



# The **BOYK** LAW REPORT

11 Offices >>> NW Ohio & SE Michigan

## ATTORNEYS

Charles Boyk, Michael Bruno, Andrea Young, Zac Shaffer, Emily Warnimont, Joshua Gurwell & Fredric Boyk, of counsel

## CONTACT US TODAY!

### MAIN OFFICE

1500 Timberwolf Dr.  
Holland, OH 43528  
(419) 241-1395 Main  
(800) 637-8170 Toll-free  
(419) 241-8731 Fax

### BOWLING GREEN

121 E. Wooster St., Suite 100  
Bowling Green, OH 43402

### DOWNTOWN TOLEDO

405 Madison Ave., Suite 1200  
Toledo, OH 43604

### DEFIANCE

1012 Ralston Ave, Suite C-1  
Defiance, OH 43512

### FINDLAY

612 S. Main St., Suite 107  
Findlay, OH 45840

### FREMONT

219 S. Front St., Suite 105  
Fremont, OH 43420

### LIMA

114 N. West St., Suite 203  
Lima, OH 45801

### MAUMEE

1683 Lance Pointe Rd  
Suite 104 B  
Maumee, OH 43537

### SWANTON

10725 Airport Hwy.  
Swanton, OH 43558

### WEST TOLEDO

7659 Kings Pointe Rd., Suite B  
Toledo, OH 43617

### WEST UNITY

123 E. Jackson St.  
West Unity, OH 43570



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## Treat People with Courtesy & Respect: My Monthly Customer Service Rant

by Chuck Boyk

This is another complaint about how horrible customer service is in our world. Here are some examples I have recently experienced :

- *I totaled my car in an accident with a deer. The deer was clearly at fault, but didn't have insurance. I walked into a car dealer at 5 pm on a weekday with my son (who is a salesman). There were no salesmen on the floor. We waited around for 10 minutes, and nobody approached us. My son walked into a salesman's office and yelled. "Hey, does anyone want to sell a car today?" That finally got someone to talk to us.*
- *I was retained on a catastrophic injury case of an entire family against a large corporation. We sent a representation letter to the insurance company. Over the next 2 weeks, we sent 5 emails and made 5 phone calls to discuss liability and insurance coverage. We went through 5 different insurance adjusters without a return phone call. On the 6th call, we finally found the correct adjuster. He was extremely helpful, admitted liability, and told us the amount of insurance coverage was my favorite kind, substantial. Two weeks of pursuit and multiple attempts to get answers from a major company are absurd.*

- *I referred a large case to a friend who works in an area of law in which I do not practice. The client was the "ideal client" for my friend's law practice, with a \$10,000 retainer and the ability to pay. The "ideal client" called me a week later and told me "my friend" never returned any of his 4 phone calls. I apologized and found a "different friend" for the referral.*

It may be just my "old person" complaint, but "customer service" is your opportunity to show your client your unique competitive advantage and make a friend for life. I give my clients my cell phone number. When I deal with an insurance adjuster, I treat them with respect. In the majority of cases, I can settle them in pre-litigation when the policy limits are not large. I explain to the adjuster that I want the policy limits and ask what information they need to get authority for the limits. My job is to provide them with that information so we can resolve the situation in the best interests of everyone involved. Maybe that is why my law firm gets a lot of referrals from insurance adjusters when their family members are injured.

Treat people with courtesy and respect.

## Introducing Joshua Gurwell, Esq. Ohio Personal Injury Attorney



Attorney Joshua Gurwell

If you ask Josh Gurwell what he wanted to be growing up, the answer was simple: a race car driver or an attorney. One of those paths stuck, but not before his lifelong love of cars led him to spend a few of his younger years behind the wheel of a dragster at Milan Dragway.

Originally from Bryan, Ohio, Josh grew up in a hardworking, close-knit family where his twin sister was the athlete, and he leaned more toward academics. As a young man, he was competitive, curious, and always looking to understand how things worked, whether it was engines or ideas.

Josh took that curiosity to Eastern Michigan University, where he majored in political science and distinguished himself academically, earning recognition as Political Science Student of the Year. His undergraduate experience, including research and national-level moot court competition, solidified his decision to attend law school.

Josh went on to earn his law degree from Charleston School of Law, where he gained significant practical experience working directly with clients in a personal injury setting. This hands-on exposure shaped his perspective on the profession, emphasizing the importance of client relationships and real-world impact. That experience shaped how he approaches personal injury law today.

After several years of practicing in South Carolina, Josh decided to return to the Midwest. The move was driven primarily by a desire to be closer to family and an interest in continuing his career in a more traditional firm environment with a collaborative team structure.

