

# MAKING GOOD THINGS HAPPEN

REAL LIFE, REAL REASONS

Tales of inspiration from the front lines of  
the LAW OFFICES OF JAMES SCOTT FARRIN





**I welcome the opportunity in this note to tell you a little about our firm, my ongoing pride in our team of talented, truly devoted attorneys and staff members, and why I have made the choices I have over the years to help shape the firm into what it has become.**

Today, the Law Offices of James Scott Farrin reflect what I have learned about what clients need. It's really that simple. I believe clients need trust, empathy, knowledge, compassion and passion. They need an effective voice, an experienced, tireless advocate, a firm that fights day in and day out for justice. Injured victims or those seeking other benefits need to have faith that their attorney cares about them, their families, and their lives.

I don't see any point in doing this without this kind of authenticity. And when this authenticity is paired with our powerful legal ability, you have a firm that is capable of leading our clients from a time of need, and often despair, to a much better place, where justice is achieved.

Our clients include people involved in car crashes, with a wide range of injuries, clients seeking and deserving workers' compensation to improve their quality of life, clients who need and have earned Social Security Disability benefits to make ends meet, clients who face having their homes or businesses taken by the government to make way for a new highway, clients whose family member has been injured or died due to a defective medical product.

Clients like so many of you...who were hurt and needed help. Our firm now more than 150 people strong, answers the call.

When I was in law school, I often thought about which direction I would go. I wanted to do work where I knew, for a fact, that my work would make a difference for my clients. Whoever the person, rich

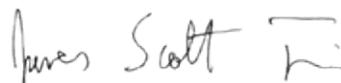
or poor, regardless of race or gender, if I took their case, I wanted it to count for something in their life.

I want this firm to reflect this spirit and practice law that is honorable, humbling and at times, historic. We have been blessed to be able to do all three. We go home at night knowing we've done important work.

I am energized every day by the stories of how we made good things happen. And that's just what this booklet, Making Good Things Happen, has in it. It is a collection of short, anecdotal tales from firm employees that tell you who we are and how we carry out our business. The stories reveal how far we will go on your behalf, why we embrace the challenge, and how it feels to bring success to your door. I can tell you: it feels fantastic and we don't forget it.

The stories are most definitely real. They'll open your eyes, help you see what you may face, and how we have sought to make a difference for thousands of clients. 30,000 and counting.

If you need us, call us or please recommend us to a family member, friend or co-worker. Thank you for reading my thoughts here. Now, I hope you'll read the rest of Making Good Things Happen.

  
James S. Farrin



## TABLE OF CONTENTS

### CHAPTER 1

Our Employees Are True Professionals... And Even Better People

### CHAPTER 2

We Give Clients Good Reason To Believe... Good Things Can Happen

### CHAPTER 3

We Build Trust From Day One... And Never Waiver

### CHAPTER 4

We Push For Justice Because Justice... Is What Our Clients Deserve

### CHAPTER 5

We Remember Our Clients For Years To Come

The personally recollected stories we present here come from dozens of our employees. They involve real clients with real cases.



We believe they help illuminate why we do this work, why we care about good results for our clients, and how much it means for the Law Offices of James Scott Farrin to make a difference for those who need us as they seek justice.

**DISCLAIMER:**

\*Cases or matters referenced do not represent the law firm's entire record. Each case is unique and must be evaluated on its own merits. The outcome of a particular case cannot be predicated upon a lawyer's or a law firm's past results. These are specific examples of experiences we have had with some insurance companies, adjusters, employers, clients or others. These stories do not necessarily represent any industry or employer as a whole. These descriptions of events are based upon the recollections of individual staff members. Client identities have been removed or changed to protect their privacy. Images used do not represent actual events or real people.

\*\*In re Black Farmers Discrimination Litigation, the Law Offices of James Scott Farrin was the leading part of a team of law firms that ultimately recovered \$1.25 billion for African-American farmers from the United States government for discrimination.

A photograph of a Black man in a dark suit, white shirt, and dark tie, standing with his arms crossed and a slight smile. The background is a blurred office setting. A large, semi-transparent gold number '1' is on the left side of the image.

# CHAPTER 1

## Our Employees Are True Professionals... And Even Better People

### GRIEF CAN LAST A LIFETIME

**Stories can be complicated, but we do what it takes to figure them out.**

When we work with our clients, we make a commitment to support them in any way we can. I had a client whose daughter was killed in a car accident.

