

# Six steps to a successful claim

## 1 Doctor

- Visit your doctor as soon as possible after the incident and remember to see your doctor and any other treatment providers regularly.

## 2 Records

Maintain accurate records, including:

- Details of the incident;
- Photographs of the incident location and of any injuries sustained;
- Witness details so that statements can be taken;
- Details of any time you take off work due to your injuries, including any annual leave, sick leave and unpaid leave taken, whether for a full day or part day;
- A diary of your symptoms, restrictions and how you feel each day;
- A detailed record of any care and assistance you receive from your family and friends. Also keep written details of any services you have paid for that you would not have ordinarily paid for before the incident; for example, lawn mowing services, cleaning services etc.; and
- Keep all receipts for out-of-pocket expenses you have incurred since the incident, including any medical and treatment expenses, medical aids or equipment you have purchased, pharmaceutical expenses, travel expenses, etc.

## 3 Doctor's Orders

- Strictly adhere to all instructions from medical and treatment providers.

## 4 Advice

- Obtain specialist legal advice.

## 5 Disclosure

- Provide full and accurate particulars of the incident. Don't exaggerate your injuries and restrictions. It is important to be honest when describing your injuries and the impact they have had on your lifestyle. While it is important to not underplay your injuries and ongoing restrictions, it is also very important not to exaggerate them either.

## 6 Patience

- Be patient with the process.

Quinn & Scattini Lawyers' "**no win no fee**" approach means your legal fees and out-of-pocket expenses, such as expert reports, are not payable until the end of your **successful claim**.



Still need more answers?

Call 1800 WIN WIN for a free consultation now!