Josh has been assisting Attorney Mike Bruno on multiple cases while he completed the lengthy process of transferring his South Carolina Law License to the State of

Ohio. (See Related Story)

Now with Boyk Law, Josh focuses on pre-litigation personal injury work, bringing both technical knowledge and a grounded, client-centered approach. He is focused on making sure clients understand the process, feel supported, and know someone is in their corner. His philosophy is that if you take care of the client, everything else tends to follow.

His experience across different legal environments continues to inform his work, positioning him to contribute meaningfully to both client outcomes and the firm's continued growth.

Outside the office, Josh is still very much the same guy who grew up loving cars and competition. He is a dedicated Michigan Wolverines fan, rarely misses a game if he can help it, and enjoys everything from hockey to football to a good weekend outing with friends.

While the racetrack may be behind him, that same drive is not. Whether it is building a case or building relationships, Josh brings focus, energy, and the right amount of competitive edge to the team.

## The Long Road of Transferring an Out-of-State Law License to Ohio

by Joshua Gurwell

A few months after applying to the Ohio bar via UBE (Uniform Bar Exam) transfer, I joked with colleagues that I could have been licensed quicker by “simply” retaking the bar. As it turns out, that may have been the case. I submitted my application to the Ohio bar in early June of 2025, but I wasn't sworn in until nearly ten months later. For those wishing to transfer their UBE score to Ohio, patience truly is a virtue.

In Ohio, you need a UBE score of 270 within the past five years, along with a score of 85 on the Multistate Professional Responsibility Examination (MPRE), a test of the ethical guidelines for attorneys. Aside from two affidavits, school transcripts, and \$750 to the Ohio Bar, the next step is a character and fitness investigation. Ohio uses the National Conference of Bar Examiners (NCBE) to conduct these checks. Yes, that's right, the State of Ohio, an entity that has all the tools to know everything about us, uses the conference that administers the bar exam and MPRE to conduct the background check. This process cost \$550 and took me four and a half months.

Once the NCBE report is received, the application is then sent to a local bar committee, mine being sent to the Toledo Bar Admissions Committee. Once received, the applicant must be interviewed by two bar members. My application was sent to the committee in October of 2025, yet I was not interviewed until January of 2026. Following the interview, the application is returned to the State Bar in Columbus for final approval. Unexplainably, my application was not received by the State Bar until March of 2026. Fortunately, I was approved and eligible to take the oath on March 23, 2026.

Upon reflection, it seems the process of transferring a bar score to Ohio could be made much more efficient. Most importantly, I believe the NCBE does not have better tools for conducting a character and fitness background check than the State of Ohio. I sat for the bar in South Carolina, a state that conducts its own background checks, and the process was much quicker. Further, much time was wasted due to either my application needing to be “received” by the necessary entity and/or the necessary people not

pushing it forward. In a world where technology has made everything more efficient, it's hard to understand why receiving an application could take so long. And why, if I was interviewed in January, does it take almost two months for my application to be sent to and received by the State Bar?

For those wishing to transfer their UBE score to Ohio, understand that this process will take at least six months. The only silver lining is that, once the UBE Transfer Application is initially filed and pending, and you are in good standing in each jurisdiction you are admitted to, you can file an Application to Practice Pending Admission. While you may not be a fully licensed attorney in Ohio, once approved, you can practice in Ohio under the guidance of a licensed Ohio attorney. I feel very fortunate to have been hired at the Charles E. Boyk Law Offices, as many other employers would not have been as patient as Mr. Boyk.



# The Judgment of Z: Claude by Zac Shaffer

Despite the ever-expanding universe of artificial intelligence tools entering the legal profession, few comparisons have generated as much curiosity as the one between ChatGPT and Claude. In this month's

review, we examine Claude and compare it directly to the now-familiar ChatGPT.

At their core, both systems are designed to process natural language and generate human-like responses. Financially, both options are nearly identical in price. Practically, they are like two edges of the same blade. Where ChatGPT often acts as an efficient and responsive assistant—organizing, drafting, and producing—Claude tends to behave more like an analyst. It does not simply provide an answer; it evaluates the question, considers alternative interpretations, and often identifies what may be missing.

This distinction becomes more apparent when looking at how each tool handles core legal tasks. ChatGPT

excels in drafting and organization as it is particularly effective at turning raw information into polished, usable work product. It also performs well in broader, exploratory research, helping attorneys quickly understand unfamiliar areas before transitioning into more traditional legal databases.

Claude, on the other hand, is better suited for deeper analytical work. It tends to perform well when reviewing large volumes of documentation, identifying inconsistencies, and evaluating the strength of arguments. Rather than focusing on producing content, it focuses on examining it—questioning assumptions, spotting gaps, and offering a more nuanced breakdown of complex issues. In research, this translates into a deeper dive rather than a broader sweep.