The difficult part for me in this case was talking to the father whose daughter had just died.

Every time we talked on the phone, he would cry, and then I would cry with him. It was very hard. He called me one day because he was at a government office trying to sign some paperwork regarding his daughter's death. The official told him he could not do it for various reasons.

I told him to hand the phone to the official, and I asked why they wouldn't let him complete the paperwork. He said, "We don't work that way..."

We helped get it taken care of, you bet.

I called him later on in the case to check on him, and he started crying again. It would have been his daughter's birthday.

He was so grateful for all of the help we gave him.

My client still keeps in touch with me. He has called me just to see how I was doing and to tell me how he is doing.

*I always want to hear from him.*

### LASTING IMPACT

**Winning is indeed not everything.**

Helping our clients is not just about winning their case. It's also about being merciful and kind during an unpleasant time of their lives. I had a client who was facing difficulties with his case and was going through a hard time as the consequence of his injuries from an accident.

I and others here spent a lot of time "counseling" him on the phone. He tried to take his own life, and it took a lot of people to help him get through that. We did all we could to make sure he was getting the care he needed.

We had people counseling us on how to counsel him. He's doing really well now, and his story has made an impression on me of someone we've been able to help the most.

*So, there's no need to wonder why I come to work every day.*



“It feels good to know that for so many of our clients, we’re able to help them in more ways than just the obvious.”

### BAD NEWS DOESN'T HAVE TO BE THE LAST NEWS

**We see so many problems; we find as many solutions as we can.**

There are a lot of good things we do for clients, but one of my favorite stories is actually one about a public servant.

Our client was a public servant who got hurt on the job. Since she was not able to work — and workers’ comp was not paying her anything yet, she was worried about losing their home. Her life was crumbling. It was so stressful. The future looked about as bleak as it could look. Yet, she’d been injured serving the community. Honestly, it doesn’t have to be this hard. It shouldn’t be.

Our firm got involved. We took such great care of her. First, we got her checks reinstated\*, so she started receiving an income.

Eventually, we settled the case for tens of thousands of dollars\*. Everything started straightening out. It was awesome to see the firm do a wonderful job for someone like that. The client is such a great person and deserved the excellent job that our workers’ comp department did for her.

*When it works, we’re happy, too.*

### REACHING OUT

**If you can’t come to us, we’ll come to you.**

One of our lawyers and I will often drive to our clients’ houses if they have very bad injuries. In one case, our client suffered catastrophic injuries. Every time she called us with an issue, Barry and I would get in the car and go see her. That’s what the case demanded, and the client needed.

Admittedly, every time we went to see her, we had delicious food made by her family, but regardless she was so grateful that we visited her to resolve her problems. When she needed transportation to some health appointments or other case-related matters, we were able to help with that too. If it is transportation they need, we will find someone to take them where they need to go.

*There is no checklist of things to do — or not do. We try to do what needs to be done.*

### FROM AFAR

**This firm provides calm in the face of a lot of fear.**

There was a client who hurt herself at work. At the time, she was working two jobs and sending as much money as possible to her family. Someone told her to call James Scott Farrin.

We assured our client that if there was help to be had, we’d do our best to find it for her. It took about six months to settle her case — and it was a terribly difficult time for her. In the end, she was awarded money for the accident at work\*. She deserved it. The client immediately sent the funds to her family.

It’s great to know we were able to get this money together for her and help her send it to her family. She was here in America to provide, as best she could. And that’s what she was able to do, even after the accident at work.

*Our firm has several bilingual employees. Clients can speak their first language, and know we will do our best not to miss a detail of what’s important. Anything in a case can prove to be important.*

### THE FIGHT IS WORTH IT

**Sometimes it goes to court; we will fight there, too.**

I prefer to meet my clients face-to-face because it helps for them to see we’re people, too.

