Motor Vehicle Accident Claims

A practical briefing, intake guide and calling script.

A motor vehicle accident intake records the facts needed for a legal professional to assess a potential claim. It is not an insurance sale, a legal opinion, or a promise of compensation. Injury, fault, evidence, deadlines and representation all require case-specific review.

Incident facts

Record the collision date, place, vehicles and the person's account of what occurred. Avoid deciding fault or coaching a different version of events.

Injury & documentation

Ask only relevant high-level questions about injuries and treatment. Police reports, photographs and records may later be requested securely by the receiving team.

Legal review

A lawyer reviews jurisdiction, deadlines, liability, damages, insurance and conflicts. Do not assume one state's filing deadline applies everywhere.

Costs and estimates

No insurance premium is involved in a claim intake. Consultation charges, contingency fees, case costs and settlement distributions depend on the lawyer's written engagement. Do not promise a dollar recovery or that every expense will be waived.

Age and decision-making authority

An adult claimant or legally authorized representative should participate. Claims involving minors need appropriate guardian and lawyer review, not automatic rejection or an invented age threshold.

Intake & qualification

Potential fit for review

- A real incident within the receiving team's geographic and case scope
- Voluntary, truthful account from an authorized person
- A legal professional can review timing and representation

Stop, disqualify or refer

- An opt-out, unsupported jurisdiction or fabricated incident
- Potential existing-representation conflict pending lawyer review
- Requests for medical or legal advice from the lead agent

Information to collect

- State, incident date and general collision facts
- High-level injury and treatment status, with voluntary disclosure
- Whether police or insurance reports exist
- Existing attorney representation or prior resolution
- Permission to share the minimum intake with the specifically identified legal 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 motor vehicle accident 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 motor vehicle accident 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

• Are you seeking a legal review of a vehicle accident?

• When and in which state did it happen?

• Were there injuries, and have you sought care?

• Is an attorney already representing you on this incident?

• Has the claim already been settled or released?

• May I connect you to a legal intake team to decide whether they can review it?

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 motor vehicle accident 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 motor vehicle accident 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

Why filing deadlines need review

Calling safeguards