



THE LAW OFFICE of GERALD M. OGINSKI, LLC



MEDICAL MALPRACTICE & PERSONAL INJURY LAW

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CLIENT QUESTIONNAIRE

It was an honor to represent you. In an effort to continually improve my legal services, I need a favor from you- a moment of your time. Please be as honest as possible.

NAME Rich "Tony" Lakovits

1. What did you like best about my legal services?
You never had to look anything up when I called. You knew who I was and the answer right away.
2. What are the top 3 reasons you hired me?
You took the case
You were believable
You took time to talk to us
3. How did you originally hear about me?
A letter from the Queens DA office mentioned you were working on a similar case
4. What are the top 3 reasons why someone else should hire me?
You're honest & sincere
5. Was I prompt in returning your phone calls and emails?
Yes, you always responded & we never felt forgotten
6. Did I explain the process of how your lawsuit works to your satisfaction?
Yes, you explained in detail on the 1st visit
7. What did you think of my informative videos online?
I actually watched them and learned from them.

8. What did you think about the free reports, books and newsletters on my website?

I found them informative,

9. How well did Frances, Gerry's secretary, treat you? Can you explain?

Frances treated us well and she usually had the answer right away as well

10. Tell me how I was able to help solve your problem:

You took our case when no one else consider it. We were almost at the end of the Statute of Limitation but told us to come in and bring any documents we had. You told us we had a case although I was skeptical since no other attorney would.

You made us more relaxed about the case.

11. If another legal matter came up, would you hire me again? If yes, why?

Definitely!! I like the way you do business, and you knew my name when you saw me in the street

12. Would you have any hesitation in recommending me to one of your family members, friends, colleagues or business associates?

I would not

13. What are 2 ways I can improve my legal services in the future?

X

14. Could you give me a testimonial about how I helped you, so I could show other injured victims how I could help them?

We had been to many other attorney's, most did not even want to speak to us. We heard about you. You told us to come in explained everything, took the case and won.

15. Is there someone you know **right now** who could benefit from my services that you could introduce me to? If so, could you include that person's name, phone number and email?

Name: _____
Phone#: _____
Email: _____

} I have already passed your info on.

12. Is there someone you know *right now* who would benefit from my educational books to teach them about medical malpractice, wrongful death and accident law in New York? If so, let me know so I can immediately send them my informative books. A brief note will accompany the books letting that person know that you were thinking of them.

Name _____

Address _____

Phone#: _____

Email: _____

Last question:

CAN I HAVE YOUR PERMISSION PLEASE?

Injured victims and their family members truly appreciate learning from others who have gone through the legal process. Providing this information helps a potential client become better informed when deciding which attorney to choose.

Can I have your permission to display your comments in my office as well as on my website for potential clients to see? Yes / No

Thank you so much for your time.

Best regards,

Gerry

Just place this in the enclosed stamped envelope and into the mailbox and you're done!