

# E&O claims management: A track record of success

*In this new world of record claims numbers and costs, our claims management expertise and experience are put to the test: As the following summary shows, we continue to post solid claims management results on many fronts.*

## 80%+ claims closed without indemnity payment

As these numbers show, LAWPRO's focused claims management philosophy – which sees us resolve claims quickly in situations where there is liability, defend vigorously if the claim has no merit and avoid economic settlements – yields solid results.

## Claims closed 2005 to 2011



## A winning track record in court

On all fronts – matters taken to trial, matters appealed and files on which we applied for summary judgment – we were successful.

For a more detailed discussion of claims on which we stepped in to repair an error made by a lawyer (and help avoid a potentially costly claim) see “Repairs: Remedial action by LAWPRO saves millions” on page 18.

For more on precedent-setting claims matters handled by LAWPRO in 2011, see “LAWPRO defends lawyers on a wide variety of claims” on page 24.

**won 15 of 19 trials; decisions reserved on 3 additional matters taken to trial**

**won 8 of 10 appeals (all appellants had lost their cases also in first instance)**

**won 22 of 30 summary judgment applications; won 2 claimants' appeals from summary judgment orders. On 7 other pending summary judgment motions, claimants capitulated prior to hearing date**

## Success at pursuing rights of recovery

As well as managing claims costs to the extent we can, LAWPRO also actively pursues its rights to recover from other parties on files where this strategy is appropriate. In 2011, we recovered approximately \$1 million on claims files. For a more detailed discussion on some of the more successful files, see “Recoveries: Following through to recover costs” on page 16.

recovered approximately

**\$1M** on claims files

## A vote of confidence from lawyers with claims

Each year we survey insured lawyers whose claims have closed that year. Results of this annual survey reveal a very high level of satisfaction with LAWPRO's claims handling:

**98%** say they are satisfied with how LAWPRO handled the claim;

**89%** say they are satisfied with our selection of counsel;

**88%** say they would have the defence counsel firm represent them again; and say LAWPRO received good value for defence monies spent.

VALUE  
INTEGRITY

VALUE  
PROFESSIONALISM

VALUE  
SERVICE