

# ON YOUR SIDE

Volume 7, Issue 5

An informative presentation from your Pre-Paid Legal District of Columbia/Maryland Provider

Summer 2010



## MANAGING PARTNER'S SPOTLIGHT Jeffrey M. Lippman, Esquire

It's hard to believe it's summer already. Where does the time go? Many of our readers know that the Pre-Paid Legal provider firms just had our annual management conference in Boston, hosted by Pre-Paid Legal Services, Inc. Additionally, PPL held the Referral Attorney seminar contemporaneously with the provider firm conference. The participation was excellent and I was glad to see several attorneys our firm uses with frequency (both in MD/DC and other states) in attendance. The referral network continues to get stronger, better educated, and more committed to PPL's concepts and WOW service standards. The firm plans to hold its internal referral attorney seminar within the next quarter as well.

The conference itself was content-rich and included break out sessions, legal education, and further WOW training. PPL's Attorney Resources department let us know the service across the board is at its highest levels, and the provider firm's are doing very well. Of course, they also let it be known that we cannot rest on laurels and we must continue to improve our service all the time. We share this ideal.

During the last few weeks, the firm has participated in two wonderful Advanced Product Trainings, Group Schools, and held our annual Will



Night event. Will Night was a highlight for the firm. Will Night occurs once per year and we invite members, on an appointment basis, to come to the firm for an in person consult and review their Title I estate planning options. Almost 80 members came through our doors that day. We are proud that so many people entrust Weinstock, Friedman, & Friedman, P.A. with their estate planning needs.

I want to re-emphasize that our firm is an AV rated, full service law firm. We trace our roots to the 1920's and have practice concentration areas in many of the life events legal areas that regular people and small businesses face every day. Beyond our commercial practice, we have robust practice groups in Personal Injury, Criminal Defense, Family Law, Real Estate, among other areas. We

want you think of us not only as your provider firm, but as your lawyers. We are convinced that those members who also utilize our services as clients, maximize their Pre-Paid Legal value by taking advantage of our significant membership discounted rates. We truly believe the more you use your PPL membership, the better and more valuable it becomes.

In closing, I hope you all enjoy your summer but don't forget to take care of your legal needs, and don't stop giving us and Pre-Paid Legal Services, Inc. your feedback.

### Inside this issue:

Managing Partner Spotlight Jeffrey M. Lippman, Esquire	1
Pre-Paid Legal Academy It all begins in the front line by Helen Friedman	2
PPL 202 by Victor Lembo	2
Wow Corner by Rebecca Carter	3
Congratulation Corner	4
A Note from the Personal Injury Department by Ilona M. Fisher	4

Executive Centre, 4 Reservoir Circle, Baltimore, Maryland 21208-7301  
Tel (800) 223-8688 - (410) 559-9020 Fax (410) 559-9009

WE'RE ON THE WEB  
WWW.WEINSTOCKLEGAL.COM

## PRE-PAID LEGAL ACADEMY

### PPL 202

#### Understanding the ABC's of PPL... From the Attorney Perspective

*By Victor Lembo, Supervising Attorney*

In our previous newsletter, we shared what happens when you contact our law firm and an intake is opened to discuss your legal matter. You may ask yourself: What happens next? After the attorney speaks with you and it is determined assistance is requested following your initial consult, there are various ways we can assist under your Pre-Paid Legal membership contract.

Most of us have received mail and have been left wondering: What does this letter mean? How am I supposed to understand this legalese? What is in the fine print? Under your membership, the document review benefit is available in that our attorneys can review this correspondence, as well various contracts and documents, up to 10 pages for an individual plan or 15 pages for a business plan. In so doing, our attorneys can assist with matters such as whether you really owe a creditor, if a company is legitimate, or the purpose of a class action lawsuit.

Depending on your legal issue, the best course of action may be for a letter to be written or a telephone call made on your behalf. In order to meet your goals, we may request supporting documentation to help with our understanding of the legal matter. It may be to resolve issues with a real estate contract, business agreement, or collection letter. Once the necessary paperwork is received, your attorney will analyze the situation and help determine the best course of action. Also, the attorney is able to review that document at the same time and give you advice as to its contents. Our service standards provide that the document review or letter/call will be completed within three business days, so you will receive a quick turnaround and be on your way to resolving the matter.

*Continued on page 3*

### It All Begins on the Front Lines

*By Helen Friedman, Plan Administrator*

**Excellent customer service is the only service that Pre-Paid Legal Services, Inc. accepts.**

Weinstock, Friedman & Friedman echos this benchmark. Our staff is trained from day one to treat our members in a friendly and respectful manner. We understand that you have many law firms to choose from in Maryland and the District of Columbia. We have to shine to make you stay on board with us.

What separates us from all of the other law firms in the area? It is "WOW" service from the heart. A few years ago Pre-Paid started the "WOW" initiative. Weinstock immediately embraced this concept and has continued to positively reinforce this with our staff.