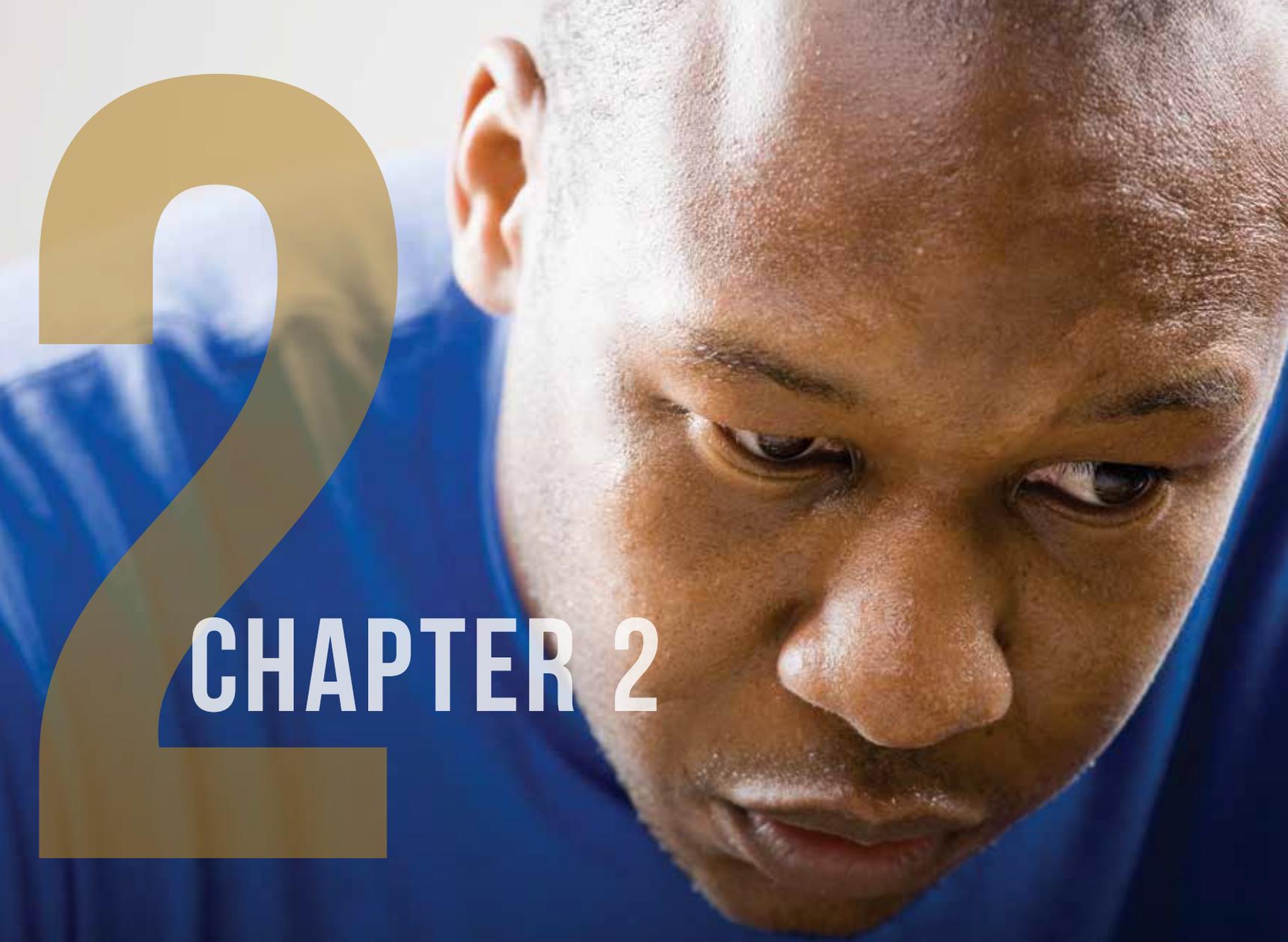
I had one client who was denied Social Security, and I was shocked because her injuries were so severe. I am still shocked, because we were in litigation for two years, and to that point had not received a decision. But it’s not over ‘til it’s over. We kept fighting.

I remember another client called me, so upset because he was fired after being injured and the insurance company didn’t care. He was so worried about what was going to happen.

The good news is that after we took his case, he was approved fairly quickly\*. When he called to tell me, I could hear this incredible relief in his voice. His life was going to be okay.

*It feels good to know that for so many of our clients, we’re able to help them in more ways than just the obvious.*





# CHAPTER 2

## We Give Clients Good Reason To Believe... Good Things Can Happen

### EFFORT IS AS IMPORTANT AS EXCELLENCE

**If at first you don't succeed...well, it's true.**

Sometimes in our work, there are cases that would be easy to walk away from, so it makes it even more rewarding when we're able to take on those cases and win\*.

