

## Questions to Be Asked When Disengaging from a Representation

A standard checklist of questions should be used in disengaging from a client representation. Possible questions include the following.

- How was your experience working with us?
- How could the experience have been better?
- What was the single most important thing that happened in our working relationship?
- Is there anything I can do for you now?
- What did you like about how we handled the last deal/lawsuit/project?
- How satisfied are you with the results we obtained in this matter?
- How responsive was I/were we to your schedule and needs for this matter?
- How well do we keep you informed of the status of the matter?
- How would you rate the value of the legal services you received?
- How would you rate your overall satisfaction with our billing procedures?
- How easy is it to do business with this firm?
- If someone called asking for a reference, what would you say to him or her about us?
- How do we find more clients like you?
- What are the biggest challenges you are facing right now in your business/life? How can we help you face them?



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