

Client Satisfaction Survey

On behalf of the Partners, Associates and Support Staff at Scammell & Co. we would like to take this opportunity to thank you for your business.

Scammell & Co. prides itself on providing legal services of the highest quality. To maintain this standard of excellence we would value your opinions on the service you received from us. Please take a moment to complete our Client Satisfaction Survey. Your feedback will help us identify our service strengths, as well as any areas which may need improvement.

1. Area of Law (please select):

- | | |
|--|---|
| <input type="checkbox"/> Wills and Estate Planning
<input type="checkbox"/> Powers of Attorney
<input type="checkbox"/> Advance Care Directives
<input type="checkbox"/> Contested Wills and Estates
<input type="checkbox"/> Motor Vehicle Accident Claims
<input type="checkbox"/> Public Liability, Negligence and Injury Claims
<input type="checkbox"/> Family Law (including Separation, Divorce, De Facto and Children/Parenting matters)

<input type="checkbox"/> Child Protection (Families SA) matters
<input type="checkbox"/> Commercial and Company Law
<input type="checkbox"/> Commercial Litigation | <input type="checkbox"/> Liquor Licensing
<input type="checkbox"/> Civil Litigation
<input type="checkbox"/> Criminal Law
<input type="checkbox"/> Police and Traffic matters
<input type="checkbox"/> Property Conveyancing
<input type="checkbox"/> Compulsory Acquisitions
<input type="checkbox"/> Property Law

<input type="checkbox"/> Migration Law
<input type="checkbox"/> Notary Public
<input type="checkbox"/> Other |
|--|---|

2. Which office (if any) did you attend (please select):

- | | |
|---|---|
| <input type="checkbox"/> Port Adelaide
<input type="checkbox"/> Adelaide
<input type="checkbox"/> Walkerville | <input type="checkbox"/> Gawler
<input type="checkbox"/> Tanunda
<input type="checkbox"/> Renmark |
|---|---|

3. Who at Scammell & Co. handled your matter?

4. Were you made to feel welcome in our office? Yes No

Comments:

5. Were your telephone calls/emails responded to promptly? Yes No

Comments:

6. Were the staff you dealt with readily available to you? Yes No

Comments:

7. Did your legal matter receive prompt attention? Yes No

Comments:

8. What aspects of our services met or exceeded your expectations (if any)?

Comments:

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9. What aspects of our service did not meet your expectations (if any)?

Comments:

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10. Do you have any suggestions which may assist us in improving the client experience?

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11. Do you have any other comments in relation to your dealings with Scammell & Co.?

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12. Would you recommend Scammell & Co. to your friends, family or colleagues? Yes No

Name: Date:

Phone: Email:

Matter No. (if known):

Completed surveys can be returned by:

Post: Scammell & Co. PO Box 3066 Port Adelaide SA 5015

Fax: (08) 8341 1566

Email: ndavy@scammell.com.au

Thank you for your feedback!