I remember one client who seemingly had the odds stacked against him. He was involved in a minor rear-end collision shortly after he'd had surgery.

I told him that his case had a lot of issues, but that I wasn't going to withdraw from the case. I wanted to try and get him something.

I wrote a letter to the adjuster explaining how my client had been progressing through physical therapy before the accident and how he'd taken so many steps back afterwards.

It went on. During the course of the case there was a real possibility he could lose his home.

Fortunately, we received over a \$75,000\* tender on his case. When I called to tell him, he was so relieved. I could only hope the money would help him save his home and take care of himself.

It's important for those of us at the firm to know we go above and beyond even on cases we don't think we can win.

*It takes all of us doing it, and in this case, it paid off.*

### ROCK BOTTOM NO MORE

**She had very little, but she had hope.**

I had a case involving a woman who was very poor and out of work. She had been run off the road, was injured pretty badly in the accident and didn't have insurance. We were able to get the full amount of the driver's policy coverage\*.

When we got ready to disburse the funds on her case, we couldn't find her for a few weeks. Finally we located her, and when we finally met, she was so happy to see me she hugged me.

A few weeks later, she called to tell me how much better she was doing. She was even looking for a job. We gave her a chance for her life to be changed and that's all anyone is guaranteed in life: a chance.

*I'm proud we gave her a chance.*

With experience, you just know when you need to act, even if it's not about the facts of the case at hand. It's the same thing you'd want someone to do for you if things started falling apart, and nothing you did could fix it.

### FALLING ON TOUGH TIMES

#### Clients are human beings, first and foremost

A woman signed with us as a Social Security client. She had just been diagnosed with cancer and had to quit her job while undergoing treatment. She filed her own claim initially, and it was denied. We took her case.

One of my co-workers working with the client, learned she didn't have money for food. My co-worker couldn't allow her to go hungry and was kind enough to take her food.

Despite her great difficulties, the client was so wonderful to work with — she always had a positive attitude. In the end, the firm received a fully favorable decision\* on her case.

*Then, it was our turn to be grateful we had met her.*

### DISTANCE OVERCOME

#### Tragedy struck. It was a test. They all are.

We had a client who was struck by a tractor trailer. She suffered severe injuries, one of which was permanent.

When she recovered enough to leave the physical rehabilitation center, but she couldn't live on her own, she needed someone to care for her. She wasn't from North Carolina, so she had to move in with her family out of state.

We proceeded with the case from her home outside of North Carolina. We did her deposition via video conferencing, and we found doctors who she could see where she now lived.

We were able to get her a good settlement\* that should help her well into the future.

*Her life changed once for the worse. We wanted to help make it better, no matter where she was.*

### LOOKS CAN DEFINITELY BE DECEIVING

#### We see people from every walk of life, at some of the most challenging times of their life. Easy doesn't matter. Results matter. Justice matters.

I had a settlement check for a client, who came in the office with a stern look on her face. We went through the paperwork, I gave her the check, we shook hands, and she left. Done. Not a lot of sentiment, but that was okay.

I was about to leave the office when I looked out the window and saw the same client in the parking lot. I watched her open the envelope, look at her check and then start skipping to her car. It was the funniest reaction I'd seen to a disbursement check. It was fun, too.

I stood in the office laughing for a little bit. It made me feel good to know we made her happy.

*People surprise me every day. Mostly, in good ways.*

### TRYING NOT TO DELAY JUSTICE

#### If you know the system, you know what's possible...and what's right.

We had a workers' comp client come through the door, and I saw what speed can really be about. If we can handle a case fast and effectively, that's what we try to do. This individual came to us just under a year after her incident at work. She'd been pushing her claim on her own, but it was going nowhere.

We got involved and were able to settle the case in about four months. For over \$125,000\*.

*Cases don't just sit on our desks. We move as fast as we can move. We want happy clients...and clean desks.*

### PRINCIPLES RULE

#### We put compassion over case numbers. The firm began that way, and as we've grown, that hasn't changed.

We had a client who was out of work and getting TTD (Temporary Total Disability Benefits), but she had lost her car and her home was nearly in foreclosure. She was trying to refinance it, but needed help. It was time for someone else to do something. She wasn't doing well, and her efforts weren't going to work.

