

BERLINER LAW FIRM

95 State Street, Suite 1010

Springfield, Massachusetts 01103-2081

Telephone: (413) 788-9877; Facsimile: (413) 746-9877

Email: ljed3@aol.com; Toll-free: (877) 788-9877

SPECIAL TELEPHONE NUMBER FOR CREDITORS ONLY: 413-858-2640

“Debt” is a four letter word. It creates powerful feelings of shame, of guilt, of worthiness, of failure, and of helplessness.

My law practice is restricted to bankruptcy. I have served the professional needs of financially distressed clients since college, and I continue to do so today to the exclusion of all other areas of practice.

Attached is a copy of each Client Satisfaction Survey response I received during November and December of 2005, in unedited form except to mask the clients' names. I am not aware of any other attorney who surveys each client or publishes those responses. I enjoyed a 27% response rate, remarkably higher than most other surveying experiences.

Please consider me for your bankruptcy needs.

Very truly yours,

L. Jed Berliner, Esquire

Attachments

I am a federally-designated Debt Relief Agency. I help people obtain bankruptcy relief & protections.

DEC 29 2005

BERLINER LAW FIRM
95 STATE STREET, SUITE 1010
SPRINGFIELD, MASSACHUSETTS 01103-2005
TELEPHONE: (413) 788-9877; FACSIMILE: (413) 746-9877
TOLL-FREE (877) 788-9877; EMAIL: LJED3@AOL.COM

SATELLITE OFFICE:

64 GOTHIC STREET
NORTHAMPTON, MA
587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 12/27/05
2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:
- Greatly exceeded my expectations
 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

NIA

5. What do/did you like about your experience with our office?

Being comfortable! Its a tough time for anyone. Attorney Berliner + staff made me feel at home and at ease.

6. What would you recommend to improve our office and services?

NIA

7. Would you recommend this office to other people? If not, why not?

Yes!!! Absolutely!!!

8. Is there anything which deserves special recognition? If so, why?

The genuine concern for my financial future. Also kudos to Kim (she was very nice, patient and understanding.)

9. Please enter any final comments/suggestions below.

Thank you for your prompt, courteous and professional handling of my case - Your knowledge, efficiency and warm personality made a difficult situation an easy one given the situation. All my best!

NAME(S) (OPTIONAL): _____

(a name gets a personal

oy !!)

DEC 23 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: _____

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:

- Greatly exceeded my expectations
- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

6. What would you recommend to improve our office and services?

7. Would you recommend this office to other people? If not, why not?

yes

8. Is there anything which deserves special recognition? If so, why?

9. Please enter any final comments/suggestions below.

Thank you for your service it was Great and we wish you The Best

NAME(S) (OPTIONAL): _____

(a name gets a personal note from Jed in response - Oh Boy !!)

DEC 23 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 12-21-05
2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:
- Greatly exceeded my expectations
 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

You are so funny and charming

6. What would you recommend to improve our office and services?

7. Would you recommend this office to other people? If not, why not?

yes

8. Is there anything which deserves special recognition? If so, why?

9. Please enter any final comments/suggestions below.

You made a horrible time in my life bearable, its a gift.

Thanks for everything.

NAME(S) (OPTIONAL):__

(a name gets a personal note from Jed in response - Oh Boy !!)

" merry christmas and a wonderful new year "

DEC 22 2005

SATELLITE OFFICE:

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 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: _____

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

3. Our services have:

- Greatly exceeded my expectations
- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

6. What would you recommend to improve our office and services? *NONE*

7. Would you recommend this office to other people? ~~If not, why not?~~ *YES*

8. Is there anything which deserves special recognition? If so, why? --

9. Please enter any final comments/suggestions below. *NONE*

NAME(S) (OPTIONAL): _____

(a name gets a personal note from Jed in response - Oh Boy !!)

DEC 19 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 12-16-05
2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:
 - Greatly exceeded my expectations
 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?
5. What do/did you like about your experience with our office?
Everybody was friendly & professional
& I didn't feel like a dope for having to file.
6. What would you recommend to improve our office and services?
nothing @ all
7. Would you recommend this office to other people? If not, why not?
yes I would & I already have!!
8. Is there anything which deserves special recognition? If so, why?
Nobody passed judgement on my situation which I was already embarrassed about.
Atty. Berliner's emails & messages were just personal enough & comfortable made me more @ ease.
9. Please enter any final comments/suggestions below.

NAME(S) (OPTIONAL):

(a name gets a personal note from Jed in response - Oh Boy !!)

Happy Holidays!

