

Drafting Powerful Demand Letters

Dominate with demand letters

Why waste the time and expense of a trial when you can win even before filing your complaint? This program provides concrete examples demonstrating how to craft an effective and powerful demand letter that will bring the other side to the table. The demand letter is typically your first piece of advocacy on behalf of the client to opposing counsel or to an insurance company—*do not waste the opportunity*. An excellent demand letter makes the other side think that they must settle quickly to avoid rolling the dice in court.

We discuss the Massachusetts requirements for Mass. Gen. L. 93A demands, effective writing techniques, powerful evidentiary support, and more.

Agenda

- Craft a Compelling Narrative
- Demonstrate That the Law Is on Your Side
- Calculate Damages without Scaring Away the Other Side
- Discuss and Provide Sample Demand and Response Letters
- “Ask the Expert” Q&A Session

Speakers



VINCENT N. DePALO practices civil litigation at Smith Duggan Buell & Rufo LLP in Boston, where he concentrates his practice in asbestos litigation, toxic torts, products liability, and insurance defense. He has garnered both trial and arbitration experience in the District and Superior Courts throughout Massachusetts and, prior to joining Smith Duggan, served as a staff attorney at the Middlesex Superior Court and as a judicial fellow for Associate Justice Dennis J. Curran. A graduate of Manhattan College and the University of New Hampshire School of Law, Vincent has contributed to various legal and scientific articles and is a frequent guest lecturer at Northeastern and Roger Williams Schools of Law. He is the author of, among other articles,

“Stiff Medicine: The Medicare Lien Process,” for the journal of the Massachusetts Academy of Trial Attorneys.

Dates & Location

LIVE WEBCAST

Thursday, May 13, 2021
10:00 am–11:00 am

Register at www.mcle.org
Program Number: 2210271WBC

REBROADCAST CC

Friday, May 28, 2021
12:00 noon–1:00 pm

Register at www.mcle.org
Program Number: 2210271RBC

REBROADCAST CC

Monday, June 7, 2021
2:00 pm–3:00 pm

Register at www.mcle.org
Program Number: 2210271RB1

ON DEMAND WEBCAST CC

View after Monday, June 7, 2021

Register at www.mcle.org
Program Number: 2210271WBA

Tuition (includes written materials)

- \$145
- \$130.50 MCLE Sponsor Members
- \$108.75 New Lawyers admitted to law practice after 2018, Pending Admittees, Law Students, and Paralegals

To apply for a need-based scholarship, email scholarships@mcle.org.

Materials

The materials for this program are available *online only* and can be downloaded via the link emailed to you upon registration.

Also, there is no need to take extensive notes. Two weeks after the live webcast, all registrants receive a link to a verbatim transcript of this program.

CLE Credits

Earn up to 1 CLE credit



Subscribe to the MCLE OnlinePass®

for instant access to this program and everything else MCLE offers online.

Learn more at www.mcle.org

About MCLE

Massachusetts Continuing Legal Education, Inc. (MCLE | New England™) has been the Massachusetts legal community's premier provider of hands-on programs, practical reference materials, and online resources for over 50 years.

MCLE is a self-supporting, independent, not-for-profit educational institution. We depend solely upon sponsor membership dues, program registration fees, publications sales, online subscriptions, and charitable contributions to finance our instructional activities and to sustain growth and innovation in our programs, publications, and online products and services.

Board of Trustees

Eric P. Hayes, *President*
Brendan T. St. Amant, *First Vice President*
Michael P. Sams, *Second Vice President*
Katherine A. Hesse, *Treasurer*
Kendi E. Ozmon, *Secretary*
Heidi S. Alexander
Christa A. Arcos
Kendra L. Berardi
Joshua M. Bowman
Gabriel Cheong
Kara M. DelTufo
Prasant D. Desai
Jonathan Mannina
Martha A. Mazzone
Peter M. Moldave
Mary Ann Neary
Terrence L. Parker
C. Max Perlman
Rebecca G. Pontikes
Ingrid C. Schroffner
Sunila Thomas-George
Richard C. Van Nostrand
Joseph P.J. Vrabel

Richard S. Milstein, *Founding Director*
John M. (Jack) Reilly, *Executive Director*
Salvatore Ricciardone, *Director of Philanthropy & Special Projects*

Policies and Information

Register early!

For course agendas, hours, fees, and discounts, please refer to the respective seminar pages. The fee includes program instruction and all electronic written materials unless otherwise noted.

To gain early access to online materials, please register in advance of the program.


Upon registration, MCLE will e-mail a confirmation.

Day-of-the-program registrations are welcome, with the exception of limited enrollment programs, or as otherwise noted.

We accept cash, checks, MasterCard, Visa, American Express, and Discover.

Need special assistance?

If you are a person with a disability or special needs, please let us know in advance so that we can make your experience as convenient and comfortable as possible. Call Customer Service at 800-966-6253 to make arrangements.

For your convenience, MCLE also offers closed captioning  and verbatim transcripts of all recorded webcast programs, available to you online two weeks after the original program date.

