

# The Law Offices of Darrin T. Mish, P.A.

## Client Satisfaction Survey

Thank you in advance for completing this survey. 10 Being the highest score, please rate these statements to help us continually improve our services.

My expectations were met.

1 2 3 4 5 6 7 8 9 10

My Problem was solved.

1 2 3 4 5 6 7 8 9 10

Our services were clearly explained.

1 2 3 4 5 6 7 8 9 10

My case was completed in a timely manner.

1 2 3 4 5 6 7 8 9 10

Our Administrative Staff was attentive to your needs.

1 2 3 4 5 6 7 8 9 10

Our fees were reasonable.

1 2 3 4 5 6 7 8 9 10

Communications regarding my case were on a regular basis.

1 2 3 4 5 6 7 8 9 10

I would refer friends and relatives to your firm on a regular basis.  Y  N

What is your feeling about our firm from an overall point of view? *overall I was satis. with my Representation from Darren, and his assistant was very friendly, and receptive to My questions, and needs.*

Describe a particular experience with us that made you very happy. *that I did not have to drive back to Tampa to appear in court*

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life.

Name/initials

Address

City

*Orlando*

State

*FL*

Zip

*32826*

It is OK for you to use my Customer Satisfaction Survey comments in your marketing materials along with my Name, City and State. (Or if you prefer)

Signature/initials

*[Redacted]*

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What is your feeling about our firm from an overall point of view?

Everything was taken care of. was Thankful I was not required to attend every Hearing. Reasonable Rates.

Describe a particular experience with us that made you very happy.

Heather was very helpful. And was always aware of my particular case. also responded quickly to any questions we may have had.

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life. I was able to dispose of this case without incarceration.

In Good response from entire firm.

Name/initials DM

Address 7809 New York Ave city Tampa State FL zip 33619

It's OK for you to use my Customer Satisfaction Survey comments in your marketing materials along with my Name, City and State. (Or if you prefer, I will provide you with a separate letter.)

Signature/initials [Redacted] DM

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What is your feeling about our firm from an overall point of view?

I Believe you did what you could + it was good  
I would like to remind you to be Aggressive + fight  
hard.

Describe a particular experience with us that made you very happy.

Your secretary called my wife because I  
kept calling, + Darrin wasn't there. That way  
she could tell me when he would be in.

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life.

my charge was lowered + I didn't have to  
go to prison. There was a payment plan  
that really helped me have a Private Attorney  
instead of Public Pretender Hee! Hee! JIK!

Name/initials

Address

It's \_\_\_\_\_  
State. (Or if you prefer

Zip 33541

Name, City and

Signature/initials

14-2001

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What is your feeling about our firm from an overall point of view?

*Extremely positive.*

Describe a particular experience with us that made you very happy.

*your ready accessibility and prompt updates.*

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life.

*your approachability.*

Name/initials RA

Address \_\_\_\_\_ City Tampa State FL Zip 33626

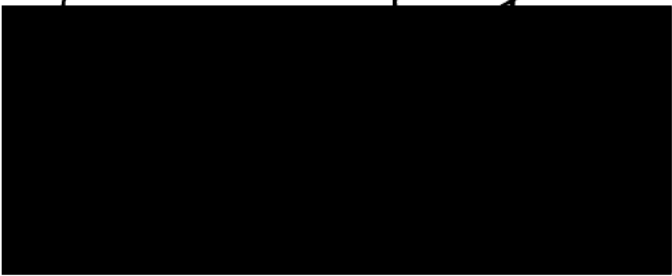
It is OK for you to use my Customer Satisfaction Survey comments in your marketing materials along with my Name, City and State. (Or if you prefer \_\_\_\_\_)

Signature/initials \_\_\_\_\_ 01.

April 14, 2001

Dear Darrin:

I found your services to meet my needs. You have a very sharp image and I would use your services again. I am sure you handled my case to the best of your ability. I would recommend you to a friend or anyone I ran across needing a private lawyer. Your receptionist/Secretary was very helpful! Your price seemed reasonable for what you handled for me, and your payment plan was convenient. Thank you for handling my case



05-01-2001

Mr. Mish,

Please be advised that I was very much satisfied with your services. Thanks to you my case has been satisfactorily resolved. Of particular importance to me was your total commitment to my case, while I completely realize you have other clients. You have been always readily accessible and completely approachable, displaying the essence of the personal touch. You have earned my unqualified support and recommendation as a caring, extremely competent professional who has his clients welfare as his first priority.

Sincerely,



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1 2 3 4 5 6 7 (8) 9 10

My Problem was solved.

1 2 3 4 5 6 7 8 9 (10)

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1 2 3 4 5 6 7 8 9 (10)

My case was completed in a timely manner.

1 2 3 4 5 6 7 8 9 (10)

Our Administrative Staff was attentive to your needs.

1 2 3 4 5 6 7 8 9 (10) THANK Heather

Our fees were reasonable.

1 2 3 4 5 6 7 8 9 (10)

Communications regarding my case were on a regular basis.

1 2 3 4 5 6 7 8 9 (10)

I would refer friends and relatives to your firm on a regular basis. (Y) N

What is your feeling about our firm from an overall point of view?

Helpful in my case, total satisfaction

Describe a particular experience with us that made you very happy.

A smiling Heather, always extremely courteous and an expert at getting needed from Mr. Mish.  
INFO

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life.

