

Key Issues in Forwarding/Receiving Relationships

A continuation in the series: Good Forwarders Gone Bad

Introductions

- Michael Hynum, Esq.
Hynum Law
Harrisburg, PA
mhynum@hynumpc.com
- Robert Ash
Manager of Legal Department
AMS Commercial Division
Radius Global Solutions
- Don Scott
Wright Holmes Attorney Network
Katonah, NY
dscott@collectioncenter.com

Issue: Lack of Supporting Documentation

- ▶ Forwarders assume attorneys will 'figure it out' without enough detail.

Issue: Failure to Acknowledge Claims

- ▶ Forwarders expect receipt confirmation but often don't get it.

Issue: Delayed Communications & Updates

- Updates are slow; forwarders shouldn't have to chase attorneys.

Issue: Delays in Suit Recommendations / Settlement

- ▶ Forwarders delay suit requirements and settlement responses.

Issue: Lack of Clarity on Client Response

- ▶ Missing affidavits, discovery answers, or notarized docs; last-minute witness requests cause stress.

Issue: Increased Workload & Prioritization

- ▶ Agencies and attorneys are overloaded; clear, timely communication helps avoid delays.

Issue: The Elephant in the Room: Poor Communication

- ▶ Most problems stem from poor or inconsistent communication.
- ▶ Even basic replies ('Looking into it') can prevent frustration.

Issue: Honesty About Case Viability

- ▶ Forwarders prefer bad news over no news.
- ▶ Consistent communication builds trust and stronger partnerships.

Common Frustrations

- ▶ Delayed updates
- ▶ Ignoring instructions (e.g., premature case closings)
- ▶ Failure to process refunds for unused costs
- ▶ Unauthorized fronting of costs

More Frustrations

- ▶ Discovery demands require forwarder guidance
- ▶ Witness resistance may require full settlement authority

Solutions: Proactive Communication

- ▶ Acknowledge claim receipt
- ▶ Respond promptly
- ▶ Be proactive with updates

Solutions: Understand the Forwarder's Perspective

- ▶ Forwarders answer to clients—poor communication risks their business.

Solutions: Avoid Red Flags

- ▶ Forwarders seek reliability and consistency.

Solutions: Transparency About Case Viability

- ▶ Be transparent throughout the case, not just at intake.

Solutions: Work as a Team

- A relationship ought to be characterized by cohesion and mutual respect.

Takeaways

- ▶ Trust, communication, and reliability are key.
- ▶ Good communication leads to preferred status—even if no collection.
- ▶ Forwarders value sincerity and professionalism.
- ▶ Silence is worse than bad news.
- ▶ Collaboration improves outcomes.

Questions?

- ▶ Mike Hynum
mhynum@hynumpc.com
- ▶ Hynum Law
PO Box 5620
Harrisburg, PA 17110
717-774-1357

Thank You for Joining Us!

Questions?

