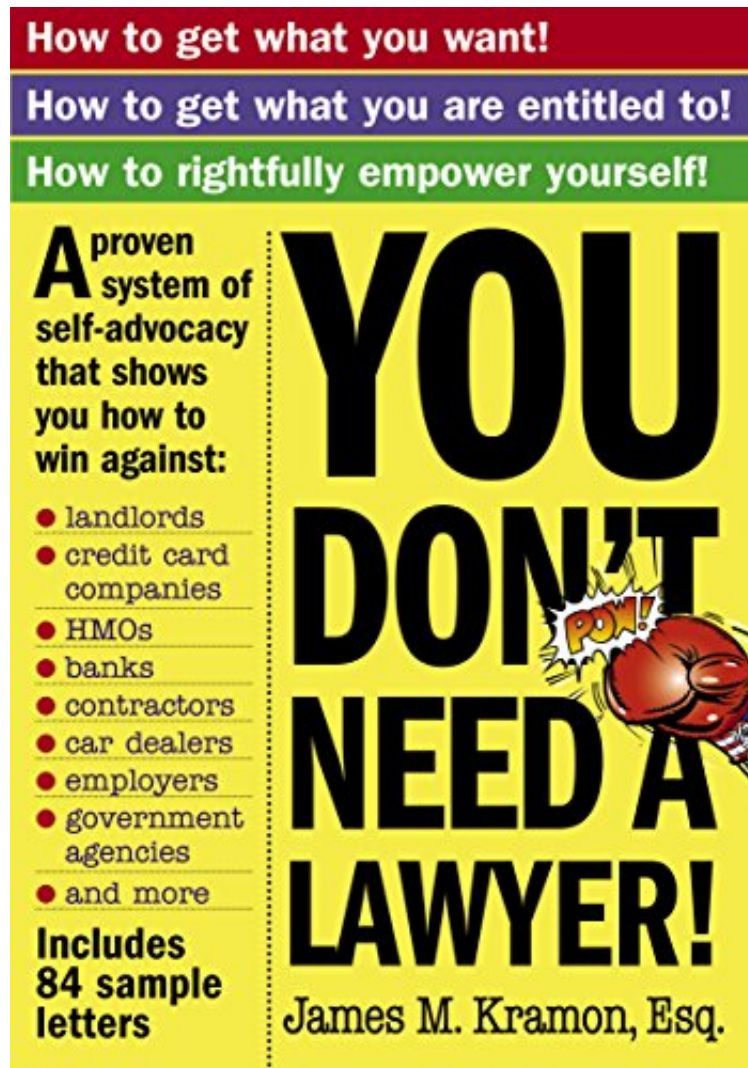


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did help me write a better letter. And what can I say - it was written by a reputable attorney. I'm thankful for the author's generosity of sharing a little part of his professional practice with the public. To me that's very special. 7 of 8 people found the following review helpful. Not What I Wanted, but . . . Still OK By Diana Goodavage I bought this book thinking it was about how a non-lawyer can represent him/herself in court. But, it's actually a letter-writing guide, with eighty-four sample letters ---- different letters for different (non-personal) situations. I say "non-personal" because the situations in this book all have to do with the public sphere. Relationships and dealings with family, friends and loved ones are NOT covered. It has a small appendix in the back with contacts for each state, including insurance commissioners, consumer protection, etc. Even though this book was not what I really wanted at the time, I'm still keeping it because it's an ok general reference. I think anybody could use it at one time or another. It's one of those all-purpose reference works like a dictionary, Thesaurus, _Complete Works of Shakespeare_ --- that all English-speaking folks should probably have. On the other hand --- If you can't afford to buy it, no worry. Most of the things in here are either common sense, or readily accessible in the public domain. I say this because I might not be keeping it if I had not purchased it at a discount. I'm on a fixed income. 0 of 0 people found the following review helpful. Four Stars By InformedWell written and highly informative

Don't sue. Write. In a world where it's every consumer for himself, this guide to successful self-advocacy shows how to make a letter your own court of law. And how to avoid the time, expense, and hassle of litigation. It is all about the money. Drawing on over thirty years of success representing clients who share the same problems and frustrations as the rest of us, James Kramon knows exactly how to push the right buttons. He shows readers: 1) How to determine exactly what you want. 2) How to determine what your opponent might want. And 3) How to present your case in the best possible light. He explains which technical terms to use, when to bring in an expert--even when to send the letter via regular mail or certified. Over 80 sample letters to follow, each proven to be effective. Change the pertinent details and use the letters as are, or follow them as loose templates.

"An insider's guide to effective complaining." -- Washington Post "Unbridledchutzpah" -- Baltimore Sun From the Back Cover Don't sue. Write. In a world where it's every consumer for himself, this guide to successful self-advocacy shows how to make a letter your own court of law. And how to avoid the time, expense, and hassle of litigation. - It is all about the money. Drawing on over thirty years of success representing clients who share the same problems and frustrations as the rest of us, James Kramon knows exactly how to push the right buttons. He shows readers: 1) How to determine exactly what you want. 2) How to determine what your opponent might want. And 3) How to present your case in the best possible light. He explains which technical terms to use, when to bring in an expert--even when to send the letter via regular mail or certified.- Over 80 sample letters to follow, each proven to be effective. Change the pertinent details and use the letters as are, or follow them as loose templates. About the Author James M. Kramon, a graduate of Harvard Law School, opened the Baltimore law firm of Kramon Graham in 1975. He has published over 50 articles dealing with legal matters as well as the book Smart Business for Contractors. He lives with his wife and two children in Baltimore.