

GLASSGAZETTE

Volume 25
Issue 8

A monthly publication of lighthearted stories and information from your friends at BenGlassLaw, a leading personal injury and disability firm

A Tail of Great Customer Experience



By:
Tammy Hinline
Senior Personal
Injury Paralegal

I'd never been so excited to wait in line before – especially after paying \$50 for the privilege. I discovered Floofy Studios on TikTok and fell for their quirky and colorful dog portraits. The dogs in the videos seemed to be having so much FUN! How could I consider myself an official crazy dog parent without professional photos

of my perfect pups adorning the hallway? They were only in cities like Toronto and Portland. When a Washington, DC waitlist opened, I jumped on it. My dogs would finally get the model photo shoot they (and I) deserved.

And the photographer did not disappoint! We played with bubbles, tennis balls, and bribed everyone with cream cheese off a spoon. My shyer pup gradually blossomed into a confident (maybe even sassy) star under the lens. It was a great time – and then came the waiting: the gallery upload, the editing, and finally, after 8-10 weeks, our finished portraits. Altogether, it took around six months from deposit to delivery.

It's not just business owners who feel the stretch. A lot of us are spread pretty thin. When you're only one person, how do you keep your clients waiting AND happy in a long queue? We could all take a few tips from Floofy Studios.

1. The \$50 deposit was small, but it got me emotionally and financially invested. By the time I paid, I was already picturing my pups in those portraits.
2. I had stuff to do while I waited. Their FAQ, photos, and videos kept the hype

alive until my turn came. Someday, that would be ME!

3. They were quick and responsive. I had questions throughout the process, and whenever I reached out, I got a response back quickly and professionally. I was waiting, but never ignored.
4. They set expectations and delivered. They told me when to expect the finished product and kept their promise. Sometimes, keeping a client happy in the moment involves setting their expectations early in the process.

Sometimes the timeline isn't in your control. But there are things we can do to make that experience better for everyone. If you've got anxious clients with a long wait ahead of them, maybe give them some dog videos to watch in the meantime. ■



BENGLASSLAW
PERSONAL INJURY | DISABILITY

Upcoming Holidays

- August: National Black Business Month
- August 1: World Lung Cancer Day
- August 4: National Friendship Day
- August 7: Purple Heart Day
- August 9: National Book Lovers Day
- August 19: World Humanitarian Day

Out in the Wild



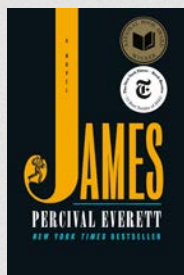
Autumn recently went on a trip to Arizona to surprise her best friend for her graduation from Arizona State University. On a free day, she did a day trip tour of Arizona with stops at Montezuma Castle, Sedona, Flagstaff, and the Grand Canyon.

Did You Know?

As kids head back to school, yellow buses play a quiet but powerful role, removing 17.3 million cars from the road and saving 2.3 billion gallons of fuel each year. This season, when one passes by, take a moment to appreciate them a little more!

Book Club Pick

James by Percival Everett is a bold, must-read retelling of Huckleberry Finn through the eyes of Jim, an enslaved man. If you're looking for a bold and inventive take on a classic read, this is your book!



FRESH from the FIRM

CURRENT EVENTS & STORIES OF THOSE WE'VE HELPED

We kicked off last month with a birthday celebration for Tammy, one of our awesome personal injury paralegals. Nothing like some Chick-fil-A and good conversation to start the day right!



July also brought some big changes to our front desk! We bid a fond farewell to our receptionist, Massi, as she embarks on her next chapter—law school! At the same time, we were thrilled to welcome Angela, who's already bringing warmth and positive energy to every call and conversation.

