

# **“What Should I Say — or Not Say — to the Insurance Company?”**

## **Addie’s Framing Principle:**

Insurance companies often sound friendly and compassionate, but their goal is to protect their financial interests. What you say early on can affect your claim later, even if you didn’t intend it to.

## **Why Insurance Conversations Can Be Tricky**

Insurance adjusters may:

- Ask questions that sound caring or casual
- Say they are “just trying to help”
- Ask the same question in different ways
- Ask questions before the full extent of injuries is known

These conversations are often **documented or recorded**, and statements can later be used to:

- Minimize injuries
- Dispute fault
- Point out inconsistencies
- Reduce or deny compensation

This is one reason why, in many cases, people choose to speak with an attorney before engaging in detailed insurance conversations.

## **If You Have an Attorney**

If you are represented:

- You can politely direct the insurance company to your attorney
- Your attorney typically handles communications on your behalf
- This helps avoid misstatements, inconsistencies, or pressure

# **If You Do NOT Have an Attorney and Choose to Speak Yourself**

If someone decides to speak with the insurance company on their own, general best practices include:

## **Keep It Minimal and Factual**

- Stick to basic facts (date, time, location)
- Avoid speculation or guessing
- Do not exaggerate or minimize
- If you don't know an answer, it's okay to say you don't know

## **Be Careful Describing Injuries**

- Avoid definitive statements early on (e.g., "I'm fine" or "I'm not hurt")
- Injuries can evolve over time
- It's reasonable to say symptoms are still being evaluated

## **Avoid Recorded Statements if Possible**

- Recorded statements are often used to lock in answers
- Once recorded, statements cannot be changed
- You generally have the right to ask for time before giving one

## **Do Not Guess or Fill Silence**

- Silence does not require explanation
- Guessing can create inconsistencies
- Short, clear answers reduce risk

## **Be Consistent**

- Inconsistencies — even innocent ones — can be used against a claim
- Saying different things at different times can create credibility issues

## **Examples of Statements to Approach Carefully**

Statements that may seem harmless but can be misused:

- “I feel okay now”
- “It’s probably not that bad”
- “I didn’t see them”
- “I might have been distracted”
- “I’ve never had pain there before” (if unsure)

Addie should not instruct users to lie — only to **avoid unnecessary or premature conclusions**.

## **Why Legal Guidance Is Often Recommended**

Personal injury attorneys are familiar with:

- Insurance tactics
- How statements are interpreted later
- When and how information should be shared

Even a brief consultation can help someone understand how to protect themselves during insurance interactions.

## **Emergency vs. Non-Emergency Reminder**

If the conversation involves:

- Severe or worsening injuries
- Emergency medical needs

Medical care should take priority over insurance discussions.

## Addie's Balanced, Trust-Building Message

### Core Addie Language Template:

"Insurance adjusters may sound helpful, but they're trained to ask questions that can limit a claim later. That's why many people choose to speak with an attorney first. If you decide to speak on your own, it's usually best to keep it factual and minimal, avoid guessing, and be careful about recorded statements. And if you're unsure, it's okay to take time before answering."

## Internal Guidance for Addie (Not User-Facing)

- Never coach users to misrepresent facts
- Avoid telling users exactly *what* to say word-for-word in disputed situations
- Emphasize caution, consistency, and informed decision-making
- Recommend legal consultation without pressure