

**FAUCHER & ASSOCIATES
ATTORNEYS AT LAW**

JOHN D. FAUCHER

5743 CORSA AVE., SUITE 116
WESTLAKE VILLAGE, CA 91362
818-889-8080
FAX: 805-367-4154
jdf@johndfaucher.com

Patrick Quinn

Your Needs

How did you hear about Faucher & Associates? (please check all that apply)

- Newspaper Article
- Phone Book
- Internet
- Web Page
- Friend or Relative
- Other Professional Michael Richardson, Esq - Bk Attorney
- I received a letter from Faucher & Associates
- Other

I came to Faucher & Associates for legal help in the following areas: (check all that apply)

Debt Problems

- Bankruptcy
- Debt Negotiation
- Tax Issues
- Other

In what office location did you have your initial appointment? N/A - by phone with John Faucher

Which attorney did you meet with in our office? John Faucher

Which legal assistant worked with you on this case? N/A

Which attorney represented you in court? N/A

Overall, were you happy with the way you were represented? Extremely

The Attorney You Met With ~~In Our Office~~ *ON phone*
 Please answer the following questions about the attorney you met with.

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
You were treated with courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your concerns were taken seriously	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were comfortable enough to ask questions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your case was explained to you	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your attorney understood your problems	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your attorney answered your questions clearly	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Legal Assistant *N/A*
 Please answer the following questions about your legal assistant only.

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
Your phone calls were responded to timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were treated with courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your concerns were taken seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were comfortable enough to ask questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your legal assistant answered all your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The Attorney Who Represented You in Court or At the Meeting of Creditors *N/A*
 Please answer the following questions about the attorney who represented you in court.

If you did not go to court, please skip this section and continue with "Overall Satisfaction"

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
The attorney was familiar with your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were treated with courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were comfortable enough to ask questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You understood the outcome of your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your attorney answered your questions clearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were adequately prepared for court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any additional comments:

Patrick Quinn.

Credit Counseling and Financial Management N/A

Do you feel Consumer Credit Counseling has provided you with useful information on how to become debt free and financially educated?

Strongly Agree Agree Neither Disagree Strongly Disagree

Did you find the website easy to navigate?

Has Consumer Credit Counseling and Financial Management met your expectations and needs?

Was the education material provided to you pertinent and helpful?

Are you confident with the counseling provided?

Overall Satisfaction

Strongly Agree Agree Neither Disagree Strongly Disagree

Written material provided TAX OPINION letter

Keeping you up-to-date with your case N/A

Speed with which your case was completed

Satisfaction with the attorney ~~you met in our office~~ VIA phone

Satisfaction with the attorney in court N/A

Satisfaction with your legal assistant N/A

Overall satisfaction with our law firm

Yes No

Would you use our firm again for future legal needs?

Would you recommend us to family and friends?

Were the legal fees fair for the services you received?

Please explain your "No" answers:

Please comment on an aspect of our service that was especially good:

See enclosure

How could we have improved our service to you:

Nothing comes to mind; John Faucher was very responsive; he followed through on what he said he was going to do in less time than originally promised. John relieved a lot of my stress.

Have you been solicited for credit by mail or otherwise since filing for bankruptcy? Can you please tell us the credit or lenders, how soon you received the offer, and at what interest rate?

Yes; various auto loans and capital one credit cards received solicitation offers shortly after my Ch. 7 discharge in June 2013; still receiving the solicitations (Jan 2014)

What do you know now that you wish you had known when you first filed bankruptcy?

Nothing comes to mind.

Comments:

Patrick Quinn

Question: Please comment on an aspect of our service that was especially good:

Answer: Time was of the essence (less than 48 hours) in obtaining a tax opinion letter to support the discharging of my federal and state income taxes when an Offer In Compromise was involved in a Ch. 7 filing. After talking with John Faucher, he understood my situation and provided the necessary tax opinion in time for me to file my Ch. 7 bankruptcy.

BACKGROUND: I was getting ready to file Ch. 7 and needed a tax opinion on discharging my federal / state income taxes that involved a time period when I was in an Offer In Compromise (“OIC”) with the IRS. My combined federal and state income tax liabilities (“Tax Liabilities”) were in excess of \$500,000.

My initial tax attorney, a former IRS District Tax Attorney (“Tax Attorney”) assisted me in preparing, submitting and ultimately getting an approved OIC agreement. However, due to a lack of cash flow, I defaulted on my OIC agreement. After defaulting on my OIC Agreement, my Tax Attorney indicated that I may be eligible to discharge my Tax Liabilities through a Ch. 7 bankruptcy and that he would provide me with the necessary tax opinion letter.

When the time came for my Tax Attorney to provide a tax opinion letter, he “waffled,” indicating that my bankruptcy may not discharge my Tax Liabilities due to a “dangling” paragraph regarding the “three (3) year” look back rule when I was in the OIC negotiation / agreement period (the “Dangling Paragraph”); a comment that was not brought up until I needed the Tax Opinion. He suggested that I wait another two (2) years before filing my Ch. 7 bankruptcy; I told him that that was not an option.

I am not sure if the amount of my Tax Liabilities “scared” my Tax Attorney,” but it put me in a bind since I was leaving for Houston, TX within two days for a potential employment opportunity.

My bankruptcy attorney stated that he would not be able to file my Ch. 7 bankruptcy that included the discharging of my Tax Liabilities without a tax opinion. Michael Raichelson, Esq., my bankruptcy attorney, suggested that I talk with John Faucher. I did and within forty-eight (48) hours I received John Faucher’s tax opinion letter indicating that I was eligible to discharge my Tax Liabilities and that the “Dangling Paragraph” rule did not apply to me. I filed for Ch. 7 and ultimately, my Tax Liabilities were discharged.

John Faucher “saved the day” for me.

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