

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?

Excellent

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

Approachable / Professional / Service

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.

Solved My problem In A Professional & Timely Manner.

Name/initials Darrin T. Mish

Address _____ City _____ State _____ Zip _____

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)

Signature/initials _____ 6/02

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

Everyone is very helpful & pleasant

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

When my record was expunged!

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.

Having my record expunged is allowing me to continue my education so that I may receive my Master's Degree

Name/initials Dee

Address _____ City St Pete State FL Zip 33711

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Signature/initials _____ 02

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

BEST ATTORNEY EXPERIENCE I HAVE EVER HAD. YOU HAVE THE GREATEST SECRETARY, KNOWLEDGEABLE, ATTENTIVE, AND COMFORTING. AS TO FEES, I WOULD HAVE PAID WHATEVER IT TOOK TO GET IRS. OFF MY BACK, BUT IN REAL LIFE I AM CHEAP, SO I MARKED YOU A FIVE.

INITIAL PHONE CALL AND TALKING WITH YOUR SECRETARY MADE ME VERY COMFORTABLE.

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.

NO MORE 12 YR PROBLEM WITH THE IRS.

TMB

City NEW PORT RICHEY State FL Zip 34654

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 can be reached at [redacted])

Signature/initials

102

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

Excellent

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

After speaking to Darrin A was especially comfortable with him handling my case.

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.

Case was settled to my satisfaction. your paralegal Heather is excellent!

Name/initials Richard

Address _____ City Hillsboro Beach, FL State _____ Zip 33062

It's OK for you to use my Customer Satisfaction Survey. State. (Or if you prefer, I will delete your name.)

Signature/initials _____

City and _____

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Our fees were reasonable.

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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?

Good

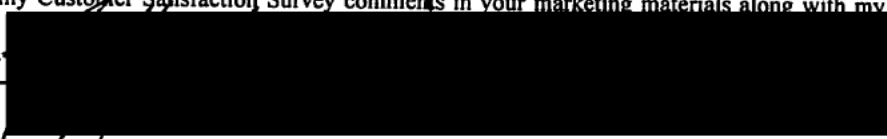
Describe a particular experience with us that made you very happy.

Shelli

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.

Initials DM City Alhambra State Ca

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Signature/initials  02

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

Very good prompt, courteous service

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

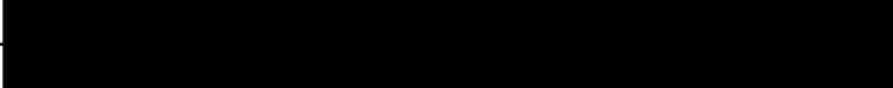
Attorney Mish was able to establish that there were no more outstanding warrants & was able to re-instate my license.

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.

Attorney mish was able to get my license re-instated without going to jail.

Initials MC City St Pete State Fla.

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Signature/initials  02

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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?

pleasant and efficient.

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

phone conversations that left me feeling that I was doing the right thing and that you would do your best to help. Thank you for your time.

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 friendly attitudes and positive outlook.

Initials WRP City Concord State NH

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Signature/initials _____

WRP

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Our fees were reasonable.

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

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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?

very good

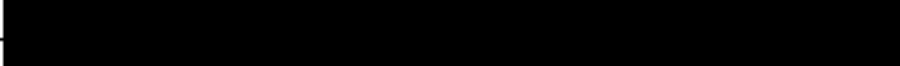
Describe a particular experience with us that made you very happy.

problem solve & timely

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.

Initials DJM City Lutz State FL

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Signature/initials  DM

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

*Very helpful. Sherri went out of her way to help me on the phone
She was also very empathic to me as a person.*

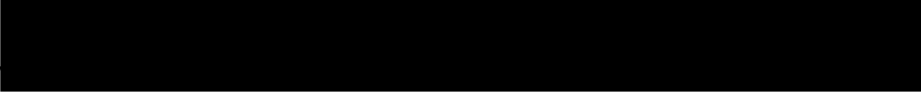
Describe a particular experience with us that made you very happy.

*Sherri sending me a copy of my entire police report so I did not
have to go to EBOR to obtain a copy*

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. *see above thanks ~~to~~ to All*

Initials DAW City Cleawater State FL

It's OK for you to use my Customer Satisfaction Survey comments in your marketing materials along with my Initials, City and State.

Signature/initials  OL

Tampa, FL 33618

August 26, 2002

Darrin T. Mish, Esq.
P.O. Box 3414
Tampa, Fl 33601

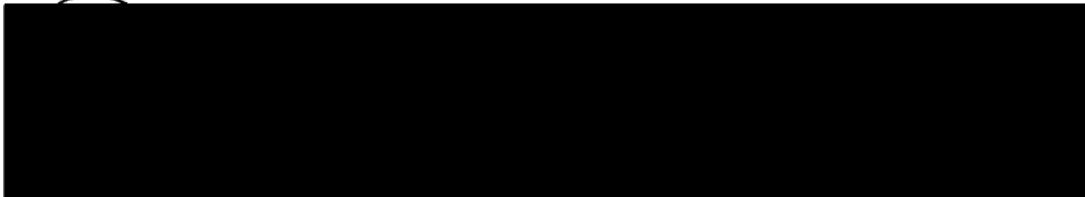
Dear Mr. Mish:

After anguishing for many years not knowing quite what to do with my situation with the IRS I took the advice of a friend and called you for help. Once I explained my situation and put myself into your hands I felt much better my problems could be resolved.

