

# WELCOME PACKET

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[www.acollinslaw.com](http://www.acollinslaw.com)



Welcome to Collins Law! Here, you're not just a client. You're an integral part of our family. The heart of our practice is an unwavering commitment to putting you first. We understand the challenges you're facing after your injury, and our dedicated team is here to prioritize your needs, concerns, and well-being above all else. We stand by your side, tirelessly fighting for the justice and compensation you rightfully deserve. Beyond legal representation, we take the time to listen, understand your story, and tailor our strategies to your unique circumstances. Your journey to recovery is our shared journey, and we're honored to walk it with you.

# WELCOME



# MEET YOUR TEAM

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**April H. Collins**

*Founding Attorney*

✉ [info@acollinslaw.com](mailto:info@acollinslaw.com)

Attorney Collins started Collins Law, LLC in 2015. While working for an injury law firm before going to law school, she quickly learned that helping people recover after an injury was her calling.

**Macy Kirby**

*Associate Attorney*

Attorney Kirby assists clients throughout every stage of their case, from investigation and discovery to settlement negotiations and trial preparation.



**Mattice Steele**

*Receptionist*

Mattice manages the front desk and will direct your call when you call our office.



# MEET YOUR TEAM

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**Carolann Harris**

*Intake Specialist*

Carolann serves as the first point of contact for new clients. She gathers case details and helps you get onboarded with our firm.

**Shannon Bibbs-Napier**

*Opening Case Manager*

Once you open a case with us, you'll be working with an Opening Case Manager. Shannon files claims with the insurance companies and helps organize medical treatment for you, if necessary.





# MEET YOUR TEAM

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**Amanda Tyler**

*Closing Case Manager*

Once you finish medical treatment, you'll be working with Amanda. She ensures we have all necessary documents for your claim.

**Angela Zhang**

*Operations Specialist*

Angela organizes our social media content and helps with day-to-day operations.





# OUR CORE VALUES

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- **Service:** We serve our clients with excellence, efficiency, integrity, and compassion.
- **Teamwork:** We work collaboratively, knowing we accomplish more together.
- **Wellness:** We value our physical, mental, and emotional health and actively protect them.
- **Community:** We act positively towards our team members, families, clients, and communities.

# OUR VISION

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Collins Law is committed to fostering a positive, professional environment where we work hard, pursue excellence, and enjoy what we do while delivering exceptional service to our clients.



# WHAT TO EXPECT

## Opening

01

### Case Opening

The very early stages of opening your case, getting initial information, and working on setting up medical treatment for you, if necessary.

02

### Gathering Documents

Sending required letters to the vehicle insurance companies, as well as any health insurance companies who we must put on notice of your personal injury claim. We are also gathering other documents that may assist us in your case.

03

### Treatment

Medical treatment is the most important part of your case, so be consistent. Please let your case manager know when your treatment has been completed and you have been released by your doctor(s).

04

### Ordering Medical Records

Ordering your medical records from all providers who have treated you as a result of the wreck.



# WHAT TO EXPECT

## Closing

05

### Drafting Demand

Drafting the demand that will be sent to the insurance company to evaluate. This demand package will include your medical records, bills, out of pocket expenses, lost wages and impact letter, if submitted.

06

### Demand Under Review

Demand is under review by the insurance company. Once we receive an initial offer from the insurance company, we will contact you by phone to discuss. The insurance evaluation can take up to 60 days or longer.

07

### Offers Phase

We will contact you by phone to discuss the insurance company's initial offer. We will also contact you by phone to discuss the final offer and how to proceed once the insurance company provides us with the final offer.

08

### Balance Verifications

While we await the settlement documents from the insurance company, we verify your medical balances to determine the costs that will be deducted from the total settlement.

