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CLIENT SATISFACTION SURVEY

At the Anné Desormier-Cartwright PA customer service is our priority. Our goal is to continually provide our clients with service second to none. Completing this short survey is one way to let us know how we are doing. Please let us know how you viewed your estate planning experience at our office.

	Excellent		Average		Poor	N/A	
1. Overall quality of service provided by our office?	5	4	3	2	1	-	
2. Attorney's ability to listen and address my goals and desires?	5	4	3	2	1	-	
3. Attorney's concern for me as a person?	5	4	3	2	1	-	
4. Did you receive clear and understandable explanations of your estate planning options?	5	4	3	2	1	-	
5. Quality of plan design and presentation?	5	4	3	2	1	-	
6. How well were you kept informed and updated?	5	4	3	2	1	-	
7. Promptness with which your telephone calls were returned?	5	4	3	2	1	-	
8. How well were you treated with courtesy?	5	4	3	2	1	-	
9. How helpful and courteous was the staff?	5	4	3	2	1	-	
10. Were your expectations met or exceeded?							Yes No
11. Would you use our office again?							Yes No
12. Would you recommend us to a friend?							Yes No
13. Do you have any suggestions as to how we can improve our services?	_____						

14. Please tell us in your own words how you would describe your experience with us. Use the back if you need more room. _____

15. May we share your evaluation: in staff training? Yes ___ No ___, for marketing purposes? Yes ___ No ___.
May we use: your name? Yes ___ No ___, your initials? Yes ___ No ___.

Signature(s) _____