained to me by my attorney and/or the secretary/paralegal. | | | | | | |
| 8. My attorney and/or the secretary/paralegal prepared me for the Deposition/Examination /Statement Under Oath. | | | | | | |
| If you attended an Arbitration (a hearing before a panel, <u>not</u> a trial before a Judge jury), please respond to questions #9-10. | | | | | | |

Otherwise, please go to question #11.

TQP SURVEY

PAGE -2-

| | Strongly Agree | Agree | Somewhat Agree | Somewhat Disagree | Disagree | Strongly Disagree |
|---|-------------------|-------|-------------------|----------------------|----------|----------------------|
| 9. The Arbitration procedure was fully explained to me by my attorney and/or the secretary/paralegal. | | | | | | |
| 10. My attorney and/or the secretary/paralegal prepared me for the Arbitration. | | | | | | |
| If you attended a Trial, please respond to questions #11-12. Otherwise, please go to question #13. | | | | | | |
| 11. The Trial procedure was fully explained to me by my attorney and/or the secretary/paralegal. | | | | | | |
| 12. My attorney and/or the secretary/paralegal prepared me for the Trial. | | | | | | |
| 13. In general, the time frame of events in this case were fully explained to me. | | | | | | |

| | | | | | | |
|---|--|--|--|--|--|--|
| 14. I received timely notices of all matters in this case. | | | | | | |
| 15. I was kept advised of the status of my case. | | | | | | |
| 16. I was treated with courtesy. | | | | | | |
| 17. The reasons for any delays or adjournments of any matters in this case were fully explained to me in a timely manner. | | | | | | |
| 18. The outcome of the case was fully explained to me. | | | | | | |
| 19. Please add any comments you might have. | | | | | | |
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THANK YOU FOR YOUR HELP.

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