Accuracy is an important consideration with both tools. Neither system should be relied upon without verification, particularly in a legal setting where precision is critical. However, the difference often lies in approach. ChatGPT prioritizes responsiveness and clarity, while Claude tends to be more cautious and deliberate in its reasoning. Each has strengths, but both require the same level of professional oversight. As a matter of usage, I would not



recommend relying on either option when drafting your documents, especially those to be filed in the court system. AI is simply a tool to assist you and your practice, but your clients are not hiring your firm for its knowledge of, or ability to use, AI.

Ultimately, the comparison is less about which tool is better and more about how they are used. ChatGPT builds. Claude critiques. One organizes and produces, while the other analyzes and refines. Together, they offer a complementary approach that can enhance efficiency, improve accuracy, and strengthen overall legal work product.

Considering all of the factors, much like ChatGPT, Claude comes in at 4/5 points. I would recommend Claude as a substitute or as complementary software used in tandem with ChatGPT. And that is, the Judgment of Z.

## Attorney Andrea Young Finds Love & Marriage in Chicago

The Staff at Charles Boyk Law Offices sends our heartfelt congratulations to Andrea Young on her marriage to Gar Green. The happy couple wed on March 21st at a civil ceremony at the Cook County Courthouse in the presence of family.

“It was quite spectacular to see the large number of couples that also showed up to get married that morning,” says Andrea. “Love was definitely celebrated that day.”

Chicago has been a special place for the couple since their initial meeting online when Gar commented on a picture of Andrea in front of “The Bean” in the Windy City’s Millennium Park. They never stopped chatting after that.

Chicago was the site of their first trip together. Since then, they’ve visited multiple times to enjoy the museums and theaters and to eat good food. They got engaged during their last visit.

Best Wishes on a long and happy life together, Andrea and Gar! Attorney Andrea Young Finds Love and Marriage in Chicago



### Co-Counsel Opportunities

Whether you have an injury case that is outside your core practice area, a case you do not have time or the resources to pursue on your own, or a case outside your geographic area, our firm would love to talk with you about a referral or being associated as co-counsel.

We are proud to work with co-counsel throughout the country. And when those cases resolve, we are honored to pay significant referral and co-counsel fees.

For more information about Co-Counsel Opportunities, contact Charles E Boyk Law Offices, by phone at 419-241-1395, email at [referceb@charlesboyk-law.com](mailto:referceb@charlesboyk-law.com) or visit our website, [www.charlesboyk-law.com/referral](http://www.charlesboyk-law.com/referral)

### ABOUT THE CO-COUNSEL NEWSLETTER

Charles Boyk Law was founded more than 20 years ago with the intent of helping people in need. Behind a team of outstanding lawyers, professional support staff, and state-of-the-art technology, our firm has grown to become one of the leading personal injury law firms in NW Ohio and SE Michigan.

We consider it an honor to be contacted by attorneys, both locally and across the U.S., who are seeking co-counsel to help litigate complex personal injury cases. It is an even greater honor when those attorneys refer us a case involving their loved ones or friends.

Our co-counsel newsletter is tailored to attorneys. It highlights examples of cases we are handling and provides updates on litigation. If you have a personal injury case you are looking to refer, we invite you to consider our firm. Our team of attorneys and professional staff have the experience, knowledge and resources to provide your clients with the best representation and maximize the recovery.



**CHARLES E. BOYK**

LAW OFFICES, LLC



**CHARLES E. BOYK LAW OFFICES, LLC**

1500 Timberwolf Dr.  
Holland, OH 43528

PH: 419.241.1395

TF: 800.637.8170

FX: 419.241.8731



[www.charlesboyk-law.com](http://www.charlesboyk-law.com)



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A Newsletter by Attorneys, For Attorneys

# The **BOYK** LAW REPORT

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## MAYA MAY: Strengthening Attorney Partnerships to Expand Opportunity

As Boyk Law continues to expand its presence in the Toledo legal community, a key focus is building strong, strategic relationships with other attorneys. Maya May plays an important role in leading these efforts, helping to position the firm for collaboration rather than competition.

Attorney-to-attorney partnerships are an essential part of a well-functioning legal ecosystem. While firms may operate in similar practice areas, there are consistent opportunities to work together in ways that benefit both sides and, most importantly, the client. These relationships often center around conflict cases, capacity constraints, or differences in case type, allowing firms to refer matters that may not align with their current bandwidth or strategic focus.

Through Maya's outreach and relationship-building efforts, Boyk Law is creating a more

defined and reliable referral network. This includes identifying opportunities to share cases when conflicts arise, supporting overflow when demand is high, and aligning with firms that bring complementary strengths, including litigation experience.

The goal is to establish a trusted, mutually beneficial referral relationship that allows both firms to better serve clients while strengthening their respective market positions.

This type of collaboration not only expands opportunity but also reinforces Boyk Law's commitment to professionalism, respect, and community alignment. By building strong relationships within the legal community, Maya is helping to ensure that clients are consistently guided to the right resources at the right time with the right support.



Maya May