

CLIENT RESPONSIBILITIES & THINGS TO KEEP IN MIND

1. Keep us advised of any changes/updates to your address and phone number.
2. Take photos of car damage and physical injuries right away. The insurance adjuster's job is to minimize your claim. Photos that show injury and damage can help fight against that.
3. Please get back to us promptly by email or phone if we try to reach you.
4. Inform us and your doctor(s) of any aggravation/exacerbation of a previous injury.
5. Do not speak with any insurance company about your *injuries* without checking with us.
6. Keep all health care appointments. Missed appointments will be used against you. If you fall out of touch with the doctor, don't just wait to hear from them. Contact our office so we can help.
7. If you are unable to work, get a note from your doctor for each period you are unable to work.
8. Avoid renting a car on your own! Discuss with us first!
9. If you see additional doctors after our initial interview you must inform us or we won't know.
10. Please get your bills and records from all doctors and facilities you've seen that don't have a relationship with my office (i.e., hospitals, private doctors, etc). Doctors we may recommend to you will provide us with billing and records in most cases.
11. When you get bills from a hospital, ambulance, ER, or other providers, don't ignore them. You are responsible for them. The party who caused the accident is NOT GOING TO PAY these bills as they arrive. THESE BILLS ARE NOT ON A LIEN AND MUST BE PAID. If you don't pay them (or at least make payment arrangements), you might be sent to collections. We will ultimately include these amounts in our settlement demand. Remember, "co-pays" are not the same as "co-insurance" amounts. Keep track of your out-of-pocket medical expenses and keep us advised.
12. If you receive any documents (bills, letters, *anything at all*) by mail regarding your case from anyone, please forward copies to us for your file.
13. Your "diagnosed injuries" affect the evaluation of your case. You **MUST** tell your doctors about ALL injuries. Be **VERY** specific. Doctors can't read your mind. If something isn't documented, it probably won't be considered by the adjuster. For example, if your neck pain radiates to your shoulder, but you only mention "neck pain" to the doctor, your shoulder pain may not be considered.
14. How an accident affects your life may also affect the evaluation of your case. You must inform your doctors of any daily activities (work, school, household, etc.) that are affected by your accident.
15. If I am not available to speak with you, please try email and also speak with my paralegal Melissa.
16. Personal injury cases take about 6 to 12 months to resolve. The settlement amount is the **GROSS** amount of the offer. After you pay attorney fees and medical bills/liens, the net will be less. For example, if your settlement is \$10,000, your check will be a portion of this amount after attorney and medical fees.

I have read the foregoing and I understand it: _____

Please print your name here: _____