Jennifer C.: My name's Jennifer Cantrell, with Cantrell Consulting and I work with personal injury and worker's comp attorneys handling structured settlements and special needs trust. Other types of trusts like settlement protection trusts, we do medicare set-asides and work with attorneys on deferring their fees as well, attorney fee structures. We like to think that we're a part of their team.

Andrew Knopf: Now that I've got my own law firm, what I realized is I really want somebody that is going to protect me and protect the client and kind of take ownership of the client's settlement. So that means meeting with them and attending hearings, and doing all those sorts of things. That's one of the things that we've seen with Jennifer as once we plugged her in, it's kind of plug and play, and she'll take all of that stuff off of my plate.

John Overchuck: It should be just listening to their wishes and do what they are asking you to do. Guide them in the right direction, but it really is, you want someone with a soft approach, someone who's going to listen and do what the client's asking.

Jennifer C.: The ultimate goal would be to meet your goals as a family, or as a person. What we want to do is sit down and talk about what is this that you need the settlement to do for you, and what is it that you want the settlement to do for you. Many times those are two different lists, and so we want to do a needs assessment and a wants assessment and figure out how we're going to meet all of those needs and take care of you for far into the future, or potentially for the rest of your life.

William Ruffler: [inaudible 00:01:48] I see as the greatest comfort in the world to know that somebody like Jennifer is there. Reliable, knows what she's doing, and offers the best service for your client. I mean, it just takes a load off me, so I can concentrate on what I need to concentrate on and Jennifer can do what she's great at.

Jeremy Markman: If these people are confident in what's going to happen in the future, they're confident and trust our firm in advising them what's best to do either in a settlement or trial, or judgment at the end. When we go to trial on a case, and we ultimately get a judgment for our clients, we have to make sure that they're confident that they know they're going to be taken care of in the future. And Jennifer's an effective part of that.

Andrew Knopf: Jenn has a certain way about her, where she can meet with a mom who's sustained a significant injury and is taking care of a child who has a catastrophic injury. And she can meet with them and put them at ease. But I think that it's not only what happens at the conclusion of or work, but also Jenn's made herself available to these people and our clients after everything is done to make sure that they are comfortable with the process, introducing them to a trustee and making sure a meeting happens so that the person feels comfortable with this corporate trustee. Those are things that we see. We don't get a lot of feedback from our clients, but what we see is them calling us and letting us know that they feel safe, secure, and taken care of, which is what is important to us.

Jennifer C.: They want us to consider the client's feelings. They want us to be compassionate, just like they are, and they want us to be genuinely concerned about their client's future.