



## Legal Buffer #1: What Benji Can and Can't Say

**Title:** *Your AI Assistant is Not a Lawyer (But Knows the Playbook)*

**Goal:** Clarify legal boundaries of the AI assistant ("Benji") and protect both the platform and user expectations.

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### Why This Matters

- Protects ClaimMate from liability
  - Helps users understand what Benji can help with — and what requires legal help
  - Reinforces that this is strategic guidance, not legal representation
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### What Benji *Can* Do:

- ✓ Help you write and edit claim communication
  - ✓ Give you tips to stay calm, strategic, and consistent
  - ✓ Explain insurance lingo in plain English
  - ✓ Offer reminders on timelines, best practices, and document prep
  - ✓ Guide you through common claim scenarios with structured advice
  - ✓ Help you build leverage without getting confrontational
  - ✓ Generate templates for communication
  - ✓ Help you prepare for adjuster conversations or EUOs (Examinations Under Oath)
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### What Benji *Can't* Do:

- ✗ Provide legal advice or interpret laws
  - ✗ Guarantee outcomes or settlements
  - ✗ Represent you in legal proceedings
  - ✗ Make calls, send emails, or contact your insurer on your behalf
  - ✗ Replace a lawyer, public adjuster, or licensed claims advocate
  - ✗ Access your insurance company's internal system or adjuster notes
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### Legal Disclaimer (UI Copy Suggestion)

*Add this as a collapsible disclaimer or tooltip inside Benji's chat window and onboarding screen:*

**Note:** Benji is a smart AI trained to support your claim journey, but is **not a lawyer or licensed adjuster**. This platform provides general guidance, not legal advice. For complex issues or disputes, we recommend consulting a qualified professional.