



Frequently asked questions regarding renewing your coverage

Q. How do I renew my insurance coverage?

A. Filing your renewal application online is quick and easy:

- 1) Go to lawpro.ca and click on the yellow “LOGIN” box on the right side of the page
- 2) Log in with your 6 character LSO# and confidential online password. If you cannot remember that password or need to set up a new one, follow the online instructions or contact Customer Service for assistance at 416-598-5899 or at 1-800-410-1013
- 3) If you will be making no changes to your policy or personal information, click on the “No Changes? One-Click Renewal for 2023” button under the “File Online” tab and then “SUBMIT”

OR

If you will be making changes to your policy options or personal information, click on the “Renew Professional Liability Insurance for 2023 With Changes” button under the “File Online” tab. Complete the application, click “Review” at the bottom of the form, and then “SUBMIT”

- 4) Record your confirmation number (starting with “P”)

Q. I filed my renewal application online. It was fast and easy. Although I received a confirmation number that started with the letter “R”, I have received another email reminder to file my renewal application. What gives?

A. Successful online filing of your renewal application will result in a confirmation number beginning with the letter “P”. The confirmation number starting with the letter “R” means that you have only updated your contact information. You will need to go back online to complete your renewal application. The deadline to renew is November 8, 2022.

Q. Although the deadline to renew my insurance for 2023 is November 8, 2022, I will be practising at a new firm effective January 1, 2023. What should I do?

A. You can renew your insurance by providing either your current employment status, or your practice at the new firm effective January 1, 2023.

If your insurance renewal is completed to reflect your current employment status, you will need to subsequently send an email to service@lawpro.ca with the details of your new employment circumstances, including effective date, contact information, and name of the firm.

If your insurance renewal is completed to reflect your practice at the new firm, make sure your current firm does not also remit a filing on your behalf. If they do, your renewal will be processed pursuant to your current firm’s filing.

Q. I will be leaving my current firm on December 31, 2022 to begin my own sole practice. How do I show this change in my renewal filing?

A. You should call Customer Service at 416-598-5899 or 1-800-410-1013 to obtain a new firm number prior to renewing your insurance for 2023 and then e-file your renewal application online. (For instructions on e-filing, see Question 1.)

Q. I will be retiring from the practice of law as of December 31, 2022. Do I need to file a renewal application for my insurance by the November 8 deadline?

A. If the effective date of your retirement will be December 31 or January 1, you will need to file an Exemption Form before the November 8, 2022 filing deadline. You can e-file your exemption form by following these simple steps:

- 1) Go to lawpro.ca and click on the yellow “LOGIN” box
- 2) Log in with your 6 character LSO# and confidential online password. If you cannot remember that password or need to set up a new one, follow the online instructions or contact LAWPRO Customer Service for assistance at 416-598-5899 or at 1-800-410-1013
- 3) Select “Apply for an Exemption” from the list of options
- 4) Complete the filing using the online instructions
- 5) Successful e-filing will result in an online confirmation number that begins with the letter “X”

If you are not yet sure of the date of your retirement from the practice of law, or the effective date is after January 1, you should renew your insurance coverage by the November 8 deadline and then subsequently file an Exemption Form noting the effective date on the form.

Q. I filed my renewal application online myself (logging in using my own 6 character LSO# and password) and my firm also completed a filing on behalf of all the members of my firm (including me). Which filing will be processed?

A. You should note that if both you and your firm submit separate renewal filings for the same renewal policy year, the filing done by the firm will trump any individual filing. If you wish to pay by a separate method of payment than that provided by the firm, please file an online Premium Payment Authorization Form with your individual payment information.

Q. What happens if I miss the November 8 filing deadline?

A. Applications filed after this date will be subject to an additional premium of \$350 if filed between November 9 and December 1 or \$600 if not filed. ■