09

### Case Settled: Signed Release

At this stage, we send you the insurance release for signature. Sign and return the release. You may fax it to 205-588-0092, scan and upload (as a document not a photo) to this portal or scan and email (as a document) to [info@acollinslaw.com](mailto:info@acollinslaw.com)

10

### Disburse Settlement Check

We are waiting to receive the settlement check from the insurance company and/or finalize liens that we are required to pay out of your settlement funds.

11

### Case Closed: Funds Disbursed

Your funds have been disbursed, and your case is being closed. If your case is not settled during this stage, your case may move to litigation.



# WHAT TO EXPECT

## Other Court Proceedings

07

### **Pro Ami**

A Pro Ami hearing is required when the injured party is a minor. This means a judge has to approve the minor's settlement. Once we have a hearing date, we will provide you with that date. The Court will appoint a Guardian ad Litem for the minor child.

08

### **Bankruptcy Proceedings**

Your case has settled. We are now in the Bankruptcy Proceedings stage. While your case is in this stage, we are either preparing the necessary documents to submit to the bankruptcy court, awaiting a hearing date, or awaiting a final Order.



# WHAT TO EXPECT In Litigation

01

## Drafting Lawsuit

Preparing to draft your complaint to file in the appropriate court. This takes time as we are researching applicable laws, ensuring we have the appropriate evidence, and drafting the complaint and discovery.

02

## Lawsuit Filed

Your lawsuit has been filed. We await an answer from the Defendant(s).

03

## Discovery

Includes written discovery (Interrogatories, Request for Admissions, and Request for Production) and oral discovery (depositions).

04

## Trial Date Received

We have received a trial date for your case. Generally, this is the date that the Judge or Jury will hear your case. The litigation process can be extremely long, but the trial date is the date your case will likely be completed, if not before that day.

05

## Mediation

Mediation has been ordered or requested in your case. Once we begin scheduling the mediation, we will contact you with the date. Mediation is an opportunity to resolve your case before trial.

06

## Trial

Your trial is impending. We will be in contact with you to begin preparations for trial.



# OFFICE HOURS

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**MONDAY - FRIDAY FROM 8:30 A.M. TO 5:00 P.M.**

WE ARE CLOSED ON THE FOLLOWING HOLIDAYS:

NEW YEAR'S DAY

MARTIN LUTHER KING, JR. DAY

MEMORIAL DAY

JUNETEENTH

4TH OF JULY

LABOR DAY

THANKSGIVING EVE

THANKSGIVING

BLACK FRIDAY

CHRISTMAS EVE

CHRISTMAS DAY

NEW YEAR'S EVE

TEXT 1-833-750-1650 OR CALL 205.588.1411 TO REACH OUR OFFICE



# COMMUNICATION

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## Client Portal Policy

Your client portal is directly connected to your case in our case management system. As soon as you become a part of the Collins Law family, you will gain access to the client portal via a link that we will generate and send to you. This link will take you to a page to set up your client portal account. Please note that you must set up your account. Once your account is set up, then you can access the client portal whenever you'd like via the client portal link and your username and password. You can send us messages in the client portal. **This is our preferred method of communication** as these messages come directly to us through our case management system, which we are always using during business hours. We encourage you to message us through the client portal to receive the quickest response. If you have any trouble logging in to your account or resetting your password, please call us or text us at the number listed at the bottom of this page for assistance. **Please consider favoriting the client portal URL in your preferred browser for easy access.**

## Text Message Policy

Our texting feature is directly connected to your case file so we may communicate with you through our text numbers. All text communications will remain in your case file. However, because text messaging is not the most secure or reliable form of communication, we generally do not communicate sensitive information via text messages. Please use our Client Portal to discuss any sensitive or secure information.

TEXT 1-833-750-1650 OR CALL 205.588.1411 TO REACH OUR OFFICE



# COMMUNICATION

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## Phone Call Policy

Although we accept unscheduled phone calls, we prefer that you text or email us to set up a time to call unless it is urgent. We are happy to answer your calls, but scheduling a time ensures that we are prepared for whatever you would like to discuss.

