



Frequently Asked Questions

常见问题

WHAT TYPE OF FIRM IS THIS?

是哪一种公司？

Napoli Shkolnik PLLC is a plaintiff litigation firm with the client's best interest as our primary goal. Please visit our [Practice Areas](#) tab for more information.

Napoli Shkolnik PLLC 是一家以客户最大利益为首要目标的原告诉讼律师事务所。请访问我们网站 [Practice Areas](#) 获取更多的信息。

WHAT DO YOU CHARGE FOR AN INITIAL CONSULTATION?

初步咨询时需要支付什么费用？

Nothing. We charge no fee for an initial consultation.

没有任何费用。初步咨询我们不收取任何费用。

DO YOU HANDLE CASES ON A CONTINGENCY BASIS?

你们是否根据“Contingency”条例来处理案件？

Yes. Most clients choose to have our firm represent them on a contingency basis. This means that we charge no legal fees to our client until we recover monetary damages to our client through jury verdict, settlement or other means. If we recover no monetary damages then the client would not owe us any attorney fees. The percentage of the monetary damages the client pays the firm in legal fees when a case is resolved varies. The firm and the client negotiate the percentage of legal fees and enter into a written contingency agreement at the beginning of our representation.

是的，大多数客户选择“contingency”的方式来代表他们。这意味着我们公司不向客户收取任何法律费用，直到我们通过判决，和解或其他方式为客户获得赔偿金。如果我们没有为客户的损失获得任何赔偿，那么客户不会欠我们任何律师费用。当案件解决后，客户向律师事务所支付一定比例的律师费用。律师费用由律师所与客户协商决定，并在最初代理案件时签署书面“Contingency 条例”代理协议。

DO I HAVE A VALID CASE?



我的案件成立吗？

The only way to determine if your specific case is valid is to consult with our lawyers. Along with a team of medical professionals and accident re-creation experts, our lawyers will investigate your claim and determine your legal options.

确定您的案件是否成立的唯一有效方法是咨询我们的律师。我们的律师将与医疗专业人员以及事故重建专家组成的团队一起调查您的申诉以及给予您可供选择的法律途径。

Please feel free to [email us](#) or call our Call Center Toll Free at [844-234-5481](#) with the details. A member of our team will be happy to assist you.

请随时通过电子邮件或致电我们的电话中心免费咨询电话 844-234-5481 与我们联系，并且提供详细的信息。我们的团队成员将很乐意为您提供帮助。

IS THERE A TIME LIMIT TO FILE MY CASE?

案件有提交时间限制吗？

Yes. Each state has a filing deadline for individual types of civil cases, called the statute of limitation. You must file your case before the statute of limitation ends. This is why it is important to consult with a lawyer as soon as possible after your injury.

是的，每个州都会针对不同类别的民事案件设定不同的提交期限，称为诉讼时效法规。您必须在诉讼时效法规限期终止之前提起诉讼。这是为什么当您意外受伤后需要尽快咨询律师的重要原因。

WHAT ARE YOUR HOURS OF OPERATION?

您的工作时间是什么

Our firm's office hours are from 8:30am-6pm EST, Monday to Friday. Please feel free to [email us](#) or call our Call Center Toll Free at [844-234-5481](#) for an appointment. A member of our Client Services Team will be happy to assist you.



我们律师事务所的工作时间是周一至周五，东部时间早上 8:30-下午 6 点。请随时通过 [email us](#) 电子邮件或致电我们的客服中心免费电话 844-234-5481 进行预约。我们的客服团队成员将很乐意为您提供帮助。

If you are calling outside of these hours, we have an answering service readily available to greet you and take your message. A member of our team will then call you on the following business day.

如果您在上述工作时间以外致电我们，我们将提供自动语音留言系统来为您服务，并转达您留下的信息。然后我们团队的工作人员会在下一个工作日致电给您。

WHERE ARE YOU LOCATED?

你们的办公地址是哪里

Our principal offices are in New York City and Melville, Long Island. We have seven additional offices nationwide. [Click here for details](#)

我们的主要的办公室位于纽约市以及长岛的梅尔维尔。我们在全美国范围内设有 7 个办公地点。点击了解详情：[Click here for details](#)

DO YOU HANDLE CASES IN STATES OTHER THAN NEW YORK?

您是否处理纽约以外的案件

Yes. We have offices in New York, California, Delaware, Florida, Illinois, Kansas, New Jersey, Ohio, Texas, and Washington DC. Our lawyers are admitted to practice in these states as well as many other jurisdictions. We also have a nationwide co-counsel network.

是的，我们在纽约，加利福尼亚，特拉华州，佛罗里达州，伊利诺伊州，堪萨斯州，新泽西州，俄亥俄州，得克萨斯州和华盛顿特区均设有办事处。我们的律师被允许在这些州以及许多其他司法管辖区执业。并且，我们拥有一个全国性的法律顾问网络体系。

WHAT IS YOUR FAX NUMBER?

您们的传真号码是多少

Our General fax number is [\(646\) 843-7603](#) or send an electronic fax to Fax_General@Napoli.onmicrosoft.com. Please be sure to include your name,



client number (if you have one), current telephone number, and the best time to reach you.

