Injury Claims

A practical briefing, intake guide and calling script.

Personal injury intake helps a legal professional understand a reported injury and how it occurred. Premises incidents, workplace matters and other accidents follow different laws and procedures. Intake is a factual handoff, not a finding that another party is liable.

Incident category

Identify what happened: a fall, unsafe premises, another accident or a different issue. Workplace injuries may require a distinct workers' compensation review.

Impact & evidence

Capture timing, location, high-level harm and whether records or witnesses exist. The legal team decides which records are relevant.

Rights & deadlines

Jurisdiction, time limits, representation and releases affect review. Never use one generic deadline or encourage a person to wait while a lead is processed.

Costs and estimates

There is no insurance premium for an injury-claim inquiry. The receiving lawyer explains consultation fees, contingency arrangements, expenses and any written engagement. Possible compensation cannot be estimated from a short screening call.

Age and decision-making authority

An adult claimant or legally authorized representative should speak. A minor, estate or person needing assistance requires proper representation and professional review.

Intake & qualification

Potential fit for review

- A real event and harm suitable for the receiving team's review
- Truthful facts and authorized participation
- Location and timing can be checked by a legal professional

Stop, disqualify or refer

- Opt-out, invented facts or a request to coach testimony
- Existing counsel or a release that needs lawyer review first
- Requests for diagnosis, emergency care or a guaranteed recovery

Information to collect

- Incident date, state and category
- The person's factual description without leading answers
- High-level harm and treatment status
- Evidence availability, prior settlements and attorney status
- Permission for the specifically identified legal intake destination

Training material, not legal, medical, financial or insurance advice. The campaign owner must obtain current professional compliance approval before use, including calling permissions, suppression, state rules, licensing, disclosures and recipient identity. Never call after an opt-out. Never invent consent, source history, prices, health facts or eligibility. Do not collect payment credentials, Social Security or Medicare numbers in initial screening.

Frontier calling script

PERMITTED INQUIRY / FOLLOW-UP ONLY. Counsel must approve any solicitation and applicable state requirements.

01 Greetings & introduction

• Hello, I am [Agent first name] with Leads Cell, following up on your request for a injury claims review. Is now convenient? Use only for a genuine permitted inquiry; counsel must approve any solicitation campaign.

02 Reason for the call

• I can ask a few brief questions about your interest in injury claims and, if you wish, connect you with a legal intake professional. I cannot confirm eligibility, prices or outcomes.

03 Permission to continue

• Would you like to continue? You can decline or ask us not to contact you. Wait for an affirmative response; if declined, stop. This question does not cure an unlawful initial call.

04 Eligibility / needs questions

• What incident would you like a legal professional to review?

• When and in which state did it occur?

• What harm did you experience?

• Have you sought care or obtained any incident records?

• Are you already represented, or has this matter been resolved?

• May I connect you to the legal intake team for a case-specific review?

Transfer & verifier

05 Permission & disclosure before transfer

• With your permission, I can connect you now to [actual receiving person or organization], a legal intake professional, about injury claims. May I share the answers you just provided for that conversation? There is no obligation to purchase or engage a service. Wait for a clear response and record it through the approved process.

• Identify the real recipient before transfer. Use the approved campaign-specific disclosures, recording notice and applicable consent process. Do not claim that a spoken yes overrides a Do Not Call request.

06 Warm handoff

• To receiving team: I have [Prospect first name] in [state], interested in injury claims. With permission, here is the relevant summary: [accurate answers]. Are you available to take the conversation?

• To prospect: [Receiving person] is now on the line. They will explain their role and review the details directly. Thank you for your time. Do not tell the prospect to falsely say they initiated the call.

07 Verifier follow-through

• Thank you for staying on the line. I am [Verifier first name] with Leads Cell. You have been connected to discuss [confirmed topic]. Is that correct?

• Confirm the minimum facts, the actual receiving destination and permission. Do not repeat unnecessary sensitive questions or turn verification into pressure. Stop or return for clarification if answers differ.

If a direct transfer is approved instead of a warm transfer, identify the actual destination, obtain permission, explain any hold and confirm that the receiving team is available. Never instruct the prospect to misrepresent how the call began.

Rebuttals & references

Not interested

Understood. Thank you for your time. End the pitch; do not cycle through rebuttals after a refusal.

Do not call me

Understood. I will record your request not to receive further marketing calls from us. End the call and promptly update the suppression process.

I am busy

Of course. Would you prefer to end here, or choose a specific time for a permitted follow-up? Do not schedule without agreement.

How did you get my number?

State the actual documented source and permission accurately. If you cannot verify it, do not invent an explanation; stop and escalate the record.

I already have help or coverage

That may already meet your needs. There is no need to change it for this call. Would you like to end here? Do not interfere with existing legal representation.

What will this cost?

The receiving professional must explain the actual quote or fee agreement. I cannot promise a rate, saving, payout or approval.

I will not share personal details

That is fine. Do not provide account numbers, passwords or sensitive records on this screening call. You may verify the receiving professional and use their approved secure process.

Is this a government program?

Leads Cell is a private business, not a government agency. Explain the actual service without suggesting government endorsement.

Reference reading

Deadline review and state-specific rules

Calling safeguards