It always makes our day to hear from happy clients! Here's a recent review from Paul, one of our LTD clients. We're so grateful for his kind words:

Excellent experience with BGL. Mary Bruniany provided superior assistance with my LTD case. Mary provided the ongoing case support, secured external records, documented the case findings, and also provide timely updates needed to complete the submission of the LTD denial appeal. Damon Miller developed the appeal plan that won the case. I'm extremely pleased with the entire process and would highly recommend their legal services to anyone looking for a great law firm

Thanks, Paul

Our Long-Term Disability team recently secured a \$13,500 penalty settlement for a client after a major company delayed turning over LTD plan documents for over six months. Although the client ultimately wasn't eligible for benefits, the delay violated ERISA's federal disclosure requirements, and the company was held accountable. This case is a reminder that accountability matters and that we fight back when something's wrong.

AS A REMINDER

Our business is built on referrals. If you or someone you know can relate to the stories above or need help after being injured in an accident or whose long-term disability or life insurance claim has been denied, we'd love the opportunity to use our years of experience & compassion to help them.

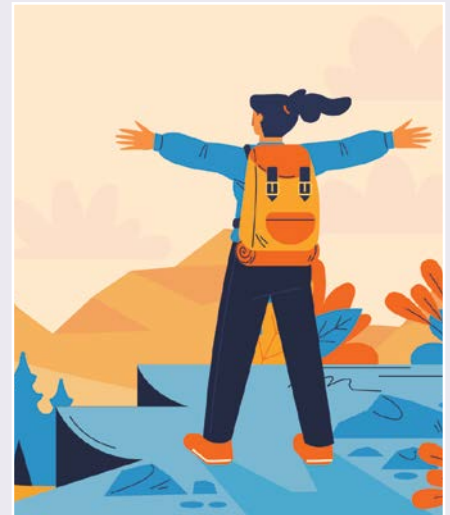
Inside the Mind of LISA DERCO

*Personal Injury Attorney, Wife, Boy Mom
& Lover of Travel, Food, & Wine*



Looking Back at Our Summer Kick-Off Trip

Early this summer, we embarked on an unforgettable long weekend getaway with friends at Sandy River Outdoor Adventure Resort in Virginia — and it exceeded all expectations! Six families, 25 people, and one incredible location made for the perfect mix of adventure, relaxation, and quality time together. The setting was absolutely beautiful, tucked away in the Virginia countryside with wide-open spaces, charming accommodations, and plenty to do for all ages.



The highlight for many of us had been the Adventure Park, where the kids (and a few brave adults) tackled the ropes course, zip lines, and high-flying obstacles. It was a fantastic way to challenge ourselves, cheer each other on, and create some hilarious memories along the way.

After working up an appetite, we headed to the Distillery, which quickly became a group favorite. The atmosphere was lively with great live music, and their handcrafted drinks were a hit. You have to try an Old Fashioned! To top it off, the wood-fired pizzas were absolutely delicious — the perfect pairing for an evening of laughs, music, and relaxation.

Staying in the tipis added such a fun and unique twist to the weekend. Cozy, comfortable, and surprisingly spacious, they gave us the feeling of camping with a few extra creature comforts — ideal for both the kids and adults in our group.

It was a beautiful way to spend a long weekend to kick off summer, surrounded by nature, adventure, good food, and even better company. Sandy River Tipis definitely gets our seal of approval, and we're already talking about making this an annual tradition!

If you're already thinking of next summer and are looking for a fun, family-friendly escape close to home, this one should be on your list. ■



Q&A OF THE MONTH

If August had a theme song, what would it be?

Wagon Wheel because we always listen to that song on a certain bridge in NC on our way to Bald Head Island!



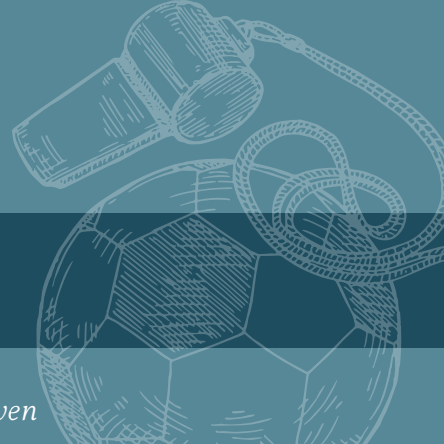
LISA LOVES...

