



O'Connor Cadiz Law

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SATISFACTION SURVEY

It would mean so much to me if you would take a moment to rate your experience with my law firm. We constantly strive to give the highest level of service possible, whether you became a client or just needed some quick advice. By providing your feedback, you can help me to understand what we should keep doing and where we need to improve. Thank you!

Carol O. Cadiz

1. Overall, my experience was.....



or

Neutral

or



Bad

2. If you became a client, were you satisfied with the level of communication throughout the case? (kept informed about what was happening and why, emails & phone calls returned in a timely manner, etc.)

Or...If you just came in for a consultation, how did that go?

Hi Carol! Little did we know when picking an attorney on a random basis, that we would be so satisfied. We usually go with professionals on a recommendation but could not in this case. We were very pleased with the way you answered questions and the turnaround time in getting back to us.

3. What is the one thing that O'Connor Cadiz Law did that was the most important to you?

Hands down, this would be the thorough explanations of all the forms Rob had to sign at the closing. You made our experience actually fun to learn, and your friendliness and expertise was very much appreciated.

4. What could we have done differently? Was there anything you wish we would have done but did not do?

nothing; no.

5. If applicable, were you satisfied with the outcome?

Absolutely. Together with the other members of our home-purchasing team, we consistently felt confident we were in great hands.

6. What were we particularly good at:

Again, the careful explanations at the closing - our biggest concern was not understanding the process for long, but you put us at ease and helped a lot at the closing.

7. Was there anything about the experience that put you off in any way, or could have been better?

no.

8. How likely would you be to recommend me to a friend?

Very!

9. Many people don't like lawyers & find them unapproachable or unfriendly, a notion that we try to dispel! How approachable was Carol and/or how did she make you feel as a valued person?

You do a good job at dispelling that notion! Carol is really approachable and made us feel valued and

cared for with the level of communication + helping us understand what was what. And she made herself available to us for answering questions both during the process + beyond the closing, which meant a lot. We feel we can be comfortable calling her in the months ^{to come}

10. Please list the biggest concerns you had before you hired us:

Please see #6 ;

Other Comments: We thank you very much for making us feel like you were really ⁱⁿ "with" us and not just hired help. We really felt that at the closing, along with Ken and Charles, which meant a lot. Keep up the great work + Carol, we wish you all the best to come!

Thank you so much for taking the time to provide me with feedback. Please return it either by email to email@cadizlaw.com or by fax to 630 735-2393 or by US mail to 550 E. Devon Ave. #160 Itasca IL 60143

Optional: Your First Name & City:

Rob + Aidy Meza, Grayslake, IL.

* Do I have your permission to share this review online to help others select legal services?

YES or NO