

The Law Offices Of
GARY E. COOKE, II

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TIMOTHY P. MORGAN, Of Counsel

Your feedback is extremely valuable and important to Mr. Cooke and his law practice. He takes great pride in his firm's reputation for providing excellent service, meeting client goals and exceeding client expectations.

Please complete the following questionnaire and either: (a) email it to Mr. Cooke as an attachment to your email; (b) print it and mail it; or (c) submit it as provided at the form's end.

1. The attorney you worked with was Mr. Cooke
2. Why did or do you use The Law Offices of Gary E. Cooke, II?
3. Were you adequately informed about the information you needed to give to the attorney on your matter? Yes No
4. When you arrived for an appointment or closing, was the attorney prepared or was appropriate documentation prepared?
 Yes No
5. Did the attorney listen to your questions and answer them to your satisfaction?
 Yes No
6. Did the attorney take a reasonable amount of time to explain everything to you?
 Yes No
7. Did the attorney keep you informed as to the progress of your matter?
 Yes No
8. Was there adequate communication between you and the attorney?
 Yes No
9. Were requests for information, phone calls, emails and correspondence responded to within an appropriate time?
 Yes No
10. Would you recommend our services to others?
 Yes No
11. Will you use our services again?
 Yes No

For questions with a scale from one to five, please answer the questions with five as the best.

12. Did the attorney give you adequate preventive advice?
 1 2 3 4 5

13. Were you satisfied with the overall service you received?
- 1 2 3 4 5
14. Did the services provided meet your expectations?
- 1 2 3 4 5
15. Overall, would you characterize the attorney as:
- | | | | | | |
|---------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Courteous | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| Experienced | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| Knowledgeable | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| Accessible | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| Creative | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| Tough | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
16. How does The Law Offices of Gary E. Cooke, II compare to other law firms in terms of billing rates or overall cost of legal services?
17. What did you like best about The Law Offices of Gary E. Cooke, II or are there things that were done particularly well for you?
18. What did you like least about The Law Offices of Gary E. Cooke, II or are there things that could have been done better?
19. Any other comments?

Thank you for taking the time to complete this survey.

And as always, I am at your service.

Gary E. Cooke, II

Submit