We stopped at King Family Vineyard in Charlottesville on our way to Sandy River. It was beautiful, but the highlight was the sandwiches we got at Greenwood Grocery. I had the roasted pork—single best sandwich I have ever had.



Inside the Mind of BEN GLASS

*Disability Attorney, Entrepreneur, Business Coach, Author,
Soccer Referee, Husband, Father to Nine, Grandfather to Seven*



Some Advice for the Kids Heading Off to College

Note: *I've published a variation of this article every August for over a decade. Principles don't change, though the clarity of my thinking has improved over the years since my youngest graduated from high school. Feel free to copy this and pin it to your kid's dorm room wall.*

As someone who's sent seven kids to six different Virginia universities (William and Mary, UVA, JMU, George Mason, CNU, and Virginia Tech), I've learned a thing or two—not just about college, but about life, growth, and how young people can start living with intention right now.

Here's what I'd tell every student—and parent—this fall.

1. College is a Tool, Not the Destination

Don't obsess over where your child goes to college or whether they go at all. College is one tool for building a great life, not the life itself. What matters far more is **who they are becoming** and whether they are learning to think, to question, to work, and to live for themselves.

Remind your kids: *You are not here to live someone else's life plan. You are here to become excellent at the things you were made to do.*

2. Resilience Over Perfection

Your child will face setbacks. That's not a bug in the system—it's the whole point.

Teach them to view challenges not as threats to avoid but as opportunities to grow. This is how they'll develop *resilience*, the most valuable character trait they'll ever own.

Remind them that very few things are permanent—except what they post on social media.

3. Learn to Listen to People Who Actually Live Well

The world is full of advice, noise, and shallow influencers. Teach your kids to tune out the trivial and tune in to people who live with integrity, who've built meaningful lives, not just flashy ones.

If someone speaks with wisdom and it stirs your heart, **lean in**. Ask them about their life. Study how they think. Find professors who walk the talk, not just talk it. *Listen to the people whose lives you'd actually want to live.*

4. Be Bold Enough to Take the Next Step Before You're Ready

College is often painted as a safe zone. But the real magic happens when students take risks—starting a project, studying abroad, applying for the thing they're scared of, saying “yes” when they're unsure. Some of the most amazing jobs and professions were “discovered” by college students who took a class that was way outside their current “interest zone.” Some had a space to fill on their schedule and just went for it!

5. Relationships Trump Résumés

The people your kids surround

themselves with in college will shape their ambition, their beliefs, and their joy. Encourage them to find friends who challenge them to think bigger, not just drink faster.

And tell them this: *The best life is not built alone. You are the average of the five people you hang out with the most.*

6. Live Life Big, Starting Now

You don't need a perfect major, a dream job lined up, or some future version of success to begin living meaningfully.

The “**Live Life Big**” mindset starts today. It's about owning your time, honoring your values, and realizing that life isn't a dress rehearsal. You are allowed to live with purpose now—not someday when it all makes sense.

So here's to the young adults packing boxes and stepping into dorms. And here's to the parents letting go, trusting their foundation, and watching with pride.

Let them go. Let them fall.
Let them rise.

And remind them:

**You were made to think for yourself.
Master that skill first. ■**

Technology Disruption: Fear, Horses, and What Comes Next

There's no shortage of headlines warning that AI is going to take all the jobs. But every generation in American history has faced this fear when technology changed the way we live and work. Most of the time, we adapted—and ended up better off.



Here are five tech disruptions people feared... that turned out just fine:

1. The Automobile (Early 1900s)

The rise of the car threatened entire industries—blacksmiths, buggy makers, and stable hands. But it created millions of new jobs and reshaped America's economy and infrastructure.

2. The Assembly Line (1913)

When Henry Ford introduced mass production, critics warned it would dehumanize workers. Instead, it lowered prices, increased productivity, and lifted wages.

