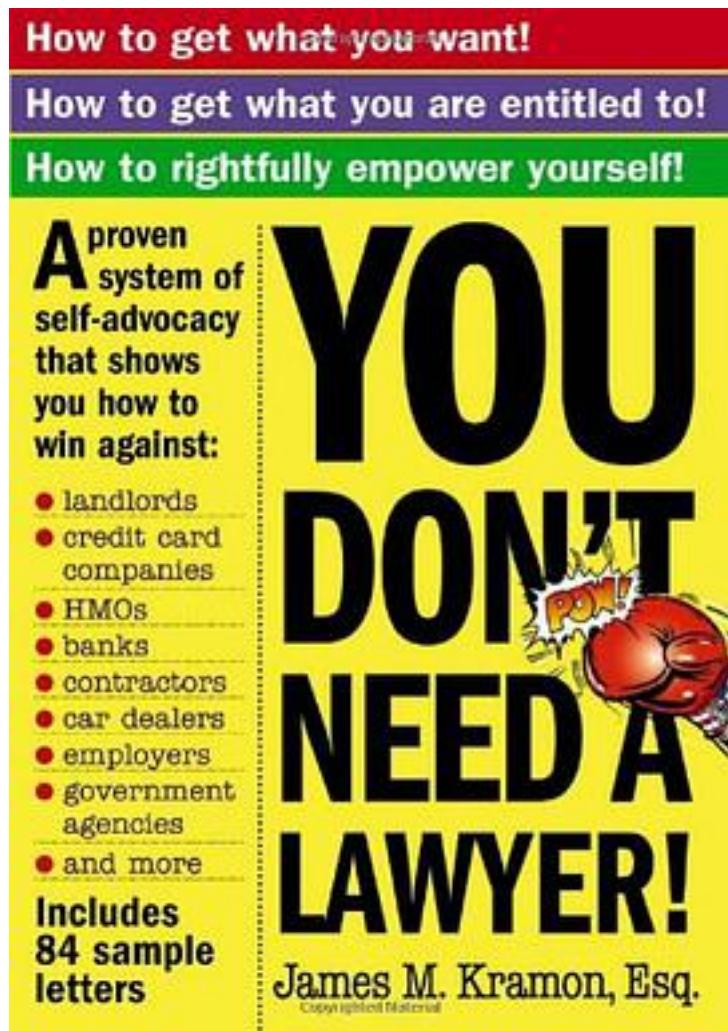


# You Don't Need a Lawyer



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Don't sue. Write. Whether the problem is with an airline, credit card company, auto

insurance, whether large or small - you really don't need to hire expensive and time-consuming legal counsel. You just need to send exactly the right letter. Abounding with practical legal advice on how to face off against Goliath corporations that have cheated or mistreated you, "You Don't Need a Lawyer" is the guide to successful self-advocacy, and now it's being republished in a smaller, compact size. Growing out of Jim Kramon's 35 years of experience as an attorney, "You Don't Need a Lawyer" tells you exactly what buttons to push and how to push them. His system shows how to shelve emotions, determine exactly what it is you want, determine what your opponent might want (nearly always to save money and avoid a hassle), and then present your case in the best possible light. A complaint letter is not an angry letter, or an insulting letter, or a sarcastic letter - it's clear, concise, simple, fair, professional, and it shows that the writer knows his or her rights. Kramon explains which buzzwords to use-wrongful denial, standard of care, recklessly negligent, bad faith, lemon, hazardous - and how, when one letter doesn't do it, to establish a paper trail and escalate demands.

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