

NYSBA – LRIS Client Survey

How Are We Doing?

We are committed to providing you with the best experience possible, so we welcome your comments. Please fill out this questionnaire.

How many days it take to hear from the attorney?

- ☐ 1-3 ☐ 3-5 ☐ 5-10 ☐ 11+ Days
☐ Client initiated contact

How was your consultation held?

- ☐ Phone ☐ Virtual ☐ In-Person

Did the attorney collect fees?

☐ Yes | ☐ No If so how much? _____

Did the attorney keep you updated during the process?

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Not at all Kept me updated

If no, please explain:

Please rate the quality of your experience.

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing Exceptional

Was the attorney helpful?

☐ Yes | ☐ No

If no, please explain:

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Continued...

Did you retain the attorney for future services?

☐ Yes | ☐ No

Would you use this service again, or recommend our services to a friend?

☐ Yes | ☐ No

Why, or why not?

NYSBA did you find out about the LRIS program?

- ☐ Internet ☐ Referred by law firm ☐ Referred by legal aid
☐ Referred by government agency ☐ Word of mouth
☐ Advertisement ☐ Other: _____

Was the NYSBA LRIS website easy to use?

☐ Yes | ☐ No

Why, or why not?

Please share any additional comments or suggestions to help us improve.

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www.findalawyernys.org