

SUSMAN GODFREY

FULL CLIENT SURVEY RESULTS

PERFORMANCE

	Excellent	Good	Average	Below Ave.
1. How would you rate our overall performance in terms of quality and responsiveness?	90%	9%	0%	1%
		Yes	Somewhat	No
2. Did the lawyers working on your case understand your objectives and expectations?		97%	3%	0%
3. Did the lawyers working on your case accomplish your objectives and meet your expectations?		98%	2%	0%
		Above Ave	Average	Below Ave.
4. How did the lawyers on your case do meeting deadlines and other time commitments?		87%	12%	0%
5. How would you rate the quality of our:	Superior	Good	Average	Below Ave.
a. Legal research and briefing	78%	21%	1%	0%
b. Oral advocacy	85%	14%	0%	1%
c. Deposition taking	79%	19%	1%	0%
d. Witness preparation	81%	17%	1%	1%
e. Mediation advocacy	79%	18%	2%	1%
f. Trial preparation/performance	87%	12%	1%	0%
		Yes	No	
6. Would you use us again or recommend us to others?		99%	1%	

COMMUNICATION

	Excessive	Sufficient	Not Enough
1. Did the lawyers working on your case communicate with you about significant developments in the case?	14%	85%	1%
	Excellent	Adequate	Too Much
2. How would you rate the promptness of lawyers in returning your phone calls and answering your questions?	93%	6%	1%

PEOPLE

	Excessive	Sufficient	Insufficient
1. How well did we staff your case?	7%	93%	0%
		Yes	No
2. Was our trial team well organized and properly led?		95%	5%

PAY

	Yes	No
1. Were you satisfied with:		
a. Our budgets or projections of expenses?	95%	5%
b. Billing promptness and details?	96%	4%
c. Overall level of our fees?	94%	6%

As of January 2021