

## AIB SURVEY OF CLIENT SERVICE OFFERINGS

CLIENT:

ADDRESS:

PREFERRED CONTACT PERSON:

Phone Number:

Email:

*We are currently evaluating our menu of services to provide more effective assistance for our Clients. Your input is invaluable. Thank you so much for your participation. If a suggestion is submitted in answer to question #22, you are automatically entered for our March 20<sup>th</sup> gift prize drawing!*

Instructions: Use either of the following methods for completing this survey...

#1: Using Microsoft Word, tab through the items and complete the survey, then "Save As" with a different name and return to us as an email attachment [to granth@aibinc.net](mailto:granth@aibinc.net);

#2: Print out the survey, fill it out and return it to us by mail ([AIB, 516 3<sup>rd</sup> Ave. Room C-603, Seattle, WA 98104](mailto:AIB, 516 3<sup>rd</sup> Ave. Room C-603, Seattle, WA 98104)) (or scan & email it to us).

1. Does your office maintain closed files in storage boxes?  YES  NO
  - a. If 'YES,' is your storage space  On-Site [or]  Off-Site?
2. Would a transformation of these closed files to an indexed digital media format be of interest to your firm?  YES  NO
3. For hard copies of court-filed documents, do you use a research service to research and retrieve these documents?  YES  NO
4. Did you know that AIB is located IN the King County Courthouse and the Regional Justice Center and can perform these research and retrieval services faster than your firm's staff can do it?  
 YES  NO
5. Does your firm ever have need of copies of clerk's papers, briefs and/or correspondence from the Court of Appeals?  YES  NO
6. If so, who do you use to research and retrieve such documentation from the Court of Appeals?
7. When you hire, does your firm (or your business clients) use background checks to vet prospective hires?  YES  NO
8. If 'YES,' who do you currently use to conduct these screenings?
9. Is your firm satisfied with the depth, timeliness and cost of these checks?  YES  NO
10. Does your firm conduct annual/periodic background checks to ensure that employees have not been involved in criminal or other activities that violate your firm's employee policies?  YES  NO

11. Would you be interested in receiving additional information about pre- and post-employment background screenings (both basic & advanced) and related services available through AIB?  YES  NO [If 'YES,' please provide the name & email/phone number of a contact person to receive information]
12. Does your firm ever use outside investigative services for any of the following: (Check all that apply)  Personal Injury cases;  Family Law cases;  Criminal cases;  Investigation of allegations involving current/former employees;  Other (Please describe)
13. If so, are you satisfied with the quality and timeliness of such investigations?  YES  NO
14. Would you be interested in receiving a CV, references and rate information from a local experienced investigator to compare with your current provider of investigative services?  YES  NO [If 'YES,' please provide the name & email/phone number of a contact person to receive information]
15. Are the attorneys and paralegals from your firm using all the services that AIB offers in the King County Courthouse and the Regional Justice Center (phones, faxes, computer, Wi-Fi, work area, copiers, timely delivery of working papers)?  YES  NO
16. In which areas of law does your firm practice? (Check all that apply):  
 Family Law;  General Civil;  Criminal;  Real Property;  Estate Planning;  Probate;  Business;  Bankruptcy;  Securities;  Contracts;  Employment;  Construction;  Health Care;  Other (Describe)
17. Does your firm or your firm's business clients ever have need of drug testing?  YES  NO
18. Do any of your business clients ever require referrals for other services?  YES  NO
19. Can AIB be a more full-service assistant for your firm by providing some of the services mentioned above?  YES  NO
20. Did you know AIB has a **web site**?  YES  NO
21. Does anyone from your firm use the AIB **web site** in any of the following ways: (Check all that apply)  
 Review of the NETWORKER newsletter  
 Ordering research & retrieval of documents  
 Court of Appeals document copying  
 Investigative services for pending cases?
22. Please offer any additional comments or suggestions that you feel would enable us to better serve you, your firm and your business clients: