



(847) 854-7700

SPECIAL REPORT

HELPFUL HINTS FOR YOUR PERSONAL INJURY CASE

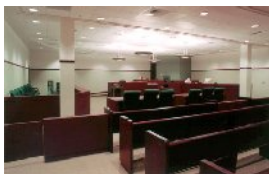
As a client of Franks & Rechenberg, P.C. we:

1. Return your phone calls promptly;
2. Inform you of all settlement offers;
3. Explain all your legal options, make a recommendation, and then let you make an informed choice; and
4. Try to achieve the best result as quickly as possible for you.



Below we provide a few helpful guidelines regarding your case:

Dress/Attire: Clients of Franks & Rechenberg, P.C. should dress in a professional manner when appearing in Court. Dress as if you were attending your place of worship. Avoid blue jeans, t-shirts, tank tops, and recreational clothing. Remove any visible piercings.



Court Appearances: When you are scheduled to appear in Court, you will be screened through Court security, so leave any non-essential items in your car or at home. Wait inside the Courtroom for us, where we can meet and avoid any delay in your case. Once we meet with you in Court, we will handle your matter as quickly as possible.

Conduct in Court: If the Judge or Defense asks you any questions, answer by speaking in a clear voice. Do not nod your head or answer “Uh-Hum” - the Court reporter or Court recording system only records speech, and cannot record gestures. Address the Court with respect. Responses such as “Yes, Ma’am” or “No, Ma’am”, or “Yes, sir”, or “No, sir”, create a favorable impression.

WHILE YOUR CASE IS IN PROGRESS , IT IS OF GREAT IMPORTANCE THAT YOU DO YOUR PART AND KEEP YOUR ATTORNEY FULLY INFORMED.

We provide some suggestions that you will find helpful:

1. **PRESERVE EVIDENCE IN YOUR POSSESSION:** Save physical objects that relate to your case, such as braces, belts or traction devices that were prescribed because of the accident. Keep these items in your possession.
2. **FORWARD ALL BILLS:** At frequent intervals send us all bills related to your accident or injury.
3. **NOTIFY OF CHANGE OF ADDRESS OR PHONE NUMBER:** Keep us informed of your correct address and phone number (including temporary changes). If may be necessary to reach you quickly.
4. **KEEP FRANKS & RECHENBERG, P.C. INFORMED:** Please inform us immediately if any of the following occur:
 - A. Your condition worsens.
 - B. You get better. Reach MMI (Maximum Medical Improvement)
 - C. You have another accident, injury, complication or other illness.
 - D. You are hospitalized.
 - E. You go back to work or are discharged from treatment by your doctor.
 - F. You change doctors or go to another doctor or you are referred by your doctor to a specialist (please call us before you have your first appointment).
 - G. Any other circumstances that



occur that you think will affect your claim or your health.

5. **BE CAREFUL WHAT YOU SAY:** Discuss your case only with Franks & Rechenberg, P.C. Do not provide information to anyone except your doctor(s), or treating medical professional without David N. Rechenberg's approval.
6. **KEEP GOING TO THE DOCTOR(S):** This is very important. Follow your doctor's instructions and treatment and do not stop seeing your doctor(s) until you are discharged from further treatment. **FAILURE TO OBSERVE THIS MAY RESULT IN SERIOUS ADVERSE CONSEQUENCES TO YOUR CLAIM!**
7. **TAKE PHOTOGRAPHS** of all visible injuries that were caused by the accident, and the progression of your injury during the healing process.



WHAT YOU, AS A PERSONAL INJURY CLIENT, SHOULD KNOW:

1. Insurance companies do not pay money willingly. The insurance company can be expected to thoroughly investigate the facts of the accident, the claim for medical treatment, and any past injuries or claims. The insurance company will obtain copies of all past medical records.
2. It will help your case to tell me about any prior injury or prior pain to any parts of your body. Many good cases are lost by the injured person concealing or forgetting a previous injury.
3. You should be sure to furnish me with the names, addresses and telephone numbers of all doctors or medical providers who have treated you in regard to your personal injury accident along with all medical bills, including prescriptions.
4. If you have not already done so, please provide to my office the name and address of your employer, we can then request



the wage loss authorization.

5. If you have not already done so, please provide to my office the face page(s) of any health insurance, automobile insurance policies and home owners that you have, or if you are covered on parents' policies, the face page(s) of such policies.
6. Insurance companies keep a record of any and all claims against any insurance company. The insurance company is sure to find out if you have ever made a claim. Inform Franks & Rechenberg, P.C. of all previous claims you have made including but not limited to workers compensation claims.
7. Tell your local doctor all of your complaints. The doctor's records can only be as complete as what you have told them. **If it is not in the doctors records, it did not happen !**
8. Keep me informed of anything that in any way might effect your case. Certainly nothing should be signed without first consulting me.
Applications for insurance benefits, reports to the State, any change in doctors, returning to work, any change in treatment or when you are discharged from treatment, should be reported to my office promptly.
9. Keep my office advised of any residence changes, telephone number changes, etc. or vacation or other times when you will not be available.
10. Communication: Once you have retained this office to represent you in regard to your personal injury accident, we request that you do not communicate with the other driver or his/her insurance company, except in regard to the property damage to your vehicle, and **not** in regard to your personal injuries. Instruct them to contact this office. You may communicate with your insurance company and answer any questions they may ask of you.
11. Property Damage to Your Vehicle: It is not the policy of this office to become involved in the property damage portion of your personal injury accident. This is usually handled by you and your insurance company, or you and the other driver's insurance company. However, if you wish to obtain two estimates on your car, we will send the estimated to the insurance company for the property damage and this office will receive one-third of the amount recovered, or you may take care of the property damage yourself and keep all of the monies recovered.
12. Medical Bills: Insurance information should be provided to treating doctors,



hospitals, etc., in the following sequence:

- A) Car insurance, if you have medical pay provisions in your policy.
- B) Personal Health Insurance, i.e., group, Blue Cross/Blue Shield, etc., or, if you do not have personal insurance.



13. Settlement: It sometimes takes many months to settle a claim. In fact, it is dangerous to settle certain types of claims too soon because it often takes a long time for serious injuries to become evident. At the time of your settlement a breakdown will be made and the attorney's fees will be deducted from the gross amount, then liens and costs will be deducted, giving the net total to you.

WE LOOK FORWARD TO ASSISTING YOU IN ANY WAY POSSIBLE, AND OBTAINING FOR YOU AN EQUITABLE SETTLEMENT OF YOUR PERSONAL INJURY CASE.



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