Your case manager is your first point of contact throughout your case. The attorneys are often out of the office at meetings, in court, or busy working on your case and may not be available for unscheduled phone calls. However, your case manager is very knowledgeable about your case and will be able to assist you with questions you may have.

Phone calls can be scheduled through your client portal, by text at 1-833-750-1650 or by emailing [info@acollinslaw.com](mailto:info@acollinslaw.com). We are best able to focus on the needs of your case when time is reserved and interruptions are minimized.

## Our Answering Service

If you call us when our office is closed or during peak call times, our answering service will answer. Our answering service takes a message and sends it to us. Please leave details about the nature of your call to the answering service so they may provide those details to us.

We will call you back when we have time to prepare for your call, which might involve looking at a case, research, and/or reviewing our calendar to have a ready answer. Our goal is to return calls within 24 business hours.

Our answering service cannot provide you with information about your case or legal advice. Most questions can be answered in writing, but if not, we will be sure to return your call within 24 hours.

TEXT 1-833-750-1650 OR CALL 205.588.1411 TO REACH OUR OFFICE



# CASE UPDATES

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Your case status will be updated in your client portal. For on-demand updates, please check the home page of the portal before requesting an update from our team.

Please note that your update may not fall on the same day each month, but it will typically take place every 30–45 days (or sooner).

The screenshot displays a client portal dashboard with the following components:

- Left Navigation Menu:** Case Dashboard, Client & Case Info, Calendar/Activities, Messages, Contacts, Documents, Spare Time.
- Case Dashboard Header:** Includes a calendar icon with '0' and 'Calendar activities', a message icon with '1' and 'Messages', and a document icon with '1' and 'Documents'.
- Main Content Area:**
  - A message: "Be sure to check these regularly and stay updated on the progress of your case."
  - Section: "All About Your Case" with a sub-section "Client & Case Info".
  - Section: "Who is Working On Your Case" with a sub-section "Your contacts at Collins Law, LLC".
  - Section: "Send Documents" with a sub-section "Securely Send Documents to Collins Law, LLC".
- YOUR CASE TIMELINE:** A vertical list of case stages: Opening Your Case, Gathering Documents, Treatment Phase, Ordering Medical Records, Drafting Demand, Demand Under Review, Offers Phase, Case Settled: Balance Verifications, Case Settled: Waiting for Return of Signed Release, Case Settled: Waiting to Disburse Settlement Check, Case Closed: Funds Disbursed, Preparing to Draft Lawsuit, and Lawsuit Filed.
- Quick Look:** Two calendar views for "March Case Activity" and "April Case Activity".
- Upcoming Calendar Activities:** A blue box stating "Currently there are no events scheduled for your case."
- Footer:** A blue button labeled "Securely Send Documents to Collins Law, LLC".



# WHAT TO EXPECT: TURNAROUND TIME

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## Access to the Attorneys

We are unavailable on weekends or holidays so our employees can spend time with their families. Generally, the attorneys work only during business hours. Please schedule an appointment with our office if you need to speak with an attorney. **For cases in litigation, we schedule meetings prior to mediations, hearings and depositions.** We cannot meet early in the case before we receive discovery. We need the information given in discovery process in order for us to be able to give you informed advice. **Whether or not your case proceeds to litigation, if you have not spoken with our office or received any correspondence from our office in 30 days or your portal has not been updated in 60 days, you may text, call, or message us in the portal for an update.**

## Leaving Messages:

Throughout your legal proceedings or experience, you will become frustrated and upset and want an immediate response to your concerns. You may call our office for information or confirmation of your concerns (please see our Telephone Policy included in this packet).

When you call our office, please leave a detailed message. If you do not leave a message, we will not know you called.

## Advice from Friends, Family and the Internet

Most of the research you do about your case online or the advice you get from friends or family will be incorrect or will not apply to your individual case, so you should not compare what is happening in your case to what you find online or what friends or family may tell you. As your legal team, we are the only reliable source of information regarding the process and status of your case.

