

SAMPLE HANDOFF / FORMAT DEMONSTRATION

What reaches your intake team.

A sample signed-case handoff for personal injury law-firm buyers. Use it to define the information, records and open questions your intake team needs to review.

Demonstration only. This packet contains no real client, accident, medical or legal records. It is a proposed information format, not a signed retainer or a record of a delivered case. Actual contents and delivery requirements are agreed with your firm.

The packet at a glance

Component	What your firm reviews
Acquisition summary	Case category, jurisdiction, delivery stage and the agreed qualification profile.
Qualification record	The reported facts, supporting evidence and unresolved questions for each field.
Retainer record	The agreed representation form, signing status and signature evidence where supplied.
Document inventory	Which supporting records are present, requested or unavailable.
Review decision	Your intake owner records accepted, pending information or rejected, with a reason.

Who this is for

Managing partners evaluating scope; intake directors defining review standards; marketing leaders comparing acquisition channels.

01 / QUALIFICATION SUMMARY

Separate the fact from its evidence.

The example below shows how a packet can present status without turning a reported answer into a verified conclusion.

Field	Demonstration entry	Evidence status
Reference	DEMO-MVA-001. No identifying client information.	Format example
Market and timing	Incident state, county and date fields are recorded against the firm's criteria.	To be completed
Incident account	The prospect's account is summarized; the underlying account is retained in the agreed system.	Reported
Injury and treatment	Reported injury and treatment status have separate fields. Supporting records are listed in the inventory.	Reported / record status
Insurance information	Carrier, policy and coverage answers retain the status of the information available.	Reported / unresolved
Representation status	Existing or prior counsel is disclosed for the receiving firm's review.	Firm review
Sourcing and contact	The agreed source, disclosures and contact history are referenced.	Inventory-linked

Three useful evidence labels

Reported: supplied by the prospective client or another identified source.

Document-supported: linked to an available record.

Unresolved: a question, inconsistency or missing item requiring follow-up.

02 / DOCUMENT INVENTORY

Make missing information visible.

An inventory helps the receiving firm see what is supplied and what still needs attention. The rows below are categories to agree, not a promise that every record accompanies every case.

Record category	Packet entry	Review question
Retainer	Firm/form reference; signature status; agreed signing evidence.	Is the required form and signing record present?
Intake summary	Qualification answers, evidence labels and open questions.	Does the summary match the firm's written profile?
Incident records	Available report reference or request status.	Which incident details remain unresolved?
Treatment information	Reported treatment status; supporting record inventory where available.	What is reported and what is supported?
Insurance records	Available carrier or policy information and remaining questions.	What needs further firm review?
Source/contact history	Agreed source, disclosure and contact-history references.	Can the firm review the acquisition path?

Agree the transfer method

Define the receiving system, access owner, delivery notification and process for requesting missing information. Use the firm's approved channels for case records. The public partnership inquiry form is for firm information only.

Close the loop after delivery.

Delivery and acceptance are separate events. A consistent review record makes the acquisition relationship easier to evaluate.

Decision	Record	Next action
Accepted	Decision date, intake owner and the relevant agreed qualification profile.	Proceed under the firm's own representation workflow.
Pending information	Missing item, responsible party and the next review point.	Request or clarify the item; keep pending distinct from accepted.
Rejected	Specific reason mapped to the agreed criteria.	Review the reason and any issue-handling terms.
Duplicate / status issue	Reference to the identified duplication or representation question.	Resolve against agreed records and terms.

Before the first delivery

Agree the markets and case categories, required fields, retainer requirements, delivery stage, review owner, billing event and process for credits or replacements. Record exceptions explicitly rather than relying on an informal understanding.

Next step: bring your current intake checklist to the partnership discussion. Review the actual handoff format and the records your firm requires at caseleadagency.com/contact.