



## Not All Law Firms Are Created Equal

“When I retained Kitrick, Lewis & Harris, I felt like a weight had been lifted from my shoulders. Mark Kitrick became my shield, my protection against all the bad things that were going on around me...I had no business navigating the legal process on my own. Working with Mark was the best decision I ever made. He is awe-inspiring, because he is just so good at what he does.

...If you're going through a personal injury accident, hire the right attorney—one from Kitrick, Lewis & Harris—and then pay attention to what he says. From the outset, he will be ready to go to war for you. ”

—Alex Neffenger

It was 11:00 on a night in May 2016 when Alex Neffenger's life changed forever. After working late, Alex was intent on getting home. Traffic was brutal. A fatal accident on the freeway and traffic after a concert added to the slow-down.

Alex's lane of traffic was completely stopped. Sitting there, he suddenly saw headlights in his rear-view mirror. He only had time to brace himself and yell "Stop!" before a car traveling in an adjacent lane slammed into the back of his 2006 Chevrolet Cobalt.

"The impact knocked me out," Alex said. "When I woke up, my head was in the back seat. The driver's seat had broken completely. I tried to sit up, but was disoriented and dizzy, and I felt intense pain in my neck and back. I literally couldn't move."

Alex was rushed to the hospital. He had sustained a severe concussion and suffered traumatic brain injury. His neck and back were injured, as well. He spent a week in the hospital, and, because he and his wife had two small children, he went to his father's house to recuperate.

### Repercussions

Alex stayed at his father's all that summer. He continued to have pain in his head, neck and back, and had a great deal of difficulty with balance due to trauma at the occipital lobes. He was told that he would likely achieve only about 80 percent of his former physical and mental capabilities. For Alex, that 20 percent gap was frightening and extremely frustrating. Financial issues were also a concern. A promotion Alex had been selected for that would have doubled his salary was now out of the question.



He was placed on disability, which meant his salary was cut 40 percent. Despite medical insurance through his employer, sizable out-of-pocket expenses and bills were piling up.

### These were dark days. And then something extraordinary happened.

"A family friend told me about Kitrick, Lewis & Harris. I was still housebound, but when I called, Mark Kitrick understood and came to my father's house to talk with us. I couldn't believe this busy attorney would take the time to make a house call! But it was his concern for my well-being and compassion for what I was going through that really impressed me. I felt that I was talking to an old friend. I was immensely relieved that I had Mark on my side."



## Legal Considerations

Once Alex began working with Mark and his team, he realized that the legal process was much more complicated than he had realized.

“When Mark explained the process of filing a suit, I realized I was involved in a marathon, not a sprint, and I couldn’t count on a quick resolution.”

There was another point that Mark made that really struck a nerve with Alex.

“Mark told me we were filing a suit on behalf of my family, because they were in this with me. The accident had not only affected me, but my wife, children, even my dad. I guess in my pain and frustration, I had failed to consider that they were suffering right along with me. I was glad I had Mark to remind me of this.”

And it was Mark and his team who guided Alex through settlement talks and depositions.

“I don’t know how anyone can survive settlement talks without the resources that KLH brings to the table. Mark was so prepared. He was quick thinking. It was awesome to see him in action. I felt fully prepared and even though it was a new experience, I knew what to expect.”



## Conclusions

It took two years to reach a satisfactory settlement, but Mark and his team did it. Alex was able to settle the bills and out-of-pocket medical expenses that had been mounting up since the accident and as a result of his reduced salary.

Alex has returned to work, and is doing well, though not without difficulties because of the accident. He will never forget what Mark and the KLH team did for him.

“I feel very blessed to have found KLH, and especially Mark and his team. Anyone represented by Mark has a champion on their side because he is not only an exceptional attorney, he genuinely cares about his clients, and will work tirelessly for them.”