

Intake Specialist: Good afternoon, thank you for calling Finch Legal. My name is Sara—may I have your full name for our records?

Client: Hi Sara, it's Isabella Moreno, that's I-S-A-B-E-L-L-A M-O-R-E-N-O.

Intake Specialist: Thank you, Ms. Moreno. Can you confirm your date of birth for me?

Client: June 14th, 1990.

Intake Specialist: Thank you. I understand you were involved in a motor vehicle accident. Could you tell me when and where this occurred?

Client: Yes, it happened on November 21st around 5:42 PM. I was stopped at the intersection of 7th St and McDowell Road when a truck rear-ended my car.

Intake Specialist: I'm sorry to hear that. Were you able to get the other driver's information?

Client: Yes, his name is Pedro Lopez. The police officer gave me his insurance information - it's Guardian Auto, policy number GA-987654321.

Intake Specialist: Thank you. Did you seek medical attention after the accident?

Client: Yes, I went to Phoenix General Hospital's emergency room that night. They did X-rays and gave me some pain medication. I've been seeing Dr. Martinez at Costa Vista Chiropractic three times a week since then.

Intake Specialist: What injuries did you sustain in the accident?

Client: I have whiplash, back pain, and my right shoulder is bruised. The doctor at the hospital said I have a cervical and lumbar strain. I've also been having trouble sleeping and feel anxious when driving.

Intake Specialist: I understand this has been difficult. Are you currently working?

Client: Yes, I'm a dental hygienist at Bright Smile Dental Clinic. I had to take two weeks off work because of my injuries, and now I'm working reduced hours.

Intake Specialist: Thank you for sharing that information. Do you have any questions for me about the legal process?

Client: Yes, how long do these cases typically take?

Intake Specialist: Each case is unique, but typically personal injury cases can take 6-12 months to resolve, depending on the complexity and the insurance company's response. We'll keep you updated throughout the process.

Client: Thank you, that's helpful to know.

Intake Specialist: Is there anything else you'd like to discuss today?

Client: No, I think that covers everything for now.

Intake Specialist: Thank you for your time, Ms. Moreno. We'll be in touch soon with next steps. Please don't hesitate to call if you have any questions.

Client: Thank you, Sara. Have a good day.

Intake Specialist: You too, Ms. Moreno. Take care.