

Robertson & Robertson

Accident & Injury Attorneys



Growing to serve you better!

The Best Law Firm on The Eastern Shore, according to *Metropolitan* readers, is expanding its Salisbury office.

Scott Robertson, Managing Partner of Robertson & Robertson, Accident & Injury Attorneys, recently announced the acquisition of the space adjoining their Pemberton Drive office. The firm has steadily grown since moving to its current home

almost 10 years ago, so when the adjacent space became available, the Robertsons quickly purchased it to increase the size of their office.

The success of Robertson & Robertson is not a surprise given their outstanding public and professional reputation. In addition to several "Best Of" Awards from *The Metropolitan*, the firm was the 2016 Salisbury Area Chamber of Commerce Small Business



of the Year Award recipient, a testament to the firm's high esteem in the business community. The firm holds the prestigious AV-Preeminent® designation from Martindale-Hubbell based on an anonymous survey of judges and lawyers. Only 5% of lawyers ever achieve the AV-Preeminent® rating. Scott Robertson was the 2004 statewide recipient of the Maryland Bar Foundation's Edward F. Shay, Jr. Professionalism Award, which is annually presented to one attorney based on his or her reputation for ethics and professionalism, as well as service to the public and legal community.

Providing Friendly and Attentive Service

The Robertsons are quick to point out that a great reputation does not matter unless they do an outstanding job for every client, every day. "Clients are surprised at how available, helpful and engaged we are with them and their insurance claim," explained Laura Robertson. "We are extraordinarily client-focused and our staff is highly trained to be knowledgeable and helpful."

"We give our clients the exact opposite experience that they would have in trying to deal with most insurance adjusters," said Scott Robertson. "We are friendly, easy to reach, clear in our explanations and the clients know that we are acting in their best interest. Insurance adjusters have an inherent conflict with anyone making a claim – they owe their loyalty to the corporate insurance company, which wants to minimize payments and maximize company profits. Our employer is our client and we always act with their best interest in mind, every time."

"We make sure that everything is done correctly, timely, and fairly so that our clients can focus on getting better with the least possible disruption to their lives."

— Scott Robertson

The personal injury insurance claims process is confusing, frustrating and is not intuitive. Most insurance adjusters are hard to reach, do not explain the process and are slow to process a claim. In the meantime, the unrepresented injured victim is likely making mistakes, failing to properly document the facts and injuries and might not know how to access the best medical care for their physical injuries.

"Many years ago, I joked that our firm motto is 'We bang our heads against the wall so you don't have to,'" explained Scott Robertson. "It sounds crazy, but in many respects, it explains the way clients feel after they hire us. They can let go of a lot of frustration by letting us handle the insurance hassle, so that they can focus on their medical recovery and getting back to their normal life. And we are always available to them if they have questions or concerns."

The Robertson Law Office exclusively handles personal injury cases, the majority of those occurring in truck, car or motorcycle accidents. The Robertsons point out that getting them involved early in the process after an accident avoids many problems and mistakes. "When a client gets us involved, we make sure everything is done correctly and well-documented. By doing so, we are usually able to achieve an equitable result without the need for a lawsuit," explained Attorney Laura Robertson. "When we get involved, we link up the coverages to keep the client's claim on the right track throughout the process to ensure the best possible result."



Robertson & Robertson has been voted Best Law Firm and Scott Robertson has been voted Best Attorney on multiple occasions.

While the Robertsons have a well-deserved reputation for achieving great settlements, their clients often cite their excellent service and communication throughout the process as their greatest attribute.

A Record of Success and Client Satisfaction

"Almost never does a client come to us and say 'Get me a great settlement'. Instead, they say 'This is a stressful, confusing, frustrating process. Please tell me what I need to know and handle the rest for me,'" explains Scott Robertson. "The vast majority of our clients just want to be treated fairly and not have to deal with stress of insurance issues. Our new clients almost always express a great sense of relief after talking to us."

The Robertsons' high client satisfaction and history of successful results is well documented in the firm's perfect rating and over 50 client reviews on Google and other sites, all of which are highly complementary of the firm's excellent communication and settlement results. If the firm's reputation, experience, awards and accolades are not enough, these reviews will certainly convince anyone injured in a car or truck accident that talking to Robertson & Robertson is a great idea. They will almost certainly be glad that they did.



Scott Robertson, a lawyer for 25 years, is a former insurance company attorney for Allstate and other companies. He has been involved in more than 2,000 personal injury insurance claims. He is a past president of the Chamber of Commerce, Salisbury Jaycees and several other groups. He has been voted Best Attorney on multiple occasions in *The Metropolitan Magazine* Readers' Poll.

Laura Robertson has been an attorney in Wicomico County for 18 years and has limited her practice over the past decade to representing injured car accident victims. She has been very active in the community, having served on many civic, charitable and church boards.

Experience Counts in Car Accident Insurance Claims



Paralegal, David Graybill was an insurance claims adjuster for Nationwide Insurance Company for 24 years — a wealth of knowledge that benefits the firm's clients.



Legal Assistant, Vera Brown has worked with the Robertsons exclusively on injury accident insurance claims for 15 years.



Legal Assistant, Bridgette Gregory is a certified EMT and a volunteer for the Fruitland Fire Department. She also worked for several years as a medical assistant for Dr. Gittelman. Her medical knowledge is a valuable asset for the firm.



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Meet the Friendly and Knowledgeable Team



Legal Assistant, Teresa Holtzapple has been in the law business for about 35 years, beginning as a secretary for the late Vaughn Richardson. She has worked with the Robertsons for many years.



Legal Assistant, Ashley Michaels The newest member of the Robertson team was a former banking employee for PNC where she enjoyed interacting with customers.



Legal Assistant, Rebecca Brown is a key member of the legal team, frequently ordering and organizing medical records and ensuring the timely payment of medical bills for clients.