How to handle cases that are under investigation.

**Objective: To diligently investigate and establish fault in auto accidents to determine the viability of representation.**

**Step 1: Initial Client Interaction and Information Gathering**

1.1 Collect Basic Information:

* Gather contact information from the potential client.
* Record details of the accident, including date, time, and location.

1.2 Obtain Both Parties' Insurance Information:

* Request insurance details from the potential client. If no information for Third-Party, wait for the police report to be released.
* If a claim hasn't been opened, guide the client in initiating the claim process.

1.3 Provide Comprehensive Information to the Insurance Company:

* While opening the claim, furnish all relevant accident details to the insurance company.

**Step 2: Immediate Actions to Support Investigation**

2.1 Referral to Chiropractor:

* Recommend a chiropractor based on the client's preferred location.
* Emphasize the importance of prompt medical attention.

**Step 3: Formalizing Representation**

3.1 Send Letter of Representation:

* Draft a formal letter of representation on behalf of the law firm.
* Send the letter to both parties' insurance companies.

**Step 4: Obtaining Essential Reports**

4.1 Acquire Police Report:

* Check for the availability of a police report.
* Obtain a copy if available, and thoroughly review its contents.

**Step 5: Addressing Lack of Clarity in Fault Determination**

5.1 No Police Report or Clear Fault Determination:

* Investigate further in the absence of a police report or clear fault determination.
* Identify potential witnesses or surveillance cameras at the accident scene.

**Step 6: Communication with Insurance Companies**

6.1 Submit Comprehensive Information:

* Compile all gathered information, including medical reports and witness statements.
* Submit this comprehensive package to both insurance companies.

6.2 Consult with Third-Party Adjuster:

* If liability remains unclear, engage with the third-party insurance adjuster.
* Inquire about specific information needed to determine liability.

**Step 7: Decision on Case Acceptance**

7.1 Response from Third-Party Insurance:

* If the third-party insurance accepts liability, proceed with informing the client.
* Communicate the next steps, including initiating medical treatment and the legal process.

7.2 Denial of Liability:

* If the third-party insurance denies liability, inform the client of the decision.
* Clearly communicate the inability to take on the case due to insufficient evidence.

**Step 8: No Third-Party Insurance or Denial of Liability**

8.1 Check for UIM Coverage with 1st Party Insurance:

* In case of no third-party insurance or denial of liability, check the client's 1st party insurance for Underinsured Motorist (UIM) coverage.
* Confirm that the third party is at fault before proceeding.

**Step 9: Moving Forward with Representation**

9.1 Obtain Client's Consent and Signature:

* Provide the client with the necessary legal documents, including the contract and HIPAA forms via DocuSign.
* Ensure the client signs and returns the required documents.

**Note:** Maintain clear and open communication with the client throughout the investigation process. Document all interactions, findings, and decisions for future reference and compliance in Filevine.