The firm worked directly with the mortgage company, and the client was able to keep her home. One crisis averted.

With her settlement money, the client bought a new car to replace the one she lost. Then, her health had to be addressed. While we were working on her case she was referred to get a medical evaluation, but her insurance company denied the claim. It was obvious to us she needed the evaluation.

The firm decided to set up an appointment for her to visit a doctor, and we got that treatment plan accepted\*. Things began to turn around.

*With experience, you just know when you need to act, even if it's not about the facts of the case at hand. It's the same thing you'd want someone to do for you if things started falling apart, and nothing you did could fix it.*

### A DREAM COMES TRUE

#### Sometimes starting over is but one step away.

Ironically, I started talking with a random person who I met on the street and we started talking about what we each did for a living. I told her that I worked for James Scott Farrin and she told me she was a client of ours. She said she had been in a car accident and that she used her settlement proceeds to make her dream—opening a small business—a reality.

*That's why I come to work every day.*



# CHAPTER 3

## We Build Trust From Day One... And Never Waiver

### APPRECIATION COMES IN ALL KINDS OF PACKAGES

**If you can ease the stress, you've done a lot.**

I went to disburse a check to clients of ours who were involved in an accident. The wife had a fractured bone, and they had no health insurance. Their emergency room bills alone were over tens of thousands of dollars and I ended up getting the hospital to take less\*.

Our clients were ecstatic when I drove out to take them their check.

They were very happy to get some money and get everything paid\*. In situations like that, they don't always get a windfall, but you feel really good about yourself because you did something for them that they probably couldn't have done for themselves.

*Happy clients make it all worth it.*

### WE SEEK GOOD ENDINGS

**And every case is important.**

Sometimes as an investigator we take clients their disbursement checks, I remember one of those times clearly.

I went to this particular client's house to deliver a large check. After we signed the paperwork, and I handed her a check for thousands of dollars\*, she broke down crying because of the difference this was going to make in her life.

*Tears of joy. Or tears of pain. We're with you through it all.*

### FEELINGS RUN DEEP

**We have seen so much. We usually know what to do when feelings start to overpower a client.**

I had a client who had two family members killed in two accidents.

He was also known for making a decision and then changing his mind. His emotions were deep, and always on the edge.

A particular lawyer was working with me on the case, and she has such a great ability to meet our client's emotional needs, especially for those who come to us with baggage after life has knocked them around. She was very kind to him.

After the case was settled, he sent us a card to thank us for helping him and being patient during a difficult time. It made it all worth it...to know we made a difference in his life.

*If we can ease a little pain, and sometimes a lot, we're doing our job.*

## PATIENCE IS INDEED A VIRTUE

**Wrongs need to be righted whenever they can be. It can take years.**

I worked on the African-American farmers' case with a team of attorneys here. Thousands of farmers had been discriminated against in loan applications by the federal government — for decades.

We spent an extraordinary amount of time traveling and interviewing hundred of farmers, but sometimes we would do phone conferences with them to complete their claim forms. That in itself was a fairly quick process, but I remember I was on the phone with one woman for a very long time walking her through the form.

At the end, she apologized for taking so long and thanked me for being patient. She told me she had been suffering from some significant health issues. She was so appreciative and thankful that I took the time to help her without getting irritated when it took longer than it should have.

It made me realize you never know to whom you're talking to on the phone and that your patience can have an impact on someone.

*The firm helped settle this case for \$1.25 billion\*\* after years of fighting for what we and the farmers believed in. But impact for clients, or for us, does not always come in money alone.*

## OPEN TO WHAT WE HEAR

**We know how important listening is.**

Our clients often undergo difficult situations while their case is being resolved. I remember I was at a disbursement for a client who nonchalantly mentioned he was suffering through a terrible disease. I told him how sorry I was and that hopefully the settlement money he was getting that day would help him a little bit.

He told me he was so thankful for the firm's support.

He said he had no money to pay his bills — when I told him we had a department that handled Social Security Disability benefits, he actually

had no idea it existed. He ended up calling back and we began to help him with his Social Security claim.

*It all happened almost by chance. It's the kind of "chance" that happens a lot around here.*

## CLIENTS GIVE BACK

**They don't know how important they can make us feel, but we do.**

In the workers' comp department, we handled a case for a client who fell and was paralyzed from the waist down. When we settled her case, she was very overwhelmed by how we took care of her. She told us she considered us family.

