

# ABOVE THE LAW

## Are You Making A Good Impression On Your Clients?



Do your legal clients think you're a competent attorney? The results might just surprise you.

In this study, our friends at Infotrack found 1,036 people who have hired an attorney or legal aid group in the past year and asked them about their experiences.

Then, they crunched the data to find out:

- What your legal clients expect from you.
- How things like case type, age, and the nature of the legal issue impact your clients' expectations.
- What clients think of their attorneys' legal and technological competence?
- How your tech skills impact the overall client experience.

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