3. The Telephone (1870s–1900s)

People feared it would destroy face-to-face communication. It didn't. It connected us in

new ways, created new jobs, and laid the groundwork for the information age.

4. The ATM (1970s)

Bank tellers feared mass layoffs. But studies show bank employment actually grew, as banks expanded services and locations with higher efficiency.

5. The Internet (1990s)

There was fear it would end retail, journalism, and education. Instead, it redefined those industries and created entirely new ones.

At BenGlassLaw, we believe the best response to disruption is *human connection and clarity of purpose*. While we're using AI to serve clients better, we'll never let it replace *people*. ■

Another Big Appellate Win: BenGlassLaw Defeats Reliance in the Fourth Circuit

BenGlassLaw just secured another major victory in the Fourth Circuit Court of Appeals—this time for a former Physical Therapy Assistant suffering from debilitating conditions, including Ehlers-Danlos syndrome, tethered cord syndrome, and chronic pain that left her mostly bedridden.

For over six years, Reliance Standard approved her long-term disability benefits. Then, in 2022, they abruptly terminated her claim. Why? She had self-published a devotional book (with only four copies sold) and occasionally blogged—activities Reliance claimed showed she could work.

The district court didn't buy it. And neither did the Fourth Circuit.

Both courts ruled in her favor, rejecting Reliance's attempt to equate occasional, minimal activity with the ability to sustain full-time work. The court also criticized Reliance for serious procedural failures, including missing deadlines and losing parts of her appeal file.

The takeaway: Insurers don't get to ignore years of medical evidence or sidestep ERISA's rules. And when they do, BenGlassLaw is ready to step in.

This case is a win not just for our client, but for every professional with a disability being unfairly pushed out of coverage.

If you know someone whose long-term disability benefits were wrongly denied, we're here to help. ■



PODCAST EPISODE OF THE MONTH

Breaking Free from the Status Quo: Gary Miles on Building a Practice That Aligns with Your Life

In this episode of the Renegade Lawyer Podcast, Ben Glass sits down with Gary Miles, a veteran lawyer, recovery advocate, and coach for attorneys seeking purpose and freedom in their practices. Gary is the host of *The Free Lawyer Podcast* and author of *Breaking Free: A Guide to Achieving Personal and Professional Freedom as a Lawyer*. He shares the mindset shifts, professional pivots, and life lessons that helped him leave insurance defense, build a thriving family law practice at 54, and now coach lawyers through burnout, imposter syndrome, and business growth challenges.



Q&A OF THE MONTH

If August had a theme song, what would it be?

Born to Run
by Bruce Springsteen.



Inside the Mind of BRIAN GLASS

Personal Injury Attorney, Entrepreneur, Business Coach,
Husband, Father to Three Boys, & Avid Traveler



Your Body has an **Expiration Date**



And it arrives long before your passport does.

This was a once-in-a-lifetime trip: three generations of my wife's family together in Italy.

Ten days together in Florence and San Gimignano.

Hiking rocky trails.

Swimming to a waterfall.

Wine tasting in medieval towns.

Schlepping miles in 95-degree heat.

Climbing every bell tower we could find.

You won't be able to do this forever.

Someday, all of us will wish we'd made the time (while we still had the strength) to say yes to moments like this.

Don't put it off. The window closes faster than you think. ■



GLASS BROS BANTER

We have so many board and card games in our house that it overflows 3 bookshelves.

This Christmas, we purchased a card game called Piggy Piggy, where you strategize to collect the most pig figures by placing and stealing food cards. Our boys get competitive; if one child steals from another, they hold a grudge. In a recent game, the following could be heard from multiple kids: "if you really want to do that, go ahead, I'll remember," "guys let's team up on Dad because he's winning now," "that's it, now I'm coming for you." Krista and I laughed more in this game than we have in a long time.



PODCAST EPISODE OF THE MONTH

The \$500K Law Firm Question: Can You Walk Away for 3 weeks? | Chelsea Williams

You've hit \$500K in revenue—but can your law firm run without you?