DEC 16 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

- Please write the date you are completing this survey: 12-15-05
- Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:

** SOMETIMES FELT
 INTIMIDATED*

- Greatly exceeded my expectations
- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

N/A

5. What do/did you like about your experience with our office?

PRIVACY

6. What would you recommend to improve our office and services?

SMOKE BREAKS FOR NICOTINE ADDICTS
LIKE ME!

7. Would you recommend this office to other people? If not, why not?

Yes, ABSOLUTELY

8. Is there anything which deserves special recognition? If so, why?

That you COMMUNICATE promptly via
e-mail!

9. Please enter any final comments/suggestions below.

See #6 above!

NAME(S) (OPTIONAL):

(a name gets a personal note from Jed in response - Oh Boy !!)

Happy Holidays!

DEC 15 2005

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SPRINGFIELD, MASSACHUSETTS 01103-2005
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SATELLITE OFFICE:

64 GOTHIC STREET
NORTHAMPTON, MA
587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: Dec 13th, 2005
2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:
 - Greatly exceeded my expectations
 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

EVERYONE WAS VERY HELPFUL AND INFORMATIVE.
IT WAS MY FIRST VISIT TO A LAWYER'S OFFICE
IN MY LIFE AND DID NOT KNOW WHAT TO EXPECT.

6. What would you recommend to improve our office and services?

KEEP DOING WHAT YOU ARE DOING JED!

7. Would you recommend this office to other people? If not, why not?

I would highly recommend BERLWER LAW FIRM
to anyone that needs a PROFESSIONAL
BANKRUPTCY LAWYER OR JUST A PRETTY DAMN GOOD LAWYER PERIOD

8. Is there anything which deserves special recognition? If so, why?

9. Please enter any final comments/suggestions below.

ANOTHER THANK YOU JED FOR WHAT YOU AND YOUR
STAFF DID FOR ME. I ONLY WISH THAT I WENT TO
YOU FROM THE VERY START OF MY DIFFICULTIES. I COULD
HAVE SAVED MYSELF A LOT OF WORRYING AND
SLEEPLESS NIGHTS. GOD BLESS YOU AND THE STAFF
ALWAYS JED!

NAME(S) (OPTIONAL)

(a name gets a person.)

P.S. MERRY CHRISTMAS & HAPPY NEW YEAR JED!

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 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

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Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:

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- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

DEC 13 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 12/10/05

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
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Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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3. Our services have:

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- Slightly exceeded my expectations
- Met my expectations
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- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

Jed puts his clients at ease and makes the process much easier to handle.

6. What would you recommend to improve our office and services?

7. Would you recommend this office to other people? If not, why not?

YES:

8. Is there anything which deserves special recognition? If so, why?

The speed of your services. I've talked to other bankruptcy clients and they are amazed by Jed's timeliness.

9. Please enter any final comments/suggestions below.

NAME(S) (OPTIONAL): _____

(a name gets a personal note from Jed in response - Oh Boy !!)

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DEC 12

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

- Please write the date you are completing this survey: 12/3/05
- Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
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 - Slightly exceeded my expectations
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PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

6. What would you recommend to improve our office and services?

7. Would you recommend this office to other people? If not, why not?

8. Is there anything which deserves special recognition? If so, why?

9. Please enter any final comments/suggestions below.

NAME(S) (OPTIONAL): _____

(a name gets a personal note from Jed in response - Oh Boy !!)

DEC - 8 2005

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CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 12/7/05
2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:
- Greatly exceeded my expectations
 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

N/A

5. What do/did you like about your experience with our office?

Value, understands bankruptcy laws,
took care of our needs, even though it took

6. What would you recommend to improve our office and services?

nothing

res a few ^{off} years
to complete.

7. Would you recommend this office to other people? If not, why not?

Yes

8. Is there anything which deserves special recognition? If so, why?

9. Please enter any final comments/suggestions below.

NAME(S) (OPTIONAL):__

(a name gets a personal note from Jed in response - Oh Boy !!)

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: _____

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:

- Greatly exceeded my expectations
- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

6. What would you recommend to improve our office and services?

I'm thinking more coffee, possibly tea and crumpets.

7. Would you recommend this office to other people? If not, why not?

8. Is there anything which deserves special recognition? If so, why?

9. Please enter any final comments/suggestions below.

NAME(S) (OPTIONAL):_

(a name gets a personal note from Jed in response - Oh Boy !!)

NOV 21 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 11/18/05

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service:

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:

- Greatly exceeded my expectations
- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

Services were Excellent!

5. What do/did you like about your experience with our office?

Everything went so smoothly!

