**What to say to clients when we receive new settlement offers**

1. Hello (Client Name) I hope you are doing well. As you know your case is currently being negotiated. At this time, the insurance company has evaluated your case and provided us an initial settlement offer of $Blank. This is a gross offer before your medical expenses and attorney fees. My Pre-Litigation team is going to work to fight for you and we will continue to update you as new offers come in. Once we get a final offer my Pre-Litigation team will review an accounting with you. Please let me know if you have any questions. Thank you!

Please avoid saying things like “this is a bad offer” or “this offer is low, and we will negotiate a higher settlement for you” or “do you want us to accept this offer?”.

If your client has questions about their negotiation settlements, please let Joseph and his team (Sebastian, Maria) know and we would be happy to schedule a call with them to discuss their case.

As new offers come in, please let your client know the following.

“Hello client name, I hope you are well. My pre-Litigation team is still working on your case and the insurance company has provided a new gross settlement offer of $blank. We will continue to work on your case and reach out if we have any questions for you! Thanks!”

If any client becomes upset or angry its mostly because they probably don’t understand how these things work or we are missing something like wage loss, so just advise that if they would like you can schedule a call with our pre-lit team so we can help explain it to them.