Mass Tort

A practical briefing, intake guide and calling script.

Mass tort matters can involve many individuals alleging harm associated with a common product or exposure, while each person's facts remain important. A campaign must name its approved matter and evidence criteria. A headline, diagnosis or product name alone does not establish a valid claim.

Product or exposure

Document the actual product, use, occupation or exposure and approximate dates. Do not suggest a product name for the person to repeat.

Individual harm

The alleged injury, diagnosis and timing need qualified review. Explain what records may be requested and use approved secure handling.

Case-specific review

Counsel determines whether evidence, jurisdiction, deadlines and existing representation permit further review. Combined proceedings are not a guarantee of identical outcomes.

Costs and estimates

There is no universal premium or settlement amount. The law firm explains its engagement, any contingency fee and responsibility for costs. Do not advertise a guaranteed payout, predetermined recovery or automatic qualification.

Age and decision-making authority

Use an adult claimant or authorized representative. Guardian, estate or other representative authority and matter-specific rules require counsel review.

Intake & qualification

Potential fit for review

- The prospect independently reports relevant exposure and harm
- The matter is open for review in the appropriate jurisdiction
- Counsel can evaluate evidence without coaching

Stop, disqualify or refer

- No exposure, fabricated history or no contact permission
- Already represented on the same matter until counsel clears the issue
- A request for diagnosis or a guaranteed claim value

Information to collect

- Approved matter and prospect's own account of the product or exposure
- Approximate use/exposure dates and location
- High-level injury or diagnosis and its timing
- Available records and existing representation
- Documented permission for a named legal intake team

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 mass tort 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 mass tort 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

• Which product or exposure did you want reviewed?

• When and where did the exposure occur?

• What injury or diagnosis prompted your inquiry?

• Do you have records that you could provide securely if requested?

• Are you already represented for this matter?

• May the legal team review these initial facts without any promise of acceptance?

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 mass tort. 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 mass tort. 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

Multidistrict litigation information

Calling safeguards