

# Adapting to changing times: Service

## E-filing history now available online

To address individual lawyer and law firm needs for more information on electronic filings, LAWPRO in 2010 expanded the data available online in the confidential [MY LAWPRO](#) section of the [LAWPRO website](#). Lawyer and law firm e-filing records for the past five years are now available through this section of the site, making it fast and easy to access filing data and verify filing obligations have been met.

## High rate of online filing: No paper applications will be mailed for the 2012 policy year

About 97 per cent of lawyers' renewal applications (for 2011) were filed online through the MY LAWPRO section of our website in 2010. As a result of the wide-spread success of the online renewal program, LAWPRO will stop mailing out paper applications – which has cost the company approximately \$7,000 each year in mailing costs. Pre-populated application forms will still be available online for the 2012 renewal season. Lawyers who do not wish to file their application online will be able to print their pre-populated renewal application from the website to be emailed, faxed or mailed in.

## Decreased call/correspondence volume attributed to more information online

Call volume into the Customer Service Department was down about seven per cent compared to 2009 (41,953 phone calls were made or received in 2010.) Our customer service representatives also sent out 23,645 pieces of correspondence (email, fax and regular mail) about a nine per cent decrease from the year before. At the same time, use of our website and its many self-help features is up about 10 per cent in 2010 compared to 2009. Additional initiatives in this vein are planned for 2011.

## Enhancing our French-language resources

In 2010, our customer service and TitlePLUS departments worked hard to take advantage of our bilingual in-house staff. Efforts to serve lawyers in the language of their choice continue, and in 2010 French language versions of the Insurance Matters booklets (a series of booklets explaining coverage for lawyers on different forms of exemption) were released and are available online. For 2011, application forms for optional innocent party buy-up and run-off coverage will be made available in French. This will complete our commitment to provide all materials related to the mandatory insurance program in both official languages.



## Greater promotion of Excess Insurance to small-to-medium firms

In 2010, LAWPRO expanded efforts to help lawyers determine their need for increased coverage – and to consider [LAWPRO's Excess Insurance](#) option as their preferred supplier.

A record 1,448 firms representing 3,768 lawyers elected LAWPRO as their excess insurance provider for 2010. As of January 1, 2011, the number of firms insured under the LAWPRO Excess program increased to 1,468, representing 3,772 lawyers.

Of 57 new firms opting to buy excess coverage from LAWPRO for 2011, 84 per cent did not previously carry excess coverage. LAWPRO's retention rate on excess business was 97 per cent for the second consecutive year, a clear indication that this program meets the needs of the market it is aimed at: small and medium-sized firms of fewer than 50 lawyers. LAWPRO's excess program insures, on average, 15 per cent of lawyers employed in firms of 50 or fewer lawyers.

### Excess claims

To date, we have not paid any indemnity amount under LAWPRO's Excess program, a reflection of our ability to carefully manage costs within the insurance program's primary limits. However, a few of our Excess claims files have reserves on them. Prudent underwriting and solid claims management have helped ensure that our Excess program is a profitable line of business for the company.

# Adapting to changing times: Coverage

The following changes to program coverage implemented in 2010 were covered in some detail in our 2009 Year in Review issue of LAWPRO Magazine. Highlights are as follows:

## Limited overdraft protection for counterfeit certified cheques and bank drafts

To improve the protection against the increased use of fraudulent cheque scams targeting lawyers, LAWPRO in 2010 implemented – as part of its standard coverage – a limited overdraft protection coverage for lawyers’ exposure arising out of counterfeit certified cheques and bank drafts. Attached to this coverage is a “best practice” requirement. LAWPRO continues to work with various parties to find ways to reduce lawyers’ exposure to counterfeit certified cheques and bank drafts, and to facilitate access to the Large Value Transfer System (for more details see “Leadership and service at work” on page 26).

## Mobility with Quebec

The insurance program was adapted to reflect the Barreau du Québec’s ability to grant special Canadian legal advisor (CLA) permits to members of other Canadian law societies, which recognizes these lawyers as full members of the Barreau with restricted practice status. Ontario lawyers practicing in Quebec now have full coverage for their services as a CLA.

