

KANE & SILVERMAN, P.C. CLIENT SURVEY

Hopefully you have been satisfied with the work that the firm of Kane & Silverman, P.C. has performed on your behalf. In an effort to provide better service, we request a few moments of your time in completing the enclosed evaluation which will assist us in evaluating our clients' needs in the future.

Additional comments are invited and we hope that you will return this survey in the enclosed self-addressed, stamped envelope.

Howard G. Silverman, Esquire
on behalf of Kane & Silverman, P.C.

To: Tabitha [REDACTED]
[REDACTED]
Bensalem, PA 19020

Your current home phone number: [REDACTED]

Your date of birth: 04-10-70

Your e-mail address (if applicable):
tabitha@gse.upenn.edu

1. Have you ever had previous dealings with another law firm? Yes No

2. If you answered yes to the previous question, did that law firm represent you in a personal injury matter? Yes No

3. What influenced you to retain Kane & Silverman, P.C. in this matter?
mailing

4. Overall, how would you describe the service received from this law firm?
 Excellent Good Fair Poor Undecided

5. If you dealt with Howard G. Silverman, Esquire, how would you describe his services?
 Excellent Good Fair Poor Undecided

6. If you dealt with Jonathan D. Marx, Esquire, how would you describe his services?
 Excellent Good Fair Poor Undecided

7. If you dealt with John Capista, how would you describe his services?

Excellent Good Fair Poor Undecided

8. How would you describe the services received from the secretarial staff?

Excellent Good Fair Poor Undecided

9. Would you recommend this law firm? Yes No

Explain your answer:

Made a difficult situation much more manageable

10. Do you have any suggestions on how Kane & Silverman, P.C. may improve its services?

11. Additional Comments:

Secretarial staff talks openly & loudly about personal life. I thought of it as kind of funny b/c it was consistently going to happen when I was in. I even told a friend about it when she was in she heard all of a personal phone conversation the receptionist was having. I am

THANK YOU FOR TAKING THE TIME TO HELP KANE & SILVERMAN, P.C. EVALUATE ITS SERVICES AND IMPROVE THE QUALITY OF THOSE SERVICES.

Place in the envelope provided and mail to:

Howard G. Silverman, Esquire
KANE & SILVERMAN, P.C.
2401 Pennsylvania Avenue
Suite 1C-44
Philadelphia, PA 19130

really easy going
but others might be
offended by some of
the content of language →
just seems unprofessional.