We often hear clients feel as though they are part of the James Scott Farrin family. As an employee, I am proud to represent that. I find a lot of satisfaction in boasting about my work and the difference we make in people's lives.

*Helping to mend lives — that's a great way to characterize what we do here at the firm.*

“Tears of joy. Or tears of pain.  
We're with you through it all.”



## JUST A HELPING HAND MAY BE ENOUGH

**There is little easy about dealing with an insurance company. That's why people need us.**

A client of ours suffered from a health condition and ended up getting hurt on the job. She wasn't at the job very long before she got hurt and had no idea who to contact or what to do.

Because she'd been out of work for a couple weeks, she wasn't able to get her medications. She was finally able to give us a phone number, and we got a company name and the names of the insurance companies. She did qualify for coverage. The insurance companies spent a lot of time arguing with and blaming each other, but we finally got the client's benefits accepted and her TTD (Temporary Total Disability Benefits) started\*.

Then her case was settled for a lump sum\*, and she was able to get back on her medications. She ended up with a good result. Life has dealt her some immense difficulties, but we are so glad we helped her stabilize and get what she deserved.

*Indeed, some clients are about to give up when we first hear from them. We say...don't.*

## A SMILE SAID IT ALL

**Emotions of all kinds are on display every day.**

A few months after we signed a client for an accident case, I signed her up with the firm to help with her Social Security Disability benefits. Her living conditions were very poor. She met me at a local restaurant.

After she signed all the paperwork and left, I went to the counter to get a sandwich. The man said, "I don't know what you told that woman, but she comes in here every single day and we've never seen her smile."

It made me feel so good to know she left the restaurant grinning ear-to-ear because she knew we were going to help her.

*We try to give people a voice some have never had.*



# CHAPTER 4

## We Push For Justice Because Justice... Is What Our Clients Deserve

### WHAT A HOMEOWNER SHOULD EXPECT

**Eminent domain, where the state can force residents and businesses to move when they are in the way of a road project, is a growing practice area at our firm. Our attorneys, with years of prior experience at the DOT, try to give clients the best shot to get the price their property is truly worth.**

The couple had been in their home for decades. Raised a family. It was a place with memories in every nook and cranny...a place they expected to always be.

Then, the state said no. A new project meant their house was going to have to go. There was an offer made. The couple didn't know what to do. The offer seemed way too low. It wouldn't be enough for them to buy a new house and still have no debt. The couple had spent their lives to be in solid financial shape.

The DOT's offer could also never replace their memories. They got in touch with our firm.

Our attorneys negotiated for a higher price\* from the state. We know the system. We know what a fair price is. The couple was able to find a house they wanted - and no debt.

*Decades in a perfectly nice home should matter. It mattered to this couple, and it mattered to us.*

### THE FIGHT FOR THE LIGHT (AT THE END OF THE TUNNEL)

**Taking on a client means believing in a client.**

A young boy came to us for help after hurting his neck and back in an accident. His doctors could not diagnose his pain, but to collect from an insurance company, you have to have a diagnosis.

His life was completely changed by the accident. He told us he couldn't do many of the things he loved after the accident. All he wanted was his medical bills paid for.

The odds were stacked against him in this case, and we told the boy that when we first met with him. Even though it seemed as if the negatives outweighed the positives, we agreed to help him. Something was wrong with his body; we knew that.

We ended up winning a good settlement\* for him. It was such a good feeling to know we helped him even though his case was very bleak.

*A hard case doesn't scare us off.*



Sometimes the real justice comes about in the fairness... and clearing someone's name.

### INVESTIGATE, INVESTIGATE, INVESTIGATE

**The facts too often may not have much chance of being found. Until clients get help.**

We helped a family whose child was hit by a car and killed. The insurance company denied the claim, saying the child had been in the roadway. Case over, right? Wrong.

We felt there was more to the story. We hired a reconstructionist to figure out exactly where the child was when they were hit. We proved the child was on the side of the road, and that the driver was at fault.

The insurance company paid the policy limits\*. The family was very grateful. For them, like so many families, it wasn't about the money; it was about the truth.

