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### Dear New Client:

Thank you for retaining our firm to represent you in connection with your claim to recover damages for the injuries you recently sustained. In order for us to properly represent you, we strongly suggest you follow these instructions:

1. TALK TO NO ONE. - Do not speak to anyone about the accident, unless they are from our office. Require any person requesting information to identify themselves. If you speak to your own insurance company representative, do not sign any documents until we have had an opportunity to review them.
2. YOUR DOCTOR. - You should return to each of your doctors as often as necessary and should always tell each doctor about all your complaints every time you see them. If you see additional doctors, be sure we are advised immediately of their names and addresses.
3. BILLS. Retain all bills incurred for property damage, medical and hospital bills, medicines, and any other expenses incurred in reference to the accident.
4. PAYING BILLS. Pay all bills by check, if possible. The canceled check may be valuable at settlement or trial.
5. DIARY. Keep a diary of dates on which anything of importance takes place regarding your treatment, change of casts, or other unusual events regarding the effects of your injuries, including a recital of any and all pain and suffering you encounter on a daily basis.
6. ADDRESS CHANGE. Advise this office of any change of your address or telephone number.
7. MEDICAL BILLS. If you receive any medical bills, you should send them in promptly to your insurance company to have payment made to the provider quickly. It is quickest and most efficient for you to send medical bills you have directly to your insurance company for payment rather than for us to send them in for you. Obtain and keep duplicate copies of all medical, hospital and drug bills. You should send these duplicate copies of bills to us for our files once a month. Also, keep records of any other expenses you may have in connection with your accident, such as the hiring of someone to mow your law, clean your house, etc. All your bills and expenses should be paid by check or you should obtain and keep receipts.
8. LOST WAGES. Make a complete record of the days you were hospitalized, confined to bed and confined to home, your loss of days from work, whether full or part-time, and the amount of earnings which you have lost, including your overtime. You may be entitled to be reimbursed even though you were paid by your employer.
9. WITNESSES. Make a record of all names and addresses of any witnesses who observed the happening of the accident not previously given to us and supply it to us without delay.
10. PHYSICIANS. Provide us with the name and address of all physicians who treated you in connection with this accident.
11. INJURIES. If there are any new developments regarding your injuries at any time, please be certain to report them to us and to your doctor who must make a record of it to protect your rights.

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12. ADVICE. If for any reason, you are in doubt about what to do concerning anything relating to this accident and your case, please get in touch with us immediately for assistance and advice.

13. SAVE YOUR CAST. If your injury requires a cast, brace, neck collar, traction or other appliance, save it. We may need to show it to the insurance adjusters.

14. PHOTOGRAPHS. Take photos of your car or other property if it was damaged in the accident as soon as possible. Be sure to photograph any other machinery, instrumentalities, appliances, apparatus, or structures that may be connected, either directly or indirectly with your accident, and bring these matters to our attention. Send us the original digital files or negatives and prints of any photographs pertaining to your case which you or any of your friends have taken. If your injuries are such that they would show up in a photograph, please arrange for a friend or relative to take several photographs of each injury and give these to us. Photos can always be taken in our office at a mutually convenient time.

15. QUESTIONS. We will probably not contact you until we have something definite to report. If you have any specific questions in regard to your case, please feel free to call or write us.

16. INVESTIGATOR. An investigator may be assigned to your case. He may call you and identify himself. You should cooperate with him in every respect. For the next few weeks he will be engaged in gathering information regarding the facts of the case: photographs, statements of witnesses and any and all other pertinent information relating to your accident and injury.

17. RECEIPT OF PAPERS. This office should be notified if you receive any letters, notices, subpoenas, or any other legal papers regarding your case from anybody outside of our office.

18. SIGNING PAPERS. Do not sign any papers until they have been checked and reviewed by us.

19. KEEP US INFORMED. Keep us informed of anything important that happens that might affect your case. Applications for insurance benefits, any change in doctors, returning to work, any change in treatment, etc., should be reported to our office promptly. Disability or insurance claim forms should be checked by this office before you file them.

20. VACATIONS. Keep us advised of any vacation times when you will be out of town. We would like to have a phone number to reach you or a family member who will always know where you are while you are gone.

21. YOUR INSURANCE POLICY. We need all insurance policies that might pay your medical bills or lost wages. Keep in mind that you might have insurance that will pay your mortgage payment or car payment while you cannot work.

Please keep each and every one of these instructions in mind throughout the pendency of these proceedings. Additionally, please review the procedural outline given to you during our initial consultation. That outline should give you a good idea about what will happen in the near future.

Very truly yours,

**KANTROWITZ, GOLDHAMER  
& GRAIFMAN, P.C.**

By: Barry S. Kantrowitz