



A Monthly Publication of BENGGLASSLAW

This newsletter is for informational purposes only and no legal advice is intended.



Virginia Town Becomes Test Site for Google Delivery Drones

The Federal Aviation Industry has started granting approval to companies who want to deliver products by drone. UPS and Amazon have gotten the green light, and it could be the beginning of a new era. The first to receive federal permission was a company called Wing, which is now owned by Google.

Wing partnered with Walgreens, FedEx, and a local gift shop called Sugar Magnolia to begin drone deliveries in Christiansburg, Virginia (near Roanoke just south of Blacksburg). The drones successfully delivered cough and cold medicine for a local Walgreens customer, and 81-year-old Susie Sensmeier was able to order a winter jacket.

The drones can do a 12-mile round trip, but so far all of the deliveries have been within four miles of the drone facility in Christiansburg. Long term, this range will undoubtedly expand.

Since these deliveries are arriving within minutes, the company plans to expand into delivering hot food and hot coffee. It won't be long until a piracy industry grows around it, the same as it has for packages that are placed on our doorsteps.

There are other societal impacts - fewer delivery trucks on the road, getting medicine faster, helping people avoid short trips in the car... but some have raised privacy concerns. The drones need cameras in order to navigate. It won't be long before this footage is used in criminal trials, the same way that Alexa and Google home products have been used.

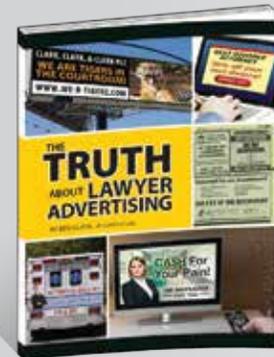
It's the dawn of a new era. Let's hope it's the one where robots make our lives easier rather than the Skynet one. ■

Source: Lerman, Rachel. (10/18/2019) "Google affiliate begins drone deliveries in Virginia town." Associated Press.

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That's why Ben wrote *The Truth about Lawyer Advertising: The Complete Consumer Guide to Finding the Right Lawyer for Your Case—Every Time.*

Go to **TheTruthAboutLawyerAds.com** to get your free download now or call 703.544.7876 to have a copy mailed to you.

BENGLASSLAW Sponsors Youth Soccer Team In Cambodia

Longtime readers will know that Love Without Boundaries is a charity that is near and dear to our hearts here at BenGlassLaw. Ben and Sandi Glass are big supporters of LWB, and Ben has served on the board of directors for over 10 years. What started as a mission to get life-saving heart surgery for one boy in China in 2003 has grown into a worldwide force for good.



The children were excited to receive their LiveLifeBig jerseys!



Love Without Boundaries provides healing, education, and refuge to vulnerable children in Cambodia, India, Uganda, and China. The organization coordinates with orphanages and foster homes, provides safe havens for victims of child trafficking, and has provided medical care and surgeries for thousands of impoverished children.

Imagine our joy when these pictures came in this week! Through LWB, BenGlassLaw has sponsored a youth soccer team in Cambodia. We are thrilled with how the new LiveLifeBig jerseys look, and we hope it inspires success on the field. We're told that competitive matches start soon, and we'll be sure to keep you updated.

The holidays are a great time to open your heart to charity. If you'd like to get involved in Love Without Boundaries through giving, volunteering, or sponsorship, visit www.LoveWithoutBoundaries.com. ■

BGL's Best Bites:



TIFINY'S SLOW COOKER SAUSAGE AND POTATOES *with a side of gravy*

I love cooking with a slow cooker. It is easy to start a recipe before you leave for work and come home to a finished meal. Fall and winter are the perfect seasons for slow cookers, and I wanted to share with you a no-hassle recipe I like to use.

To give this recipe a little color, I like to use two varieties of bell peppers. My family loves garlic, so I use two tablespoons in this recipe, but you may want to use one tablespoon. I like to serve this with a side of instant brown gravy, but my daughter prefers to wrap her sausage and potatoes in a burrito.

Ingredients:

- 12 oz package of beef smoked sausage, sliced into half-inch pieces
- 3-4 potatoes, diced into large chunks
- 2 tablespoons of minced garlic
- 2 tablespoons of olive oil
- 1 onion, sliced
- 1 green bell pepper, sliced
- 1 yellow, orange, or red bell pepper, sliced
- 1 can of diced tomatoes
- ½ cup of beef broth
- Salt
- Ground pepper
- Chopped parsley for garnish



Directions:

- 1 Dice your potatoes to desired thickness. I typically make 8 chunks from each potato. Add potatoes to slow cooker and toss with garlic, olive oil, salt, and pepper.
- 2 Add sliced sausage to slow cooker over potatoes.
- 3 Slice your peppers and onions and add them on top of the sausage and potatoes. Add diced tomatoes and pour broth over all ingredients.
- 4 Cook mixture for 4 hours on High or 6 hours on Low, until the potatoes are soft and cooked through.
- 5 Mix ingredients in the slow cooker. Prepare instant gravy to serve with sausage and peppers. ■

Does Gift Giving Seem Harder Than Ever? You're Not Alone...