While Brian's sipping aperitivos in Italy for three weeks, Chelsea Williams—the Money Whisperer behind Core Solutions Group—is here to break down what it really takes to create a firm that functions (and flourishes) in your absence.



Q&A OF THE MONTH

If August had a theme song, what would it be?

Vacation by Dirty Heads

Inside the Mind of DAMON MILLER

Long-Term Disability Attorney,
Husband, Storyteller, & Dragon Slayer



Life Update: We Bought a House!

***It's official—Emily and I are homeowners!
In July, we bought our first place
together, a cozy little townhouse
that already feels like home.***

This is a big milestone for us, and one we've been looking forward to for a long time. We're excited not just about having a place to call our own, but about what this season of life represents. We're planting roots, planning for the future, and (yes) talking seriously about starting a family.



*The home-buying
experience reminded me
how important it is to
have people in your corner.*

Buying a home came with its own set of lessons—negotiating contracts, dealing with inspections, deciphering mortgage paperwork (and yes, even as a lawyer, some of it still made my head spin). But the experience reminded me how important it is to have people in your corner who know the process, care about the outcome, and can guide you through the unknowns. If you're here in Northern Virginia, I highly recommend working with Stacy Cheshire and Karen McGavin – their team was absolutely wonderful every step of the way.

That's something I think about a lot in my own practice—how disability clients are also trying to navigate a confusing system during some of the hardest moments of their lives. They need clarity, they need support, and they need someone who's walked the road before. It's a privilege to be that person for them.

Thanks for letting me share this personal update. And if you have any advice on hanging curtain rods without wrecking drywall, I'm all ears. ■



Q&A OF THE MONTH

If August had a theme song, what would it be?

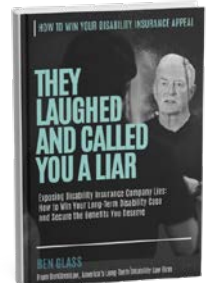
"August" by Taylor Swift.

Our NEW Long-Term Disability Book is Available Now for FREE

Ben recently published a new book, **They Laughed and Called You a Liar**,

which exposes disability insurance company lies and breaks down how people can win their long-term disability case and secure the benefits they deserve. If your long-term disability benefits have been denied, this book is more than just a guide—it's your roadmap to justice. Ben Glass shares proven strategies that have helped countless clients stand up against insurance companies and win their cases. Don't let them control your future—take charge today.

Download now by scanning the QR code!



3998 Fair Ridge Drive Suite 250
Fairfax, VA 22033
tel 703.544.7876 fax 703.783.0686
www.BenGlassLaw.com

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For feedback, comments, or to request to receive via email only, email newsletter@benglasslaw.com or call 703.544.7876

This publication is intended to educate the general public about personal injury, ERISA disability, 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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Pause with Purpose: *A Refreshing Reminder*

By: **BGL STAFF**

National Relaxation Day 2025 falls on Friday, August 15th, offering the perfect moment to highlight employee well-being and promote a culture of stress reduction in the workplace. This national holiday was created in 1985 by a 9-year-old boy named Sean Moeller, who believed people should make time to unwind and recharge. Decades later, it is still an important reminder to slow down, breathe, and avoid burnout.

Here are some simple ways to celebrate and de-stress at work:

- **Snack Smart:** Offering a variety of healthy snacks and drinks throughout the day can lift energy levels and help reduce stress.
- **Bring Nature Indoors:** Add some greenery – indoor plants have been shown to improve concentration and promote a calming environment.
- **Move Your Body:** A walk around the block or stretching at your desk releases endorphins and gives your brain a reset.
- **Reconnect:** A quick chat or lunch with friends or loved ones can lighten your mood and give you that emotional recharge we all need.

Let's use this day as a reminder that recharging isn't a luxury – it's a necessity. Encourage your team to take that well-earned break and watch how a little rest can lead to big results! ■