

**Caroline C. Vincent, Esq.
Mediator, Arbitrator**



“Caroline does not give up, insists upon written settlement agreements at the mediation, and has a unique ability to obtain continuing movement from the parties until closure.”

PERSONAL INJURY DISPUTE RESOLUTION EXPERIENCE

Caroline C. Vincent, Esq. has 12 years of experience mediating and arbitrating over 300 personal injury matters with an impressively high settlement rate. In her 27 year law career, Ms. Vincent represented select personal injury plaintiffs and is well versed in the law. Ms. Vincent has been recognized by plaintiff and defense for her ability to deal with difficult parties and complex matters.

REPRESENTATIVE PERSONAL INJURY CASES CAROLINE VINCENT HAS SUCCESSFULLY MEDIATED AND ARBITRATED

Ms. Vincent has handled numerous types of injury and insurance related disputes, ranging from simple auto accident and slip and fall cases to complex matters, including overlapping injuries, premises and toxic tort liability issues, UM/UIM, multiple defendants, first party claims, coverage, bad faith and SIU matters.

- *Hundreds of third party claims with automobile insurance carriers, including subrogation, fraud, UM/UIM and policy limit issues (mediations and arbitrations).*
- *Injury and damages claims with commercial insurance carriers, from \$20,000 to \$500,000 settlements, involving complex liability, multiple parties and insurers, damages and first party claims.*
- *Disability policy coverage claims; interpretation of business expenses; fraudulent claims.*
- *Workers compensation issues in employee accident alleging negligent maintenance of warehouse facility.*
- *Loss and bad faith claims between insurer and insured over adequacy of records, involving several hundred thousand dollars of inventory losses due to theft.*
- *Coverage disputes under reservation of rights in a variety of types of claims, including employment, real property and environmental disputes.*
- *Professional liability claims involving legal and medical malpractice; underlying issues included estate planning, business transactions, and negligent care.*
- *Mediation of numerous fraud/SIU claims, occasionally resolved with a waiver of costs.*
- *Numerous mediations involving bad faith claims by insured.*

RELATED EXPERIENCE

Ms. Vincent frequently speaks to adjusters and both plaintiff and defense counsel on effective settlement and mediation strategies, handling SIU claims, resolving low impact auto claims and other personal injury topics. Experience includes training to Southern California Auto Club claims representatives on use of ADR processes early in the claims management process to reduce loss adjustment expense (1997)

Ms. Vincent has been active in gender bias and discrimination matters involving law enforcement and served on the Women’s Advisory Council to LA Police Commission (1992-1993). In 1994, she designed and facilitated a sexual harassment prevention training program with 50 employees of the Los Angeles Police Department.

WHAT COUNSEL AND CLAIMS REPRESENTATIVES SAY ABOUT CAROLINE VINCENT

- *“Caroline was extremely helpful in getting my client to accept a realistic settlement.” Plaintiff’s counsel.*
- *“I was amazed that our case settled. A great mediator!” Defense counsel.*
- *“Caroline is excellent in preserving relationships with our insureds in disability claims.” Claims representative.*
- *“Her follow through on a difficult case paid off and we settled.” Defense counsel.*

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