我们的通用传真号码是 [\(646\) 843-7603](tel:(646)843-7603) , 或者您可以发送电子传真到 Fax_General@Napoli.onmicrosoft.com. 请确保在传真里包括您的姓名 , 客户编号 (如果有) , 当前电话号码 , 以及与您联系的最佳时间。

A member of our Client Services Team will be happy to contact you within 24-48 business hours.

我们客服团队的成员很乐意在 24-48 个工作日内与您联系。

WHAT IS THE ATTORNEY'S OR PARALEGAL'S EMAIL ADDRESS?

请问律师或者律师助理的邮件是什么？

In order to better serve you, please feel free to direct any questions about your case to info@napolilaw.com. Please provide your current telephone number and the best time to reach you. A member of our team will be happy to call you within 24-48 business hours.

为了更好的为您服务 , 请随时将有关您的案件的任何问题发送至 info@napolilaw.com. 请提供您当前的电话号码和联系您的最佳时间。

我们的团队成员很乐意在 24-48 小时内与您联络。

HOW DO I CHANGE MY ADDRESS OR ANY INFORMATION WITH YOU?

我要如何更改我的地址或者个人信息？

Please feel free to [email us](#) or call our Call Center Toll Free at [844-234-5481](tel:844-234-5481) with the details. A member of our Client Services Team will be happy to assist you.

请随时通过 [email us](#) 电子邮件或者致电我们的电话客服中心免费电话 [844-234-5481](tel:844-234-5481)。我们客服人员会非常乐意来帮助您。

YOUR CLIENT PASSED AWAY. HOW DO YOU HANDLE THAT?

您的客户已经你过世 , 您是如何处理这样的案件？

We are sorry for your loss. Our Probate Team will need a copy of their death certificate and details about the Fiduciary (person(s) responsible for the trust/estate).



Please feel free to [email us](#) or call our Call Center Toll Free at [844-234-5481](#) with the details. A member of our Client Services Team will be happy to assist you.

我们对您的损失深表歉意。我们将需要其死亡证明的副本，以及相关委托人（负责信托/财产的人）的详细信息。请随时给我们发送电子邮件或者致电我们的电话客服中心免费电话 [844-234-5481](#)。我们客服人员会非常乐意来帮助您。

I SUBMITTED A CLAIM FORM, BUT HAVE NOT HEARD ANYTHING. IS THERE AN UPDATE?

我提交了一份申诉表，但是没有接到任何通知，有更新吗？

Have you moved or changed your telephone number since then? Please ensure that your demographics (where you live) are up to date in our system. As well as your phone numbers.

从您提交申诉表格后，是否更改过您的电话号码？请确认您的个人信息（您的住址）以及您的电话号码在我们的系统中是及时更新的。

Please Note:

The litigation process varies for each case. It is not unusual for it to stretch out for a number of years. Our commitment is to achieve the best outcome on your behalf. Thank you for your business, patience, and support during this time. We ask that you continue to cooperate by submitting any documents, forms, or records timely; as well as keeping your demographics up to date with us. [More here.](#)

请注意，诉讼过程因情况而异。延迟多年的情况并不罕见。我们的承诺是代表您拿到最好的结果。感谢您对我们的信任，耐心以及支持。我们希望您配合及时提交任何所需文件，表格，或者记录；并及时与我们更新您的个人信息。

If you have any additional questions about your case, please feel free to [email us](#) or call our Call Center Toll Free at [844-234-5481](#) with the details. A member of our Client Services Team, will be happy to assist you.



如果您对案件还有其他疑问，请随时我们发送电子邮件到 [email us](#) 或者致电我们的电话客服中心免费电话 [844-234-5481](#)。我们客服人员会非常乐意来帮助您。

MY CASE HAS BEEN ONGOING FOR A FEW YEARS; HOW MUCH LONGER WILL THIS TAKE?

我的案件已经进行了几年了，还需要多长时间？

The litigation process varies for each case. It is not unusual for it to stretch out for a number of years. Our commitment is to achieve the best outcome on your behalf. We appreciate your business, patience, and support during this time. And ask that you continue to cooperate by submitting any documents, forms, or records timely; as well as keeping your demographics up to date with us.

请注意，诉讼过程因情况而异。延迟多年的情况并不罕见。我们的承诺是代表您拿到最好的结果。感谢您对我们的信任，耐心以及支持。我们希望您配合及时提交任何所需文件，表格，或者记录；并及时与我们更新您的个人信息。

If you have any additional questions about your case, please feel free to [email us](#) or call our Call Center Toll Free at [844-234-5481](#) with the details. A member of our Client Services Team will be happy to assist you.

如果您对案件还有其他疑问，请随时我们发送电子邮件到 [email us](#) 或者致电我们的电话客服中心免费电话 [844-234-5481](#)。我们客服人员会非常乐意来帮助您。

WHEN AM I GOING TO RECEIVE CHECK? CAN YOU TELL ME IF THE CHECK WENT OUT YET?

我什么时候可以收到支票？你可以告诉我支票是否寄出了吗？

In order to better serve you, please feel free to [email us](#) with any questions. Please provide your current telephone number and the best time to reach



you. A member of our Client Services Team will be happy to contact you within 24-48 business hours.

为了更好的服务您，请随时将有关您的案件的任何问题发送至 [email us](#). 请提供您当前的电话号码和联系您的最佳时间。我们的团队成员很乐意在 24-48 小时内与您联络。