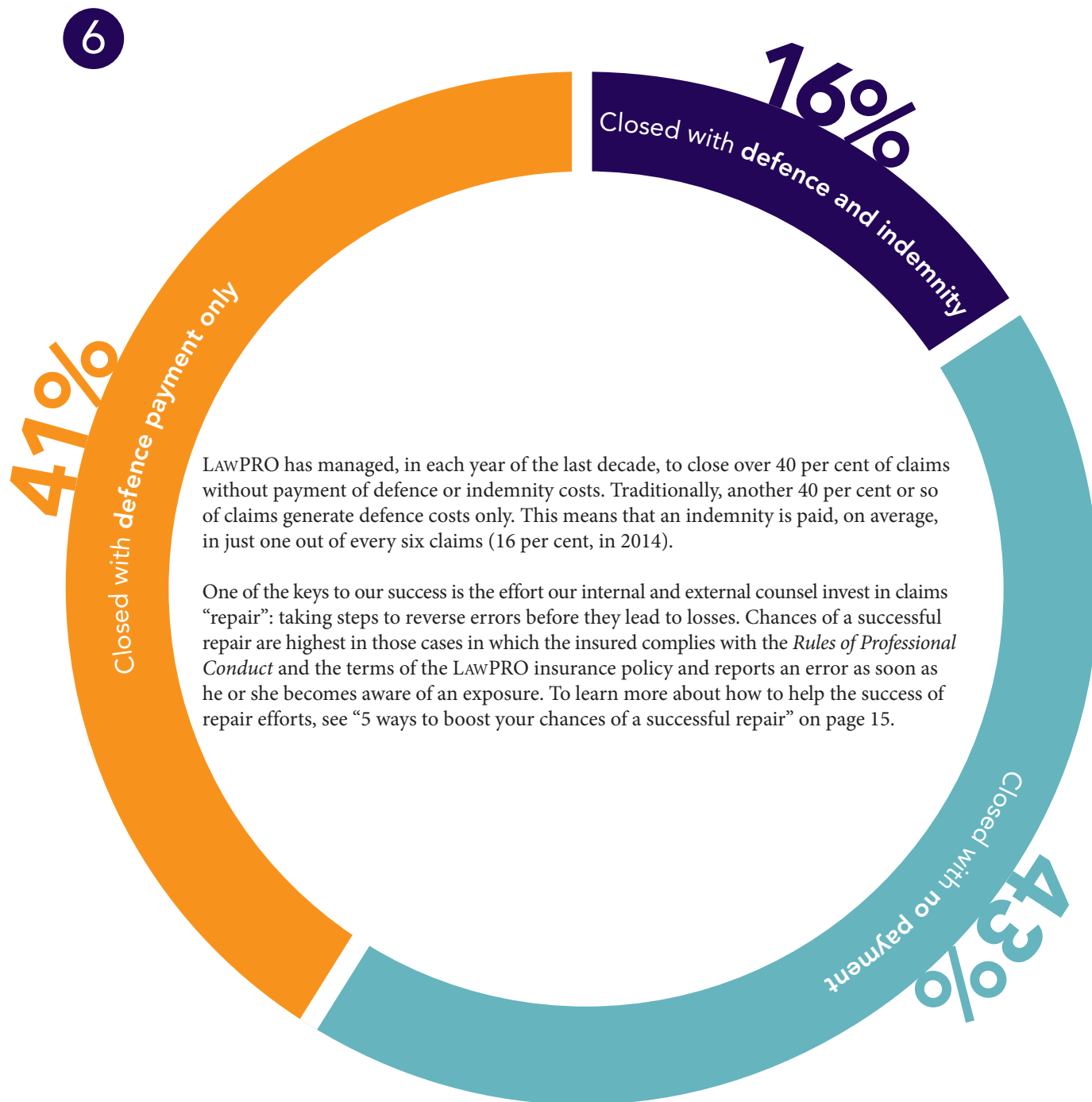


# Advocating for lawyers while controlling claims costs

Figure 6 Claims by disposition (outcome)



## Consistent approval ratings

In 2014, 97 per cent of insureds who completed a satisfaction survey reported that they were satisfied with our efforts in resolving the claims. LAWPRO defense counsel received high approval ratings, with 88 per cent of insureds stating that they would have the same counsel represent them again. LAWPRO's claim resolution process involves courteous and close collaboration between the insured, internal counsel and staff assigned to the file, and in cases where they are retained, external counsel. Our insureds regularly report being treated with respect and professionalism. We often hear that reporting a potential claim and knowing the matter is in experienced hands allows the lawyer to get back to the demands of practice with a sense of relief and renewed focus.

When a case merits going to court on a lawyer's behalf, we get results.

In 2014, we:

succeeded in

**8**  
out of  
**11** matters that went to trial  
and for which a decision  
was rendered;

succeeded in

**8**  
out of  
**10** appeals argued; and

won  
**16**  
out of  
**22** summary judgment  
applications made.

See page 14 for highlights of some of the cases where we successfully defended lawyers in 2014.

LAWPRO counsel also participate in seeking resolution of many claims via negotiation, mediation and arbitration; and take all reasonable steps to recover costs, through the enforcement of judgments and costs orders, and by pursuing reimbursement from third parties. For more details of our 2014 cost recovery efforts, see page 15. ■

### Figure

### LAWPRO survey results

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The annual survey of LAWPRO E&O insureds with a closed claim indicated the following:

**97%** » said that they were satisfied with how LAWPRO handled the claim;

**90%** » said they were satisfied with our selection of counsel;

**88%** » said they would have the defence counsel firm represent them again; and

**87%** » said LAWPRO received good value for defence monies spent.