Now after many weeks of gathering the information and analyzing my dilemma you have informed me my problems with my returns has been taken care of, and, hopefully, at no additional expense to me.

I can't begin to tell you how much I appreciate your attention to my situation and thank you for your expertise in this matter.

Very truly yours,

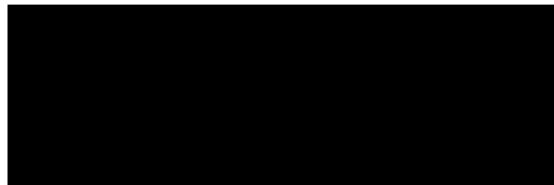


8/26/02

I'm VERY PLEASED WITH THE SERVICES RECEIVED FROM YOUR AGENCY. VERY FRIENDLY RECEPTIONISTS/ SECRETARIES. I WAS EXPLAINED IN DETAILS MY EXPECTATIONS FROM THIS CASE, AND I'M PLEASED TO SAY MY EXPECTATIONS WERE MET.

Overall I'm VERY PLEASED WITH YOUR SERVICE.

THANK YOU.



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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?

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

winning

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.

Initials D.T.M. City Parrish State FL

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Signature/int

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

*A PERSONAL FRIEND, NOW I HOPE, PROFESSIONALLY
D.T. A GREAT JOB, SECRETARIES ARE CARING, A
PLEASURE TO TALK TO, MAKES YOU FEEL GOOD THAT DARRIN
MISH IS ON YOUR SIDE.*

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

*THE WAY YOU HELP US WITH OUR SON, WHEN HE
GOT INTO TROUBLE*

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.

*DARRIN IS A CARING PERSON, HELPED US IN A PROFESSIONAL
WAY AND FINANCIALLY HELP US TO GET OUR SON BACK HOME.
THERE IS NOT ENOUGH THANKS AND PLEASE TO KNOW WHAT
YOU HAVE DONE FOR US. THANK YOU, THANK YOU*

Initials TICR City BRANDON State FL

It's OK for you to use my Customer Satisfaction Survey comments in your marketing materials along with my Initials, City and State.

Signature/initial



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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? My overall feeling about your law firm was one of trust. I felt very comfortable with our relationship concerning my legal situation.

Describe a particular experience with us that made you very happy. I was very impressed by the knowledge and professionalism my lawyer exhibited during my court appearance, which turned out favorably.

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. One benefit I received from your law firm was the way you answered all of my questions thoroughly with a clear understanding of the problem and the available solutions, which reassured me greatly and relieved most of the stress I was feeling in my everyday life concerning this matter.

Name/initials R.G.

Address _____ City Tampa State FL Zip 33624

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)

Signature/initials _____ 102

Mr. Mish,

I would like to thank you for everything you did to alleviate the stress and uncertainty concerning my legal dilemma . Your understanding, experience and legal knowledge relating to my questions about my situation put me at ease an gave me a strong trust in your ability to manage my case. Your staff was skilled, courteous and patient while answering or referring any subsequent questions I had . During the court proceeding I was very impressed with the demeanor and professionalism exhibited by you and the expeditious and favorable outcome of my circumstance. I would not hesitate using your services or recommending your law firm to personal friends, family or anyone I know who would be in need of legal representation in your field of expertise.

Sincerely,

[Redacted Signature]
Dated: 3-25-02

**Law Offices of Darrin T. Mish, P.A.
P.O. Box 3414
Tampa, FL 33601-3414**

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

Wonderful

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

When I got the Email telling me
it was all over!

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

It's OK for you to
State. (Or if you

Signature/initials

City

State

Zip

My Name, City and

102

Choosing an attorney when you are many miles away via the telephone and Internet is a very hard decision to make. I had never had to hire an attorney before and did not know what to expect or what questions I should even be asking of an attorney. Attorney Mish's office was the first to contact me among the many inquires I had sent out (and I now know just how lucky I was to have had him contact me first!). Right from the start he and his staff made me feel very comfortable. I was dealt with respect and courtesy throughout the entire process, along with "attorney language" I could understand.

Attorney Mish took the time to explain everything to me and what I could expect. He even had me ask questions before payment was expected. Now that is a first with any attorney I have ever heard of!

Your fees were exactly what you told me they would be, not a penny more. Even though we were many miles apart, I was kept up-to-date on my case via the telephone and Emails.

My case(s) turned out better than I had hoped for, and when I got the final word that it was over, words cannot express my joy and gratitude!

I firmly believe that my cases turned out as they did due to the aggressiveness of Attorney Mish and his commitment to me.

I truly thank you and your wonderful office staff for all you have done for me. I was very fortunate to have found a caring attorney such as yourself.



4/5/02