6. What would you recommend to improve our office and services?

7. Would you recommend this office to other people? If not, why not?

yes

8. Is there anything which deserves special recognition? If so, why?

9. Please enter any final comments/suggestions below.

Thank you very much!

NAME(S) (OPTIONAL):

(a name gets a personal note from Jed in response - Oh Boy !!)

NOV 21 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 11-17-05
2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

3. Our services have:
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 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

6. What would you recommend to improve our office and services?

Return calls faster + answer your phone.

7. Would you recommend this office to other people? If not, why not?

yes

8. Is there anything which deserves special recognition? If so, why?

I did not feel like I

was on trial. You were all very

9. Please enter any final comments/suggestions below.

understanding.

P.S. over 2 years

and no credit

card use! ;)

NAME(S) (OPTIONAL):

(a name gets a personal note from Jed in response - Oh Boy !!)

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 11-17-05

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service:

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
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Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

straight to the point reassurance.

6. What would you recommend to improve our office and services?

7. Would you recommend this office to other people? If not, why not?

yes

8. Is there anything which deserves special recognition? If so, why?

9. Please enter any final comments/suggestions below.

NAME(S) (OPTIONAL):__

(a name gets a personal note from Jed in response - Oh Boy !!)

NOV - 9 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: NOV - 11 - 2005

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:
 - Greatly exceeded my expectations
 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

COMFORTABLE ~~WARRANT~~ ENVIRONMENT. everything

WAS EXPLAINED well.

6. What would you recommend to improve our office and services?

7. Would you recommend this office to other people? If not, why not?

YES

8. Is there anything which deserves special recognition? If so, why?

9. Please enter any final comments/suggestions below.

THANK YOU FOR YOUR HELP

NAME(S) (OPTIONAL): _____

(a name gets a personal note from Jed in response - Oh Boy !!)

NOV 15 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 11/13/05

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:

- Greatly exceeded my expectations
- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

N/A

5. What do/did you like about your experience with our office?

The one initial visit to the office was timely and efficient. I felt at ease quickly. I was informed of what to expect.

6. What would you recommend to improve our office and services?

Nothing

7. Would you recommend this office to other people? If not, why not?

Yes

8. Is there anything which deserves special recognition? If so, why?

NO

9. Please enter any final comments/suggestions below.

The decision to file was very difficult. However you made the difficult journey easier. You always answered any questions I had quickly and helped decrease the high level of anxiety I felt. Thank you

NAME(S) (OPTIONAL): _____

(a name gets a personal note from you in response - Oh Boy !!)

BERLINER LAW FIRM
95 STATE STREET, SUITE 1010
SPRINGFIELD, MASSACHUSETTS 01103-2005
 TELEPHONE: (413) 788-9877; FACSIMILE: (413) 746-9877
 TOLL-FREE (877) 788-9877; EMAIL: LJED3@AOL.COM

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: _____

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:

- Greatly exceeded my expectations
- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

6. What would you recommend to improve our office and services?

7. Would you recommend this office to other people? If not, why not?

8. Is there anything which deserves special recognition? If so, why?

9. Please enter any final comments/suggestions below.

Thank you, Mr. Barber you are the best!

NAME(S) (OPTIONAL)

(a name gets a personal note from Jed in response - Oh Boy !!)

BERLINER LAW FIRM
95 STATE STREET, SUITE 1010
SPRINGFIELD, MASSACHUSETTS 01103-2005
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 TOLL-FREE (877) 788-9877; EMAIL: LJED3@AOL.COM

NOV 9 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 11/8/05

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:

- Greatly exceeded my expectations
- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

Everything was great

5. What do/did you like about your experience with our office?

The way you ~~was~~ to listen to me
Kademi and helped me through it

6. What would you recommend to improve our office and services?

Nothing

7. Would you recommend this office to other people? If not, why not?

Yes

8. Is there anything which deserves special recognition? If so, why?

Just to say Thankyou for the way you
Treated me

9. Please enter any final comments/suggestions below.

My sister said you were very good
and I agree with her

NAME(S) (OPTIONAL)

(a name gets a personal note from Jed in response - Oh Boy !!)

NOV - 9 2005

BERLINER LAW FIRM
95 STATE STREET, SUITE 1010
SPRINGFIELD, MASSACHUSETTS 01103-2005
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 TOLL-FREE (877) 788-9877; EMAIL: LJED3@AOL.COM

SATELLITE OFFICE:

64 GOTHIC STREET
NORTHAMPTON, MA
587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 11/4/05

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:

- Greatly exceeded my expectations
- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

Very straight forward and to the point. Polite.

