

## A few questions to make us better

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Divorce Consultations

### Client Satisfaction Survey

As a divorce services professional, I welcome any and all feedback from my clients as this helps me improve our services. Please take a moment to fill out our brief online survey below, and provide any additional comments. Thank you for choosing me as a trusted advisor on your divorce-related financial matter.

- 1) Overall, how satisfied are you with your consultations with me regarding your matter?

Not at all satisfied

Extremely Satisfied

1    2    3    4    5    6    7    8    9    10

- 2) What was the reason for selecting myself and McClurg Capital for your matter?

Location      Recommendation      Price

Work in family law and divorce    Rapport      Profile of my services, from website

Other? \_\_\_\_\_

Please indicate how well each of the following statements describes your experience working with myself and McClurg Capital:

Was well qualified and knowledgeable about the financial aspects of my case.

Not at all satisfied

Extremely Satisfied

1    2    3    4    5    6    7    8    9    10

Listened to me to understand my needs.

Not at all satisfied					Extremely Satisfied				
1	2	3	4	5	6	7	8	9	10

Worked closely with me and my attorney to provide guidance for reaching my goals.

Not at all satisfied					Extremely Satisfied				
1	2	3	4	5	6	7	8	9	10

Accessible when needed.

Not at all satisfied					Extremely Satisfied				
1	2	3	4	5	6	7	8	9	10

Acted in my best interest.

Not at all satisfied					Extremely Satisfied				
1	2	3	4	5	6	7	8	9	10

Provided examples of how other cases have resolved around the issues presented in my case.

Not at all satisfied					Extremely Satisfied				
1	2	3	4	5	6	7	8	9	10

Made complex information easier to understand.

Not at all satisfied					Extremely Satisfied				
1	2	3	4	5	6	7	8	9	10

Kept me involved and up to date on the status of my case.

Not at all satisfied

Extremely Satisfied

1    2    3    4    5    6    7    8    9    10

3) Did you feel that my collaboration with your attorney was effective?

(yes or no)

4) Did you feel that the office staff was courteous and professional?

(yes or no)

5) Did you look at my website, [www.life-as-planned.com](http://www.life-as-planned.com), and the firm's website, [www.mcclurgcapital.com](http://www.mcclurgcapital.com)?

(yes or no)

6) If so, what did you find helpful?

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7) What could be improved on the website?

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8) Are there items that you were looking for, that you could not find?

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9) How do you feel you could have better served, by myself or the staff here at McClurg Capital? Are there next steps you would like to take with us? Would you like recommendations for what to do with your financial future, going forward?

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10) Did you feel that the fee retainer was adequately explained to you as set forth in the letter of engagement?

(yes or no)

11) Were you easily able to understand your invoice and the status of your account hours as described, in the time logs?

(yes or no)

12)How likely would you be to recommend us to a friend or colleague?

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You may prefer that your responses remain anonymous. If you wish to share your name, please fill in the blank below.

Please enter the code below. (Captcha code)

Submit survey button

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