For the past 15 years, the concept of physical ownership has been slowly eroding. There's no need to own CDs or DVDs anymore; you just subscribe to services that offer you the entire vault for a low price.

This makes gift-giving quite difficult in 2019! Books, music, and entertainment used to be easy go-to gifts, but nowadays it feels like you have to psychoanalyze someone in order to find a gift that they want, haven't subscribed to, and won't see as a burden.

If you're having a mental block with this season's shopping, try these ideas to get out of it:



- 1) **Events & Experiences** Event tickets are a fantastic gift. They give someone something to look forward to and don't take up space in their home. In the DC area, there are concerts, stand-up comedy shows, museum exhibits, and more. In a world with endless "stuff," people are seeking experiences, travel, and memories more and more.
- 2) **Consumables** This is great for luxury items that someone may not buy for themselves but would love to have. If they enjoy cooking, get them high end spices like saffron, turmeric, or cardamom. If they enjoy alcohol, get them a rare Trappist beer or wine. Even things like honey, jam, or jelly are very well-received. It also reminds people of you when they get around to using the item - you'll get a lot of thank-you texts in the following months!
- 3) **Handwritten Notes** A heartfelt, genuine note to a friend or family member can mean more than any gift. These notes are saved, re-read, and cherished for years to come. If you're confident in your ability to write from the heart, this is a great way to give someone a personal gift that will last. It's often an add-on to other gifts for Christmas itself, but years later it's the one that gets remembered.

No matter which holidays you celebrate, on behalf of the entire BGL team, we wish you health, success, and happiness! Hopefully this helps with the shopping side of things. ■

Reminder About Our Firm's Communication Policy

Our promise to you is that while we are working on your case, we don't take inbound phone calls, faxes or emails. Ben Glass takes no inbound unscheduled phone calls whatsoever. It makes him much more productive and helps get your case resolved faster. You can always call the office at 703-544-7876 and schedule an in-person or phone appointment, usually within 24-48 hours. This is a lot better than the endless game of "phone tag" played by most businesses today. Remember, too, that email is "quick," but is checked no more than twice a day. Replies are then scheduled into the calendar. So if it's really important, don't email—call the office instead.

This publication is intended to educate the general public about personal injury, ERISA disability, criminal law, and small business issues. It is not intended to be legal advice. Every case is different. The information in this newsletter may be freely copied and distributed as long as the newsletter is copied in its entirety.

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WATCH OUT!

It's **CLAIM DENIAL** Season

We protect people from big insurance companies for a living. Unfortunately, many of them use this strategy: **deny as many people as possible, because paying for lawsuits is cheaper in the long run than paying the claims.**

This is obviously abhorrent behavior. Every day, people call our offices who have been unfairly denied and are now scrambling to pay their bills. None of this is their fault - they are simply victims of an insurance industry that treats people as soulless datasets. We see how lives are affected. Having a claim denied is stressful and unfair, especially after decades of paying the insurer every month while you were healthy.

Be warned that December is claim denial season. Insurance companies like to "clean up" their books before the new year and get people off of claims. They don't hesitate to send denial letters on Christmas Eve or the week between Christmas and New Year's. It's a terrible way to affect someone's holidays, but unfortunately they seem to care for their stockholders more than they care for their members.

If your benefits have been terminated or you have a friend going through this situation, tell them to call BenGlassLaw. We know exactly what to do to make things right, and we can tell you whether you have a case before you hire an attorney. Stay safe this holiday season, and keep an eye on your insurer! ■

Be warned that December is claim denial season.





WHAT TO TEACH THE YOUNG

Open just about any page of the news published by the general media and you will find articles about automation and how it is 'taking jobs away' from people. There is one candidate for president of the United States (Andrew Yang) who paints a very dark picture of the future of America. His book, *The War on Normal People*, will scare you if you are young, have not studied history, are thinking about what to do after high school, and this is the only source of information for you on the subject. (His solution? "Vote for me. Free money for everyone.")

I've got a better idea: Don't grow up to be normal. Make sure you continue to learn how to learn. Most people, sadly, give up on this way too soon. (One of the interview questions we ask in my companies is: What are you reading, watching and listening to now? Tell us, as some applicants have, that you "haven't cracked a book since high school" and you have no chance of being hired here.)

Are there people whose jobs have been and will continue to be displaced by advances in technology? Certainly, there will be. Has this happened before? Yup. Think horse and buggy whip makers for starters.

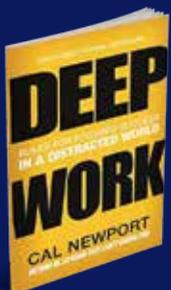
Your job, whether young or old, but particularly if you are at the beginning of your work experience, is to learn, first of all, to think for yourself. To do that, you must **expose yourself to ideas across the spectrum of ideas**. Then, engage in conversation with those who disagree with you or know something that you don't know, but (and here's the key) have the conversation not with the intent to convince, but with the goal of understanding where the other person is coming from.