*Sometimes the real justice comes about in the fairness...and clearing someone's name.*

### STORIES FROM THE HISTORIC BLACK FARMERS' CASE

**History should never be forgotten.**

In the so-called "Pigford II" case, there were more than 30,000 claimants, and one in particular stands out to me. He was an elderly gentleman.

His grandfather had bought some farmland and it had been in the family for generations.

Years later, the family continued to try to farm it but when they needed help, were turned down twice for federal loans. This, while a neighboring white farmer got a loan.

The client ended up losing the family farm that his grandfather had bought. He was so angry; and it was heartbreaking. No matter how much he got in the settlement, it will never make up for what he lost.

*What makes our clients angry - makes us angry. And that's why we do what we do.*

### AND ANOTHER...

**Not every client wants to become part of our firm family, but when they do - we're excited to welcome them in.**

We had a client in the Pigford II case who called us all the time just to see how we were doing. He was just a very sweet gentleman. For Christmas one year, he sent us some candy, so, for his birthday, we at the firm all signed a card and sent it to him. He called us in tears to thank us.

*We still remember the candy!*

### DENIALS OVERCOME

**We don't like it when insurance companies say no.**

In the litigation department, we had a client - a girl - who was bitten by a large dog and had to have surgery. There were in fact multiple surgeries. Her insurance denied her. Homeowner claims can be very difficult, but there was every good reason to honor her claim. She was permanently scarred.

The firm got involved. It was a long struggle, but we had a favorable outcome in the case. It settled for nearly \$200,000. This client needed it and deserved it\*.

*If we could erase the scars, we would. In the meantime, we'll help you fight for the funds necessary to help.*

### KNOWING THE LAW

**Once denied does not mean always denied.**

We helped a woman who was waiting for a decision from Social Security. She had been denied on both the initial and reconsideration levels. The woman had also lost her husband, and she asked the Social Security office about survivors' benefits. They told her about the minimal benefits survivors are entitled to when their spouse dies.

We learned, though, that they did not tell her about Disabled Widow's Benefits, which are based on their spouse's earnings.

I was able to tell her about those and help her apply for them. When she went to the hearing, she was approved for all three benefits - her disability, SSI and her Disabled Widow's Benefits\*.

*Words can't describe how relieved she was. This...is why I work here.*

### EVERY FACT MATTERS

**Clients themselves can lose track of what life used to be like.**

I had a client who came to us because of a chronic condition, but after talking to him and his wife, it became apparent he also had failing vision. We listed it on his Social Security Disability application, and that's what approved him for benefits.

He called me afterward and said he appreciated what we did for him. He told me he was scheduled for surgery and couldn't thank us enough.

*"That's what we are here for," I said.*



# 5

## CHAPTER 5

### We Remember Our Clients For Years To Come

#### ALMOST UNABLE TO MOVE

##### Risks. We will take the risks when it matters

We had a client who was partially paralyzed after a car accident. There were details in the case that could have easily pointed to contributory negligence. But we kept the case. I brought suit against some other companies that we felt created dangerous road conditions and therefore were the catalyst for the accident. We ended up negotiating a 7-figure settlement\* for the client. The settlement money provided relief for the client and his family. I think it's fabulous that James Scott Farrin takes on fights like these for clients who may have been turned away at other places.

*Put simply, we are truly making a difference in their lives.*

#### WE DON'T FORGET, AND NEITHER DO THEY

##### More than a shoulder to lean on

I had a client who was involved in a motor vehicle accident. A little while after the accident, she lost her job and her home - it doesn't get much worse. One nightmare after the other...all stemming from a car crash. We connected her to some resources that helped her find shelter and some temporary work. Eventually she was able to find permanent work. She showed up at the office several months after we finished her case to bring me a card. I didn't think she'd remember us, but she said she wanted to thank me for our help. It was so sweet of her to remember and to express her thanks. It brought tears to my eyes. *These kinds of things happen time and time again. If you want to help, there are always people out there who need it.*

## NO LONGER ALONE

**We try every minute of every day not to overlook anyone who might need us**

I was working out of state with a group of attorneys and at the end of one of our work days we noticed an older lady was still sitting outside waiting to be seen. When we asked her who she was, we realized she didn't have her hearing aids and that she hadn't heard her name called. I said I would help her.

As we were going through the claim process, I started a conversation with her. She seemed sad to me. I found out a family member had died recently and the upcoming Christmas would be her first without them. We continued to talk and by the time we were done, I felt like she thought I was her son in some ways. It was special.

