

In-House Legal Dept. - Client Satisfaction Survey 2009-Q4

Welcome to the latest Company legal department client satisfaction survey. Your ratings each quarter are important measures for us as we evaluate how we're doing and how we should improve.

Please complete the survey, rating your satisfaction with the legal team's performance during the fourth quarter of 2009. Your responses will be kept strictly confidential unless you request a meeting to discuss them.

(Estimated time to complete: 3-5 minutes)

My contact with the legal department, during the past quarter, has been:

- Continuous (every week)
- Regular (monthly)
- Irregular (less than once a month)
- No Contact
- Other (please explain)

Accessibility

Totally
Unavailable

Always
Accessible

How available are the legal team members when you need them?



Relevance

Advice bears no
relationship to
my problem

Advice has
pinpoint
accuracy

How relevant are the legal team members' responses in addressing your business and legal issues?



Timeliness

Extraordinarily
Slow

Exceptional
Turnaround
Time

How fast is the legal department in providing you what you asked for or need?



Clarity

Never

Always

Does the legal team provide advice in a way that is clear, concise, intelligible and useful?



Helpfulness

Not Helpful

Exceptionally
Helpful

How helpful is the legal department in finding solutions to problems?



Expertise

No

Always

Does the legal team demonstrate, on a consistent basis, the level of expertise that you want your counsel to have?



Quality of Work Product

Poor

Excellent

How do you rate the quality of the legal team's work product?



Proactiveness

Reactive Only

Always
Proactive

How proactive is the legal department in anticipating legal issues that are relevant to your department and working with you to avoid problems?



Risk Avoidance

Poor

Excellent

How good has the legal department been in helping you minimize or mitigate legal or financial risks?



Business Partners

No

Absolutely

Are the lawyers active, accepted members of your business team?



Trust/Personality

Not at all

Yes, definitely

Does the legal team inspire trust, approachability, and candor?



Outside Counsel

Ineffective

Excellent

For projects in which the legal department has brought in outside lawyers to work with you, how would you rate its management of the team? (Please skip



if this does not
apply to you.)

Overall Satisfaction

Disappointed

Excellent

What is your
overall satisfaction
level with the
Company legal
department?



Please identify any areas in which you believe the legal department's performance has improved or deteriorated since last quarter's survey:

If you (or your team members) have any needs which you feel have not been met by the legal department, please describe them here:

Please share any additional observations and comments that will assist the legal team in meeting your needs:

Please indicate your level within the organization:



VP/SVP



Senior Director



Director

Other (please specify)

Would you like a meeting to discuss this evaluation? (If not, this response will remain anonymous.)



Yes



No

If yes, please enter your name:

Done >>