Finally, I suggest to you a much more authoritative and balanced outlook on automation and the future, a report from McKinsey & Company, titled *"Jobs Lost, Jobs Gained: Workforce Transitions in a Time of Automation."* The report, dated December 2017, is free. Google it.

I agree with McKinsey's recommendations for you, the individual who does not want to be "normal":

- 1 Embrace a "startup of you" mentality.** All individuals will need to adopt a more entrepreneurial approach to navigating through the world of work and managing their careers.
- 2 Acquire the skills that will be in demand and embark on a journey of lifelong learning.** The activities in nearly all occupations will change, with more time spent on those activities that require social and emotional skills, team work and collaboration, creativity, and higher levels of communication and logical reasoning... Ultimately it will be up to individuals themselves to think carefully about what skills will be needed and how they can demonstrate those skills to employers.
- 3 Prepare for a world of digital job search.** Digital platforms for matching people with jobs and assessing skills are rapidly becoming the norm for hiring. Individuals will need to use these technologies if they are to be competitive in the job market.
- 4 Consider new ways of working.** Not only do most people now cycle through multiple employers throughout their careers, but many are moving beyond the traditional full-time (or part-time) job altogether. Of those who are already working independently, more than 70 percent say that they prefer independent work and they report higher satisfaction with many aspects of their work-life than people with traditional jobs, including not only flexibility, but also opportunities for advancement, creativity and variety in their work and even more security in their income. ■

Source: McKinsey.com



A Great Read Over the Holidays

One of my all-time favorite books is *Deep Work* by Cal Newport. I re-read it annually because it is a good reminder of the value of solitude and the harm that distractions (including our devices and screens) do to our ability to live lives of significance.

My daughter Kelsey even made me a sign based on this book for my office.



SMALL BUSINESS Book Recommendation

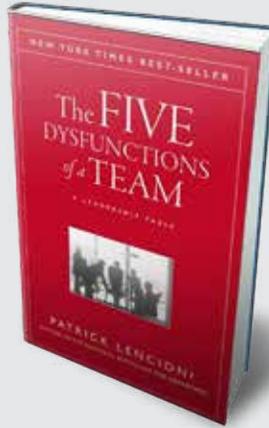
At BenGlassLaw our leadership team has recently read *The Five Dysfunctions of a Team*. It's a fictionalized story of a company going through a major transition. I want you to read the book if you are running a small business, but let me highlight the big major takeaway:

Teamwork is the ultimate competitive advantage. Great teams have the following in common:

They

- Trust each other
- Engage in unfiltered conflict around ideas
- Commit to decisions and plans
- Hold one another accountable for delivering on those plans
- Focus on the achievement of collective (team) results

Remember, Ben runs a small biz mastermind group. We meet each month in the BenGlassLaw training center and Ben buys the lunch. Your "fees" for admission are the ideas you bring to the table. To find out more, email Ben at Ben@BenGlassLaw.com.



You Should Be a Driver of Income Inequality **HERE'S HOW**

There was an editorial written by Robert Samuelson in the November 24 edition of the Washington Post that caught my eye: "How Workaholics Drive Inequality."

Quite amazingly, Samuelson was demonizing the fact that some people make more money than others because they work harder. He was critical of the fact that many people have jobs where they can open their laptop and work anywhere, any place. He even cited a study that concluded that "effort" helps explain income inequality. His bottom line is that we don't want more income inequality.

Umm. No.

Those of us who work hard, expend "effort" and do other things that "normal people" won't do should not be made to feel bad about that. As I've written in this space before, "income inequality" is a feature, not a bug of a country where you are free to use your gifts and talents in the way that you deem best for your life. The moment that you start to think that those who make more money than you do have any effect on what you make, you are lost.

Focus on your life. Expend effort. Yes, at times, be a workaholic. The world is made better by those who embrace the reality that where you are today is a product of the decisions YOU made in the past and where you will be in five years will largely be a result of the decisions YOU make between now and then. ■

CRAZY LAWSUIT OF THE MONTH



Burger King is being sued because its "Impossible Whoppers" are not really vegan because, according to the lawsuit, the alternative patty is grilled **next to** meat products which contaminate them by covering the outside of the vegan burger with animal byproducts.

The lawsuit claims that the plaintiff, Philip Williams, would not have purchased the burger had he known this fact. He claims that Burger King has been "unjustly enriched" if it is able to keep the money that people paid it for the "Impossible Whopper."

OK, I get it. If you are vegan you probably don't want to eat the "Impossible Whopper" if these

facts are true. I have a solution that does not require millions of dollars:

Eat someplace else.

Sure, maybe Burger King owes Mr. Williams his four dollars back, but a lawsuit? For millions of dollars? The only people who will be "enriched" by this are the lawyers. No consumer will end up with anything other than a coupon.

Notice: Each month we get feedback on the positions I take in this newsletter. We love your feedback. Living what we "preach," we'd love to discuss issues about life, success, and "refusing to be normal" with anyone, especially those who find disagreement with my rants. If this is you, reach out to us and let's schedule a time to get you on the Live Life Big video podcast. We promise you'll get a full opportunity to express your views!

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