

DANA A. EHRLICH

ATTORNEY AT LAW

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CONSUMER BANKRUPTCY SPECIALIST
Board Certified By the Texas
Board of Legal Specialization
American Board of Certification

CLIENT SATISFACTION SURVEY

We ask that you please complete the following survey. Consider each question carefully. Your answers will help us improve our service to clients. Thank you for your time and effort.

How Did You Hear About Us

How did you hear about the Law Office of Dana Ehrlich Attorney at Law? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Area-Wide Phone Book | <input type="checkbox"/> Referral by Another Attorney (Name): _____ |
| <input type="checkbox"/> Names and Numbers Phone Book | <input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Talk Show |
| <input type="checkbox"/> Verizon Phone Book | <input type="checkbox"/> Friend or Relative |
| <input type="checkbox"/> Newspaper Article | <input type="checkbox"/> Meeting/Seminar Event <input type="checkbox"/> TV Commercial/TV News |
| <input type="checkbox"/> Doctor or Other Counselor | <input type="checkbox"/> I received a letter from Dana Ehrlich |
| <input type="checkbox"/> OTHER: _____ | <input type="checkbox"/> Referral from Credit Counselor _____ |

What You Came For

I came to Dana Ehrlich for legal help in the following areas: (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Personal Bankruptcy | <input type="checkbox"/> Back-Taxes & the IRS |
| <input type="checkbox"/> Business Bankruptcy | <input type="checkbox"/> Social Security Disability |
| <input type="checkbox"/> Disability Retirement Claim | <input type="checkbox"/> Real Estate Closing |
| <input type="checkbox"/> Will & Estate Planning | <input type="checkbox"/> Divorce & Family Law |
| <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> Other Legal Reason _____ |

OVERALL HAPPINESS

Were you happy with the way you were represented?

Yes No

HOW DO YOU RATE THE SECRETARIAL STAFF

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
When you called our office was the secretary courteous?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The secretary who scheduled your appointments was helpful?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your appointment times were convenient?....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The secretary you talked to was helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your appointment times were convenient?....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were you treated with respect?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the person friendly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DANA EHRLICH

Please answer the following questions about Dana Ehrlich.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Your phone calls were responded to in a reasonable time frame?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were treated with courtesy and respect?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your concerns were taken seriously?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were comfortable enough to ask questions?..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your case was completely explained to you?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your legal options were clearly explained to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your attorney understood the problems affecting you?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your attorney answered your questions clearly?...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attorney who represented you in court seemed familiar with your case?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You had an opportunity to ask the attorney any questions before you went into court?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You completely understood the outcome of your case?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your attorney was adequately prepared for court?....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL SATISFACTION

	Excellent	Very Good	Satisfactory	Fair	Poor
Written material provided.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping you up-to-date with your case.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed with which your case was completed.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with the attorney you met with in our office.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with the attorney	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with our law firm.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you use our firm again for future legal needs				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Would you recommend Dana Ehrlich to family and friends?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel like the fees that you were charged were worth the results?					
<input type="checkbox"/> Fees Were Too High <input type="checkbox"/> Fees Were Not An Issue for Me <input type="checkbox"/> Fees Were About Right					

If you want to make any comments about anything, please write on the following lines:

Please comment on an aspect of our service that you felt was good: _____

Please comment on an aspect of our service that you felt was bad: _____

How could we have improved our service to you?: _____

CONSUMER ALERT!

UNFAIR & ABUSIVE DEBT COLLECTION PRACTICES

Have you been harassed or deceived by a collection agency or a collection attorney? Collection agencies and attorneys who represent creditors must follow very strict rules when attempting to collect a debt. When these standards are violated, there may be grounds for a lawsuit.

VIOLATIONS OF THE AUTOMATIC STAY

If you have filed a bankruptcy petition with the U. S. Bankruptcy Court you are protected by the Automatic Stay, a law designed to prevent further collection efforts by certain types of creditors. Sometimes, these creditors persist in their attempts to collect on a debt. If this occurs, the creditor may be in violation of the Automatic Stay and liable for damages. If creditors continue to harass you—CALL ME. **I will evaluate your case, explain your legal options, and represent you in court, if necessary.** At Dana Ehrlich Attorney at Law, we believe in defending the right of honest consumers. If you feel you have been the victim of unfair or abusive consumer practices, contact our office today at 325-655-5351.