## Lawyer misappropriation during mobility

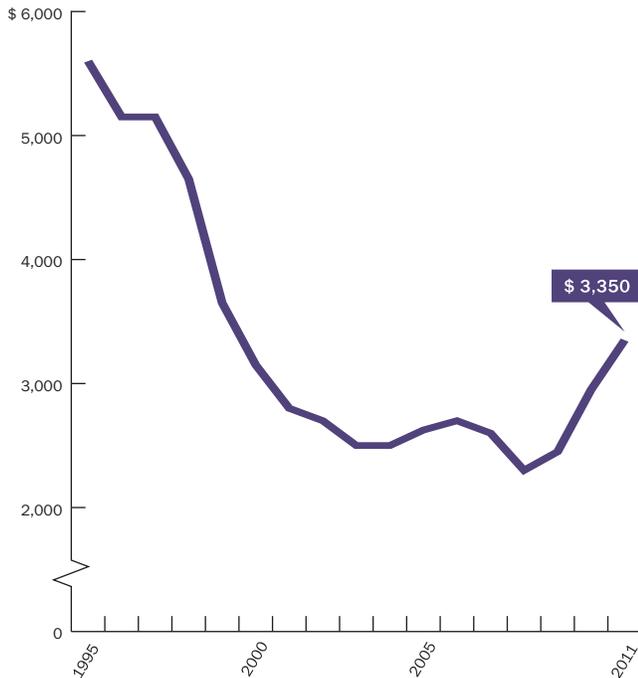
To satisfy new requirements under the National Mobility Agreement designed to better protect clients and others, we adapted the standard insurance program to provide coverage for misappropriation by Ontario’s practising insured lawyers when exercising their temporary mobility rights in another Canadian jurisdiction.

## Tailored Coverage Option

One of the hallmarks of the LAWPRO E&O insurance programs is its flexibility. As this chart shows, lawyers have many options to tailor their coverage to their specific needs. And every year more lawyers take advantage of these options.

Coverage Option	Feature	No. of lawyers participating (as of Jan. 31, 2010)	No. of lawyers participating (as of Jan. 31, 2011)
New call discount	10-40 per cent base premium discount for those called in the last one to four years	3,592	3,786
Part-time practice	40 per cent base premium discount for eligible lawyers	1,442	1,466
Restricted area of practice option	40 per cent base premium discount for immigration/criminal law practitioners	1,320	1,343
Innocent Party buy-up	Increase in Innocent Party sublimits up to as much as \$1 million per claim/aggregate	3,193 (based on \$249/lawyer)	3,268
Run-off buy-up	Increase limits for past services from \$250,000 per claim/aggregate to as much as \$1 million per claim/\$2 million aggregate	772	867
Real Estate practice coverage	Required for all lawyers practising real estate law. Sublimit coverage of \$250,000 per claim/\$1 million aggregate	7,093	7,171

### Base premium per lawyer



### Locums

LAWPRO updated its program materials to offer guidance on the insurance issues that lawyers and law firms should consider if hiring or acting as a locum. These changes were made in support of the Law Society's support of practice locums.

### Premium changes

As indicated in the accompanying graph, the base premium for 2010 was increased to \$2,950 and a further \$400 to \$3,350 for 2011.

Premiums for Real Estate Practice Coverage were reduced to \$400 per lawyer from \$500 in 2010 – reflecting the projected claims experience for this coverage which is required for all lawyers practicing real estate and provides coverage for fraud by the lawyer.

The significant increase in real estate claims costs (see discussion on page 7 of this report) prompted an increase in the real estate transaction levy to \$65 per transaction, effective January 1, 2010.

Changes were also made to the e-filing and lump sum payment discounts, prompted by the consistently high level of online filing and the cost to the company of providing these discounts. The e-filing discount was reduced to \$25 and the lump sum payment discount to \$50 effective with the 2010 program year.

A \$450 per lawyer levy to make up the \$10 million shortfall that the harmonized sales tax would have imposed on LAWPRO's reserves was not implemented and will not be required going forward. Money to make up the shortfall flowed from the Law Society's E&O Fund under the retrospective premium provisions. In turn, the mid-year settlement of the Law Society's litigation with Ernst & Young and Tillinghast (related to services those firms provided with respect to the Law Society's insurance program between 1991 and 1994) helped to replenish the E&O Fund.



## Mark your calendar now

Renewal applications for the 2012 Policy year will be accepted online starting on or about October 3, 2011.

### No more paper applications in mail

Please note that LAWPRO will not be mailing out paper renewal applications for the 2012 Policy year. If you do not wish to file online, pre-populated renewal application forms will be available for download on or about October 3, 2011.