Mandatory CLE credits

Individual attorneys are responsible for checking with their particular state CLE accreditation authority about whether and how much credit will be granted. Although MCLE does not pursue state-based credit, MCLE programs are regularly approved in many jurisdictions. It is the responsibility of the individual attorney to submit the information and certifications required under the respective state rule to the appropriate authorities in the jurisdictions in which they seek credit.

Depending on the jurisdiction, lawyers can satisfy their mandatory CLE requirements online with MCLE's webcasts, which feature periodic attendance prompts, electronic written materials, and the opportunity to receive a certificate of attendance.

If your plans change

If you're unable to participate in a program on the date for which you registered, you will receive an email about how to access the program on demand via webcast and/or downloadable mp3 file, including the written materials in electronic form, in full satisfaction of the tuition paid. If you prefer a refund, let us know by the end of the business day prior to the program and we'll refund your tuition after deducting a \$35 processing fee. Note that limited enrollment programs are an exception, cancellation of which require two weeks notice and are subject to a \$55 processing fee.

New lawyer discounts—always the lowest price

For the first three years of practice, MCLE offers new lawyers a 25% discount on all of its products, including programs, books, audio CDs and mp3 recordings. If you were admitted to the bar after 2018, take advantage of the new lawyer prices listed throughout the catalog.

Pending admittees, law students and paralegals are also eligible for a 25% discount on most MCLE programs.

Attorney scholarships

Attorneys with financial need who certify that they are unable to attend a program without financial aid may request a partial tuition scholarship in confidence by writing or emailing scholarships@mcle.org at least two weeks in advance of the program.

Save all year long—become an MCLE Sponsor Member!

Become a Sponsor Member and receive:

- **Public recognition** on our website;
- Significant savings on a **subscription to MCLE's OnlinePass®**;
- **10% discount** on all programs, books, audio CDs, and mp3 recordings;
- Weekly **e-mail updates** and **advance notice** of sales and new product releases; and
- The **highest level of service** offered by your own Sponsor Account Specialist.

MCLE Sponsorship runs for 12 months beginning September 1. The fee for firm,

corporate law department, or agency membership is calculated based on the number of Massachusetts admittees within the organization. Benefits of membership extend to all lawyers and non-lawyer professionals associated with the organization.

- Solo Practitioners \$95
- Firms by number of Massachusetts attorneys:
 - 2-5 \$ 150 ■ 76-150 ... \$ 2,500
 - 6-10 250 ■ 151-250 .. 3,500
 - 11-25... 500 ■ 251+ 4,500
 - 26-75... 1,000

Order Form Summer 2021

REFERENCE # 21-020

Choose from 4 easy ways to order!

- **ONLINE** enter your credit card order at www.mcle.org.
- **MAIL** this order form with payment to MCLE, Inc.,
Ten Winter Place, Boston, MA 02108-4751.
- **FAX** your credit card order 24 hours a day to 617-482-9498.
- **CALL IN** your credit card order to (800) 966-6253,
Monday – Friday, 8:30 am–5:00 pm

1 CUSTOMER INFORMATION

Year Admitted to MA Bar _____ Title (if any) _____ BBO # _____

Last Name _____ First Name _____ Middle Initial _____

Firm/Agency _____

Street Address _____ Suite/Floor _____

City _____ State _____ ZIP+4 _____

Telephone _____ Fax _____

Order confirmation? Enter your email address: _____

2 ORDER DETAILS

Not an MCLE Sponsor Member? Become one today and receive the MCLE Sponsor Member discounted prices on this order!

MCLE SPONSOR MEMBER DUES

(see fee chart on previous page)

\$

PROGRAMS

Product No.	Title	Automatic book update	Cost
_____	_____	Opt-out <input type="checkbox"/>	\$ _____
_____	_____	Opt-out <input type="checkbox"/>	\$ _____
_____	_____	Opt-out <input type="checkbox"/>	\$ _____

PROGRAMS SUBTOTAL

\$

BOOKS & AUDIO CDs (For eBook options, visit www.mcle.org)

Product No.	Title	Automatic book update	Cost
_____	_____	Opt-out <input type="checkbox"/>	\$ _____
_____	_____	Opt-out <input type="checkbox"/>	\$ _____
_____	_____	Opt-out <input type="checkbox"/>	\$ _____
_____	_____	Opt-out <input type="checkbox"/>	\$ _____

Shipping & handling \$ 8.50

BOOKS & AUDIO CDs SUBTOTAL

\$

3 PAYMENT METHOD

GRAND TOTAL \$

☐ Check payable to MCLE enclosed



Card number _____ Expiration date _____ CVC _____

Cardholder's name _____ Cardholder's signature _____

MCLE
NEW ENGLAND

Keep raising the bar.®

Massachusetts Continuing Legal Education, Inc.

Ten Winter Place, Boston, MA 02108-4751 | 617-482-2205 | MA toll free 800-966-6253 | FAX 617-482-9498 | www.mcle.org