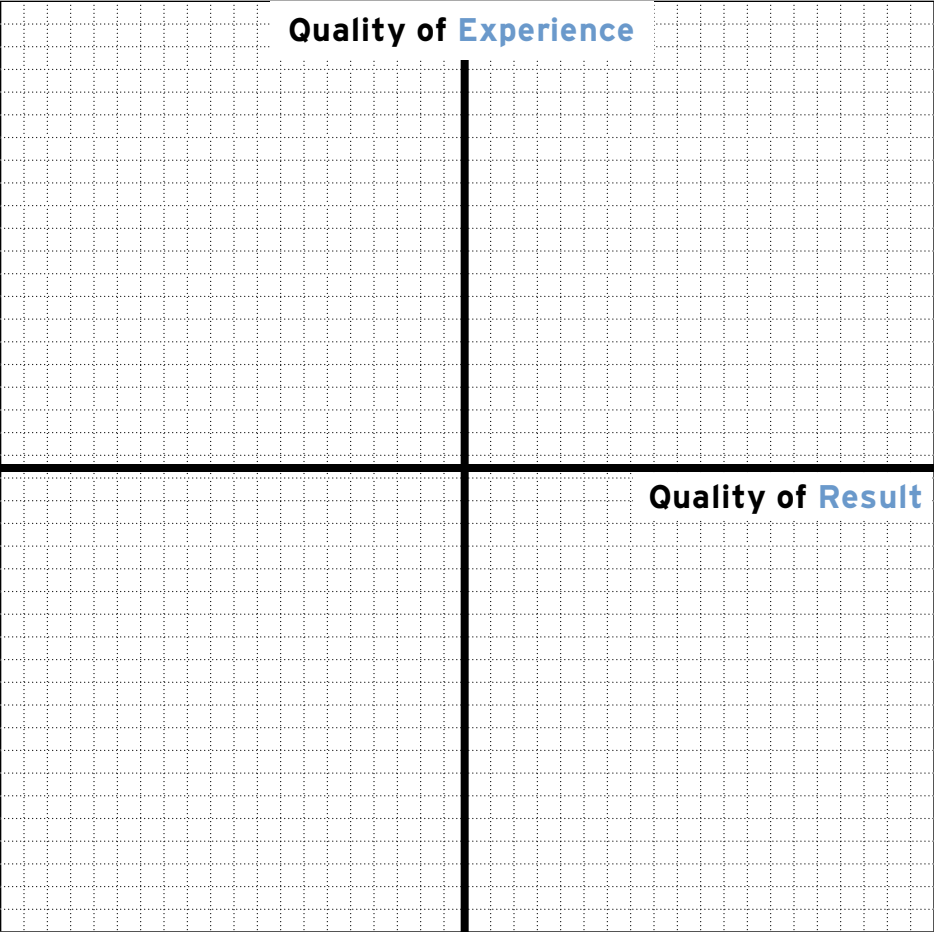


Dear Client:

Could you please take a moment and place an "x" on the graph below that indicates how you feel about the quality of both the service we provided and the result you received? Thank you!



KEY: Quality of Result

The **Quality of Result** is the measure of how satisfied (or unsatisfied) you are with the result we achieved for you.

Quality of Experience

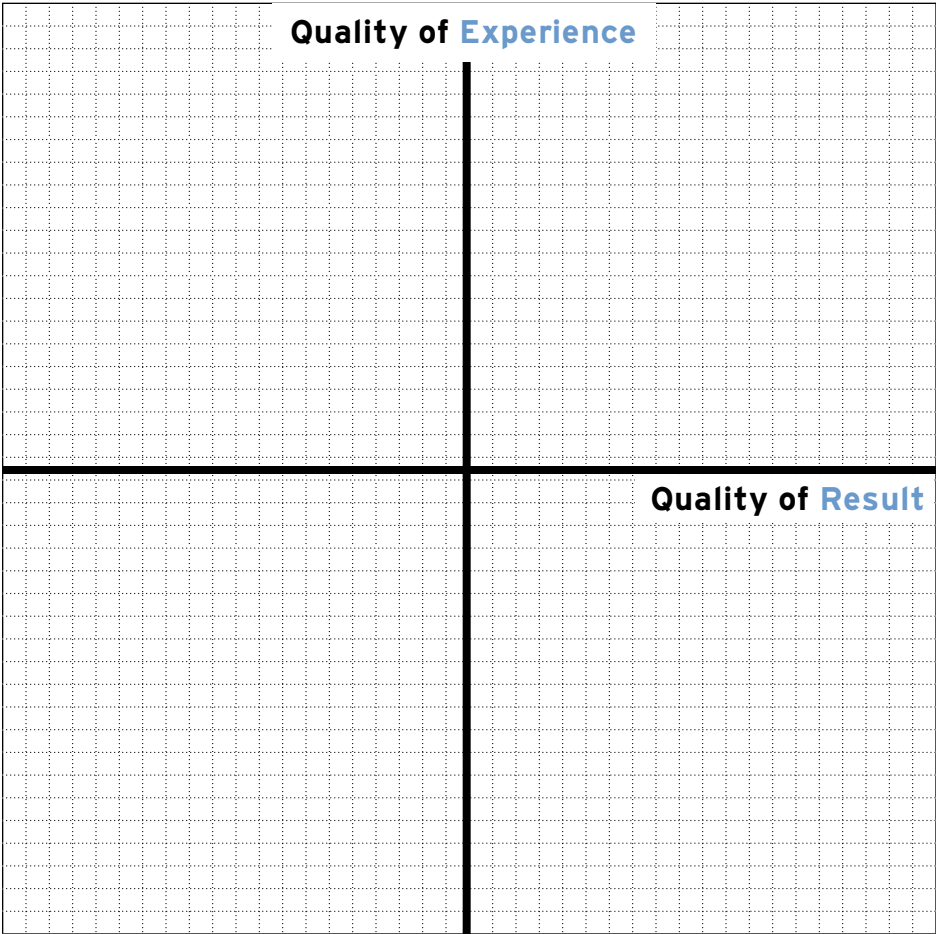
The **Quality of Experience** is the measure of your satisfaction with everything else we did (or didn't do), both before and after you received your result.

How could we have earned a higher **Quality of Result** score?

How could we have improved your **Quality of Experience**?

Dear Attorneys & Staff:

Could you please take a moment and place an "x" on the graph below that predicts how CLIENT XYZ will feel about the quality of both the service we provided and the result they received? Thank you!



KEY: Quality of Result

The Quality of Result is the measure of how satisfied (or unsatisfied) you are with the result we achieved for you.

Quality of Experience

The Quality of Experience is the measure of your satisfaction with everything else we did (or didn't do), both before and after you received your result.

How could we have earned a higher Quality of Result score?

How could we have improved their Quality of Experience?
