



Forming a Partnership with Your Attorney is Key

“Following my accident, I didn’t know whom to trust. After meeting with Kitrick, Lewis & Harris, I knew I had found the right firm. I was able to focus on getting better and leave the legal wrangling to them. Mark and his team were empathetic, compassionate, accessible, and kept us informed every step of the way. I felt that it was a true partnership, and I was not just another client. For that I will always be grateful.”

—Amberleigh Smith

September 1, 2016, Amberleigh Smith was returning home from work. Sitting still, waiting for oncoming traffic to clear so she could turn, she was rear-ended. The driver of that car was reaching for his cell phone, and by his own admission, didn’t even attempt to stop. To make matters worse, he was uninsured and driving on a suspended license. When he hit Amberleigh, he was doing 50 mph.

Amberleigh momentarily lost consciousness, and her memory immediately following the impact is hazy. “When I came, to, I was extremely dizzy, the world was spinning, and I really had trouble comprehending what had happened,” she said. “At that point, I really didn’t know how badly I was hurt. But I knew I couldn’t get out of the car by myself.”

The Immediate Aftermath

Amberleigh’s car was totaled. She had deep bruises across her chest from the seatbelt she had been wearing, and was very sore all through her body. The day following the accident, she was in a great deal of pain and her mind was still very fuzzy. Her family doctor diagnosed whiplash and a concussion. However, she felt obligated to return to work the following week, although still in a lot of pain, still muddled, and with trouble focusing. But her condition worsened.

“I felt a sharp pain in my right ear. The pain moved from my ear, down my jaw and throat, and into my right shoulder. Almost immediately, the right side of my face went numb.”

Two days later, she went to the ER for an assessment. She was told she had no life-threatening issues, but needed to be under her family doctor’s care. On his recommendation, she started physical therapy.



Legal Issues

While all the physical problems were going on, there was an issue with Amberleigh’s now-totaled Volkswagen. The Golf was a clean-diesel edition, and it just so happened there was a class-action lawsuit at that time which included Amberleigh’s vehicle.

“It was extremely frustrating,” observed Amberleigh. “We were fighting a battle on two fronts. I was in pain almost constantly, going to PT three times a week. In addition, we were dealing not only with the class action attorneys, but with our insurance company, as well. This whole period of time was just a nightmare. We knew we couldn’t handle both these issues on our own. That’s when we learned about Kitrick, Lewis & Harris.”

CASE STUDY



KLH Steps In

On the advice of her in-laws, who knew of KLH and the exceptional reputation the firm had earned in personal injury litigation, Amberleigh contacted Mark Kitrick.

“During that initial phone conversation with Mark, for the first time since the accident, I felt like someone genuinely cared about me as an individual,” Amberleigh said. “He was so compassionate, so empathetic, and he reassured me that I was not going crazy, that my concerns were legitimate. It didn’t take long to determine that we had made the right decision coming to KLH.”

Amberleigh went on to say, “I felt like a huge weight had been lifted, and I could now focus on getting better. Mark and his team were going to take care of all the legal issues facing us, and we could just concentrate on putting our lives back together. I can’t begin to tell you how wonderful that was.”



It took two years for both cases to be resolved. Ultimately, the KLH team negotiated a generous settlement for the injury Amberleigh had incurred. As for the loss of the Volkswagen Golf, the insurance company agreed to a partial reimbursement, Volkswagen made up the difference and the Smiths were finally able to replace the wrecked vehicle.

The New Normal

Amberleigh sustained permanent injuries from the accident. She has to remain vigilant to mitigate the jaw and neck pain and residual numbness she continues to experience. At the same time, she and her husband welcomed a son in March 2018.

“I am grateful for the guidance and strength that KLH provided during those dark days when I didn’t know what to do and whom to trust. The firm was always there, always accessible, and was instrumental in helping me reach ‘a new normal.’ Thanks, KLH.”