

JUL 14 2016



43 US Route 1
Falmouth, Maine 04105
(207) 874-0909
Fax (207) 541-9077
www.ptlawoffice.com

[Redacted]

Brunswick, ME 04011

Re: *Your incident occurring on December 9, 2015*

Dear [Redacted]

Thank you again for choosing Peter Thompson & Associates to represent you in your personal injury matter. We value your feedback and would appreciate you taking a moment to respond to the following questions and then returning it to our office.

Using the scale below please rate Peter Thompson & Associates in the following categories:

- 1 = poor
- 2 = fair
- 3 = average
- 4 = good/above average
- 5 = excellent

A. Categories	Score (please circle one)				
Communication Ability	1	2	3	4	5
Responsiveness	1	2	3	4	5
Quality of Service	1	2	3	4	5

B. Overall Satisfaction of Services

1) Would you recommend the services of Peter Thompson & Associates in the future?

Absolutely!! Candace was amazing! You really feel like family. The genuine concern for you!

2) If your answer to question number 1 above is no, please explain why and what you feel our office could do better in the future.

3) Please provide any additional feedback or comments that you may have regarding the service you received at Peter Thompson & Associates.

We first met Candace & Chrissy @ Maine medical. I honestly had called Joe Bourstein's office. The lawyer on the phone said he didn't think anything would come out of it. I then looked again and found Peter Thompson + Assoc

I called and they came to the hospital to speak with us. In a very emotional time for all of us, they put us at ease. I cried tears of relief knowing that we had enough on our plates and they for sure made me feel relieved.

After that there was several phone conversations from me (Kerry, Benjamin's wife) to Candace with questions / concerns.

Candace actually had said she enjoyed the conversations because you can never be too thorough! Whether @ that time she was appeasing me or simply speaking the truth, she again made me feel that I was still a part of the process and validated.

Words can truly not express our gratitude enough for not only taking the case, staying in contact and in the end feeling that we had true friends that represented us.

I would without question recommend your agency and above all hope that you truly value and acknowledge Candace Nive as a vital

I called and they came to the hospital to speak with us. In a very emotional time for all of us, they put us at ease. I cried tears of relief knowing that we had enough on our plates and they for sure made me feel relieved.

After that there were several phone conversations from me (Kerry, Benjamin's wife) to Candace with questions/concerns. Candace actually had said she enjoyed the conversations because you can never be too thorough! Whether @ that time she was appeasing me or simply speaking the truth, she again made me feel that I was still a part of the process and validated.

Words can truly not express our gratitude enough for not only taking the case, staying in contact but in the end feeling that we had true friends that represented us.

I would without question recommend your agency and above all hope that you truly value and acknowledge Candace Niva as a vital asset to your company.