6. What would you recommend to improve our office and services?

Nothing. Very good operation.

7. Would you recommend this office to other people? If not, why not?

Yes

8. Is there anything which deserves special recognition? If so, why?

Attorney Berliner was very kind and professional.

9. Please enter any final comments/suggestions below.

NAME(S) (OPTIONAL)

(a name gets a personal note from Jed in response - Oh Boy !!)

NOV - 9 2005

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: Nov. 8, 2005

2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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3. Our services have:

- Greatly exceeded my expectations
- Slightly exceeded my expectations
- Met my expectations
- Fell slightly short of my expectations
- Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

Was able to make payments, your communications (I'll miss)

6. What would you recommend to improve our office and services?

If the court hearing can be in our area (Northampton-Hampshire county / Greenfield / Franklin county etc.

7. Would you recommend this office to other people? If not, why not?

yes

8. Is there anything which deserves special recognition? If so, why?

"You" // Because I would very much recommend "you" for the best Lawyer of the year award!

9. Please enter any final comments/suggestions below.

I will be in touch shortly about the credits part of the letter - but it really no hurry on it. I want to say "Thank You" for helping out and putting a smile on my face. You are good!!

NAME(S) (OPTIONAL)

(a name gets a person)

(can't wait!!)

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: November 4, 2005
2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service:

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:
- Greatly exceeded my expectations
 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

[Handwritten scribble]

5. What do/did you like about your experience with our office?

I found the office personnel to be extremely kind and courteous.

6. What would you recommend to improve our office and services?

Not a thing

7. Would you recommend this office to other people? If not, why not?

Yes

8. Is there anything which deserves special recognition? If so, why?

I especially liked the prompt e-mail responses from Mr. Beevler as well as his witty sense of humor which helped lighten the mood for a pretty dismal time.

9. Please enter any final comments/suggestions below.

Thank you so much, Mr Beevler, for helping me through such a difficult process. Your instructions were always clear and you were very patient with questions, errors, and miscalculating of my part. I also

NAME(S) (OPTIONAL):

(a name gets a personal r

Really liked your support during the trustee meeting. I could never have done this

on my own - Your help and guidance has been invaluable. We THANK YOU

BERLINER LAW FIRM
95 STATE STREET, SUITE 1010
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 TOLL-FREE (877) 788-9877; EMAIL: LJED3@AOL.COM

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

- Please write the date you are completing this survey: 11-7-05
- Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial consultation with Attorney Berliner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Answering your bankruptcy questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall comfort with our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

- Our services have:
 - Greatly exceeded my expectations
 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations

PLEASE CONTINUE ON OTHER SIDE

4. If our services did not meet your expectations in any way, why not?

5. What do/did you like about your experience with our office?

Everything!

6. What would you recommend to improve our office and services?

Not a thing!

7. Would you recommend this office to other people? If not, why not?

Absolutely!

8. Is there anything which deserves special recognition? If so, why?

Yes, Jed you are the man!

9. Please enter any final comments/suggestions below.

Thank you so much. You rock.

NAME(S) (OPTIONAL): J

(a name gets a personal note from Jed in response - Oh Boy !!)

BERLINER LAW FIRM
95 STATE STREET, SUITE 1010
SPRINGFIELD, MASSACHUSETTS 01103-2081
 TELEPHONE: (413) 788-9877
 FACSIMILE: (413) 746-9877

SATELLITE OFFICE:

64 GOTHIC STREET
 NORTHAMPTON, MA
 587-9877

CLIENT SATISFACTION SURVEY

1. Please write the date you are completing this survey: 11/3/05
2. Please rate the following characteristics of our service on a scale from 1 to 5, where 1 = Poor Service and 5 = Excellent service.

Service	1=Poor	2	3	4	5=Excellent
Initial phone conversation with Attorney	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ease of scheduling appointment(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Directions to the office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Staff knowledge of Bankruptcy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous/Willingness to Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Timeliness of papers first prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of papers being filed with the Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. Our services have:
- Greatly exceeded my expectations
 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations

(PLEASE TURN PAGE OVER!)

4. If our services did not meet your expectations in any way, why not?

N/A

5. What do/did you like about your experience with our office?

You got the job done

6. What would you recommend to improve our office and services?

more realization that people
are scared,

7. Would you recommend this office to other people? If not, why not?

YES-

8. Is there any employee or staff member whom you believe deserves special recognition? If so, why?

First contact - maybe ROBIN
was very SYMPATHETIC

9. Please enter any final comments/suggestions below.

Thank You!

NAME(S) (OPTIONAL):_