Not only do we monitor our customer service representatives internally but the corporate office makes random test calls as well. If we do not receive excellent scores from Pre-Paid Legal Services, Inc., we know we have to do something.

With hard work and determination we train our staff to deliver exceptional service. They receive a great deal of satisfaction when their name is announced on the monthly Provider Firm conference call for scoring an excellent test call.

Pre-Paid Legal Services, Inc. has started another program called "Making a Difference". Our staff can chart, on a daily basis, who they have helped and why it made them glad they came to work. This is to remind us how we can make a positive impact on other's lives. We realized early on, that a typical call from a member to our firm is because he or she is having a problem. Someone may be facing a foreclosure or divorce. It is our job to help our members through these difficult times.

When you help someone it makes you feel good. We are very lucky to have this opportunity everyday

**PPL 202****Understanding the ABC's of PPL...****From the Attorney Perspective****By Victor Lembo, Supervising Attorney***Continued from Page 2*

In addition, your membership plan provides a benefit where your attorney can research your legal matter to provide the necessary information so that you can make informed decisions. For example, you may want know the statute for the return of a security deposit, how to become a licensed and bonded contractor, or the laws regarding your rights against debt collectors. Our attorneys will provide up to one hour of legal research utilizing the most up-to-date legal search engines to provide an accurate analysis.

Further, if you need assistance beyond what the aforementioned benefits provide, another advantage of your plan is to use your referral benefits. You may determine you would like to retain an attorney to help file for divorce, represent you with insurance adjustors after an automobile accident, or open an estate following the death of a loved one. Or may you need assistance with drafting a deed, starting a business, or litigating a case. Having quality lawyers from Weinstock, Friedman & Friedman, or its network of referral attorneys, represent you at a discounted rate will help you successfully navigate the court system for both civil and criminal matters. Also, if you need assistance with a legal matter outside of our metropolitan area, we can refer you to an attorney in that jurisdiction at the discounted rate.

The Pre-Paid Legal membership benefits are designed to meet the needs of all members from start to finish. Depending on your specific plan, you may also have benefits offering estate planning document preparation and representation for traffic tickets, trial defense, or IRS audits. Our goal is to exceed your expectations and to provide each member with exemplary service. Every matter is important to us and we await your call!

**WOW CORNER****By Rebecca Carter, Supervising Attorney**

Wow Service from the Heart continues...and it just keeps getting better! We continue to create new incentives to motivate our attorneys and staff towards excellence. Beginning this month, we will be selecting a WOW Attorney of the Month, which will be determined by a number of factors, including your input via praise letters and surveys. So please continue to provide us with your feedback!

Currently, we are emphasizing the communication creed here at Weinstock Friedman and Friedman, and across the Pre-Paid Legal network nationally.

***Communication******I promise to carefully explain the steps of service being provided to Members during each call.***

Good communication with you, our members, is absolutely essential. In fact, this newsletter is one way we "communicate" with you, and through the information contained, we hope that we are helping to communicate our service standards to you. However, PPL 101 and 202 is just the start. It is our mission that when you call into our office, whether speaking with the customer service representative or the attorney, that we thoroughly explain every step we are taking and everything we can do for you. When consulting with an attorney, you will find that the attorney will spend time going over all of you legal options on a particular matter. They will also explain how we can assist with those legal options, explain how it may be covered under your plan, and what the next steps will be for you. And best of all, the communication continues...under Title 1 of you benefits, you are entitled to unlimited phone consultations on any matter. As always, we look forward to hearing from you!

## CONGRATULATIONS CORNER

*Congratulations to Sidney Friedman, Weinstock's President. Sid was named one of Baltimore's "Super Lawyers" for 2010 in this year's Baltimore Magazine's Super Lawyer Section, January 2010 issue. We always knew this. You always knew this. Now the whole area knows too*

*Also, congratulations to Weinstock, Friedman & Friedman, P.A., for being invited and accepted into the prestigious Primerus legal network.*

## A Note from the Personal Injury Department

*By Ilona M. Fisher, Managing Attorney*

Traffic accidents happen every day, especially during the busy summer vacation season. But that does not mean car accidents are routine. Each person's car crash is unique to that person, including how the costs incurred from the accident are paid by the insurance companies and other parties.

You may think that since you are insured you will not need a car accident lawyer. Think again. Many insurance companies are less than eager to pay their customers the money to which they are rightly entitled. Instead, insurance companies may try to deny, delay or dispute coverage, even for their own policy holders. Their job is to make sure it difficult or impossible for you to put your life back

together after a motor vehicle accident. This becomes especially true when there is a personal injury or if the accident is work related.

We are dedicated to providing professional and personalized service to every Pre-Paid Legal member, because we know that a car accident can have long and lasting affects on your life. Our highly trained support staff not only strive to resolve each personal injury case in a timely, efficient, and favorable manner, but we also strive to obtain results which meet the very different individual needs of each of our clients. Don't forget many cases involve a substantial discount or might be entitled to free attorney time.