Her countenance seemed so much lighter when she left, and I think she just needed someone to talk to. Of course, she came for help with her claim, but I felt very happy I was able to lift her spirits. There are people who are ignored and are not given an opportunity for their stories to be heard.

*To be able to provide a bit of encouragement to her was enriching for me.*

“It was so hard working with her because she had no hope and just wanted to give up...”

## BABIES CAN BE CLIENTS, TOO

**We look at a client's life...in the long-term.**

We had a client who was just a baby and suffered a broken bone while she was at daycare. We settled the case for tens of thousands of dollars\*, and her parents put some of it away for her college education. By the time she's ready for college, she'll have a nice head start.

The clients' parents were well-educated people who called us with many questions. I spent a lot of time with them through the process. At the end of the hearing, they were very thankful. I will always remember them.

*What better honor could we receive then to help a child?*

## A VETERAN'S OTHER FIGHT

**Everybody has a story. Everybody needs someone to listen.**

Our client is a disabled veteran who was denied Social Security Disability benefits. She had served her country, yet she was left not knowing what to do. Eventually, she got in touch with our firm.

Because she had no income, she lost everything - her savings and her home. She couldn't help take care of her family anymore. That was breaking her heart.

Her case went on and on. She was discouraged with the progress she was making on the case, and she wanted to give up, but one of our employees working with her persuaded her to stay with us.

He felt she had a decent case, and he thought he could get her the benefits she needed and deserved. He was right.

Our client got a favorable decision, and we won her case\*. I remember how appreciative she was to all of us that we helped her.

*We remember all she's done for his country. Now, her country is giving back to her.*



## HOPE RESTORED

**Some people who call us are ready to give up.**

I work on Social Security Disability cases. Often, I have close contact with people who have nothing...who are desperate to see some light at the end of the tunnel.

I remember one client in particular. She was devastated because she had been denied twice, despite appeals. She had worked her whole life and because of an accident, she now had physical disabilities that prohibited her from working. She lost her vehicle and was in danger of losing her home.

It was so hard working with her because she had no hope and just wanted to give up.

Finally, a judge approved her case. I couldn't wait to tell the client, so I called and told her that she would receive her benefits, plus back pay\*. She started weeping, this grown woman who'd been through so much.

*Clients need to know someone is on their side, at last.*

# Injured? Get a Strong, Helping Hand!

**Injuries have a terrible way of affecting everything important in your life: your health, your job, your finances and your family. You shouldn't also have to worry about whether or not you're being treated fairly by the insurance company.**

**That's why our firm was founded in 1997: to try to make sure injured people aren't bullied or taken advantage of.**

**Since then we've recovered over \$750 million in gross for over 30,000 clients, not including the \$1.25 billion we helped recover against the U.S. government for 18,400 claimants in a historic class action case.**

**We've done this because we have lots of quality professionals. Over 35 attorneys. Over 100 staff. 7 attorneys board certified in North Carolina in their fields.**

If you've been injured, please give us a call 24/7 at 1-866-900-7078 or visit us at [www.farrin.com](http://www.farrin.com).

## **DISCLAIMER:**

\*Cases or matters referenced do not represent the law firm's entire record. Each case is unique and must be evaluated on its own merits. The outcome of a particular case cannot be predicated upon a lawyer's or a law firm's past results. These are specific examples of experiences we have had with some insurance companies, adjusters, employers, clients or others. These stories do not necessarily represent any industry or employer as a whole. These descriptions of events are based upon the recollections of individual staff members. Client identities have been removed or changed to protect their privacy. Images used do not represent actual events or real people.

\*\*In re Black Farmers Discrimination Litigation, the Law Offices of James Scott Farrin was the leading part of a team of law firms that ultimately recovered \$1.25 billion for African-American farmers from the United States government for discrimination.

LAW OFFICES OF

**JAMES SCOTT FARRIN**

**LAW OFFICES OF JAMES SCOTT FARRIN**

1.866.900.7078  
www.farrin.com  
280 S. Mangum St.  
Suite 400  
Durham, NC 27701

Car Accidents | Commercial Truck Accidents | Workers' Compensation |  
Social Security Disability | Personal Injury | Eminent Domain | Whistleblower |  
Civil Rights | Products Liability