

Four Reasons Why Consumers Seek Legal Counsel on Bodily Injury Claims

In 2024, LexisNexis® Risk Solutions surveyed 1,000 U.S. consumers with a bodily injury claim and found that 70% hired an attorney. Of all respondents, 15% had not initially intended to seek legal counsel. The survey results below focus on the 15% of claimants who hired an attorney but hadn't planned to do so.



Here are four factors that prompted the 15% of claimants to hire an attorney.

The carrier did not initiate contact first.

1

71% of claimants say they reached out to the carrier first.



2

Claimants are forming lasting impressions early in the claims process.



75% of claimants say their first contact experience with the carrier negatively shaped their impressions of how the rest of the claims process would go.

Claimants had to repeat their story two or more times after the initial filing.

3

70% of claimants state they had to repeat their story to the carrier two times or more during the claims process.



4

The claims process took too long to reach a settlement.

56% of claimants who eventually hired an attorney report dissatisfaction with how long the carrier took to reach a settlement.



Learn more about how LexisNexis® Risk Solutions can deliver intelligence on people, policies and vehicles for smoother claims from FNOL and throughout the process.



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About LexisNexis Risk Solutions
LexisNexis® Risk Solutions harnesses the power of data and advanced analytics to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. We provide data and technology solutions for a wide range of industries including insurance, financial services, healthcare and government. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX (LSE: REL/NYSE: RELX), a global provider of information-based analytics and decision tools for professional and business customers. For more information, please visit www.risk.lexisnexis.com, and www.relx.com.