



WHY I'M GRATEFUL FOR FAMILY — AT WORK AND HOME

Hi everyone. On Sept. 26, we celebrate the people who make our lives meaningful — family. I'm lucky enough to have two: my personal family and my Friedman & Simon family. I couldn't be more grateful for their important contributions to my quality of life. In honor of U.S. National Family Day, here's just a little bit about them ... [CONTINUE READING](#)



OTHER DRIVER IS 1% AT FAULT! NOW WHAT?

This past month, we won a settlement for our client in the amount of \$815K. The case involved the legal principle of comparative negligence.

Our client was a passenger in a vehicle attempting to go around a double-parked car, which then moved and sideswiped the car in which our client was in. The driver of the double-parked car claimed the other vehicle sideswiped his vehicle ... [CONTINUE READING](#)



3 TIPS TO IMPROVE CUSTOMER SERVICE

It would be hard to find a company claiming not to care about customer service. But actions speak louder than words, and many business horror stories involve poor customer service experiences. So, how do you improve your company's customer service to increase your retention rate ... [CONTINUE READING](#)