Jennifer C.: When I'm working with a law firm or a specific attorney, I allow them to make the decisions about how they want me to work with their client. Some attorneys prefer that they settle the case, and they put me in touch with their client.

I meet with their client, and they don't want to really have much interaction because they trust me to work directly with their client and come up with a solution, and then, I get back with the attorney, and we figure out all the documents and memorialize the settlement.

John Overchuck: When I'm looking for a structural settlement company, I want someone because these clients, I've been dealing with them for years, and they become very close to us, almost family-like. And so, I really do not want to turn them over to a company that's not going to be warm and accommodating with them.

There should be no pressure, absolutely none, and it should be just listening to their wishes and do what they are asking you to do and guide them in the right direction. But really is you want someone with a soft approach, someone who is going to listen and do what the client's asking.

Jennifer C.: Many attorneys want me to come in early on in the case. Maybe they may even call me pre-suit to try to get some information, provide me with medical records, see if their client has a rated age.

They want me to work through the whole process with them. They want me to go to mediation with them, maybe even meet with their client prior to mediation. And I work alongside with them through the whole process.

Jeremy Markman: I can tell you there are times when we bring her in pretty early on when we know that there's going to be issues, and she's effective in being able to say, "This is what can be projected for the future."

She is also effective in helping our clients to trust our firm and trust the advice that we give them. So if we bring her on early on, we can more effectively and more efficiently resolve it once the case settles.

Jennifer C.: I don't have a specific requirement as to how the attorneys need to work with me. We accommodate the attorney on how they would prefer to work. So we have many attorneys that we work very closely with them and their litigation team, all the way through the case.

And then, we have other attorneys that call us after mediation and say, "Hey, guess what? We just settled a case, and we need you to meet with our client. Can you please call our client and meet with them in the next week and educate them and have them make some of these important decisions?"