Just glad you got me through this mess and are willing to follow-up as needed

Name/initials

Address

City TAMPA State FL Zip 33616

It is OK for you to use my Customer Satisfaction Survey comments in your marketing materials along with my Name, City and State. (Or if you prefer put initials, city and state only.)

Signature/initials

/s/

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What is your feeling about our firm from an overall point of view?

*Professional + friendly*

Describe a particular experience with us that made you very happy.

*This was the first time I had been assisted and needed a criminal lawyer and I was treated with kindness and respect and I appreciated it dearly.*

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life.

Name/initials

*PP.*

Address

City *Tampa*

State *FL.*

Zip *33615*

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Signature/initials

[Redacted Signature]

*01*



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What is your feeling about our firm from an overall point of view?

*Problem was solved*

Describe a particular experience with us that made you very happy.

*DMT Arrangement*

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life.

Name/initials [Redacted]

Address \_\_\_\_\_

City Y/PA

State PA

Zip 19685

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Signature/initials [Redacted]

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1 2 3 4 5 6 7 8 9 10

I would refer friends and relatives to your firm on a regular basis. Y N

What is your feeling about our firm from an overall point of view?

*Very professional, my needs in regards to my case were met in a timely and professional manner*

Describe a particular experience with us that made you very happy.

*Personalized service everytime I needed to contact both Darrin and Heather.*

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life.

*Care and Keeping Promises, as far as care goes I felt your office cared deeply in resolving my case for me. And keeping promises because you said it would be resolved and it was, bottom-line*

Name/initials \_\_\_\_\_  
Address \_\_\_\_\_ City New Port Richey State FL Zip 34654

It's OK for you to use my information for \_\_\_\_\_ State. (Or if you prefer please \_\_\_\_\_ Name, City and State) \_\_\_\_\_

Signature/initials \_\_\_\_\_ 101

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I would refer friends and relatives to your firm on a regular basis. Y N

What is your feeling about our firm from an overall point of view?

*You care about your clients & do your best to ease their ~~anxiety~~ anxiety level.*

Describe a particular experience with us that made you very happy.

*I appreciated you being able to postpone my Court date twice, so as not to jeopardize my job situation.*

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life.

*Your knowledge of the judge enabled me to worry less, knowing he was very fair.*

Name/initials KWJ

Address \_\_\_\_\_ City Deerwater State Fl. Zip 33760

It's OK for you to use my Customer Satisfaction Survey comments in your marketing materials along with my Name, City and State. (Or if you prefer not to include my name and state, please check.)


Signature/initials \_\_\_\_\_ 101

4/7/01

Mr. Mitchell,

I sincerely wish to thank you for your efforts involving my case, I am grateful that you were referred to me by the bonding company. You assured me from the beginning of what I could expect. I appreciate your professionalism. The outcome of my case was better than you anticipated. In my ~~opinion~~ opinion, you are an excellent attorney and I was fortunate to have you in my corner.

Gratefully,



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My Problem was solved.

1 2 3 4 5 6 7 8 9 10 GOT PROBATION

Our services were clearly explained.

1 2 3 4 5 6 7 8 9 10

My case was completed in a timely manner.

1 2 3 4 5 6 7 8 9 10 NOT YOU FAULT, THE COURTS

Our Administrative Staff was attentive to your needs.

1 2 3 4 5 6 7 8 9 10 YOU WERE BY YOURSELF.

Our fees were reasonable.

1 2 3 4 5 6 7 8 9 10 THE BEST

Communications regarding my case were on a regular basis.

1 2 3 4 5 6 7 8 9 10 WEEKLY

I would refer friends and relatives to your firm on a regular basis  N I HAVE

What is your feeling about our firm from an overall point of view?

GOOD JOB

Describe a particular experience with us that made you very happy.

ONLY MY LAWYER BUT I FEEL YOU ARE A REALLY GOOD FRIEND. YOU ARE NOT

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life.

YOU TAKE CARE OF ALL MY LEGAL PROBLEMS, TAXES, TICKETS, MIS., + FELONY'S

Name/initials L.R.R.

Address \_\_\_\_\_ City TAMPA State FLA. Zip 33604

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Signature/initials \_\_\_\_\_ DL

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1 2 3 4 5 6 7 8 9 10 See remarks

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What is your feeling about our firm from an overall point of view?

Overall I'm very happy with the results of my case - it was exactly what Darren told me, My expectations were satisfied.

Describe a particular experience with us that made you very happy.

I was very impressed with Mr. Mish's demeanor in the court room - the way he communicated with the prosecutor and the Judge.

Describe one or two benefits you have received from us that you value the most. Please be specific and tell us how these benefits improved your life. 1. ~~of know now to fight for the truth~~

1. always, always get representation. The cost of not is much greater, and By standing up for your rights you can ~~not~~ prevail.

Name/initials DR

Address

It's City  
State. (Or if you pre

Signature/initials

Zip 33629  
my Name, City and

-01

See Back

7-18-01

Mr. Mish,

Thank you for representing me and helping me protect my rights. I was very happy with the results of my case and especially happy with my decision to choose your firm and here's why.

First, you explained to me in terms that I could understand exactly my situation as it related to the Law and my rights.

Second, you listened and acted promptly to an emergency need by scheduling an emergency appearance with the Judge.

And last but not least you did what you said you would do - and more.

Thank You for exceeding my expectations

Sincerely,