## Court, Judicial or Administrative Proceedings

We cannot control the court's schedule, calendar or docket. Courts schedule cases as they are processed and in line with the thousands of other cases filed. We can tell you now, you will not be happy with the time it takes your case to get through the system. This process takes a lot of time (and patience).



# CLIENT RESPONSIBILITY

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**It is in your best interest to cooperate fully with us.** Please communicate with us regularly. You must provide all information that is relevant to your case. TELL US IF IN BANKRUPTCY AND CALL US BEFORE FILING BANKRUPTCY. Please do not make any decisions related to your case without discussing them with us first. For example, if your injuries are prohibiting you from working, CALL US before quitting your job.

Full cooperation also means responding to any of our phone call or requests.

The completion of your case may require you to go to court. If so, you will be required to answer both verbal and written questions (“discovery”) within the time set by the court rules (usually 30 days). But don’t worry, we will assist you along the way.

## **Skeletons in the Closet:**

We all have them. Tell your attorney now. She doesn’t want to hear it for the first time in court by the other side. Letting her know the potential weaknesses of your case in advance is the key to mitigating it or taking steps to blunt the effect. If she is hearing it for the first time along with the judge, there isn’t much she can do at that point.

## **Social Networking:**

Do not post anything on Facebook, TikTok, WhatsApp, Instagram, Snapchat, or any other social media platform that you wouldn’t show a judge in your case. We don’t need you to document your daily life while you are in the middle of a case, as it can give ammunition and evidence to the other side. If you have posted anything relating to the incident or your injuries, please tell your case manager immediately. We also strongly recommend ensuring that your profile is set to “private”.



# SENDING DOCUMENTS AND EVIDENCE

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## **1. Send Document and Evidence via Email or Text Message.**

We will be in regular communication with you about the information we need from you. We will almost always ask for this information to be provided by email or text.

## **2. Upload via Client Portal.**

We may also ask you to upload your documents and/or evidence through client portal.

## **3. Acceptable Formats.**

Documents must be in PDF format. Photographs may be in JPG format. Do not send us photographs of documents. There are free apps available to create PDFs. Audio files must be in MP3 format. Video files must be in MP4 format. Please adhere to these formatting guidelines unless instructed otherwise by your case manager or attorney. Please let your case manager know if you have any questions about formatting.



# SENDING DOCUMENTS AND EVIDENCE

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**For any case, we will need to gather documents. Here is a list of documents you can get a head start on:**

- A copy of your unexpired Driver's License or Non-Driver's Identification (front and back).
- If you were covered by any health insurance/Medicare/Medicaid at the time of or after the accident/injury, please provide us with a copy of the front and back of your insurance cards/Medicare/Medicaid cards so that we can obtain copies of all benefits payouts that have been paid for your medical treatment.
- If you have missed any time off from your employment as a result of your injuries, please provide us with the number of days missed, your rate of pay, and the total amount of lost wages you incurred. Please have your employer provide us with this information as we will need it to assert any applicable lost wages claim that you may be entitled to. We will also need the most recent pay stub prior to your accident/injury.
- If you have any photographs depicting the damage to your vehicle or of your injuries, please contact our office so we can have them for our file.
- A copy of the Property Damage Estimate or Total Loss Report provided to you by the body shop or insurance company.
- Please sign each of medical authorization forms. Please only sign in the highlighted areas and return in the enclosed envelope. Do not date or complete any other portions of the form. We only need your signature. These forms will be used to request your medical records and/or benefits payout records from your health insurance provider(s).



# THE VOICE YOU NEED THE ATTENTION YOU DESERVE

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# NEXT STEPS

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*Thank you!*

Make sure you get us your initial client forms so that we can get started on getting you the justice and compensation you deserve!



[info@acollinslaw.com](mailto:info@acollinslaw.com)

[www.acollinslaw.com](http://www.acollinslaw.com)

205.588.1411

