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May 17, 2019

Dear Client,

I wanted to thank you for hiring us to help with your accident. We have been unable to reach you and I wanted to take a minute to provide you with some information.

In 1995 Allstate made a training manual for its claim adjustors. This document stressed the importance of convincing claimants to represent themselves and not retain an attorney. The training manual explained that with settlements under \$15,000 injured people who had a lawyer averaged \$7,450 in total settlement. Those who represented themselves to Allstate averaged only \$3,464.

Looking at just the numbers – Allstate says on a small claim the average settlement more than doubles (115%) the chance of a better settlement if you have a lawyer. The manual also stressed that claimants with attorneys generally recovered 2 to 3 times more than people who represented themselves. At least from Allstates perspective, they would rather you represent yourself.

The manual details this in the section under Unrepresented Segment Training Manual, pages 15 to 30. It is the 1995 version of the manual. This was available through litigation against Allstate which forced them to reveal their training manuals. I just thought you should know this.

Sincerely,

A handwritten signature in blue ink that reads 'Shane Smith'. The signature is written in a cursive, flowing style.

R. Shane Smith
Attorney at Law