



“Where claims happen, why claims happen, and the steps that can be taken to avoid them”

The PracticePRO program provides risk management, claims prevention and law practice management information to Ontario lawyers. Its resources, precedents, and checklists are intended to help Ontario lawyers take proactive steps to avoid legal malpractice claims and grow successful and thriving law practices.

Email:
practicepro@lawpro.ca

On demand CPD:
practicepro.ca/cpd

Visit us:
practicepro.ca

Find it all free at practicepro.ca

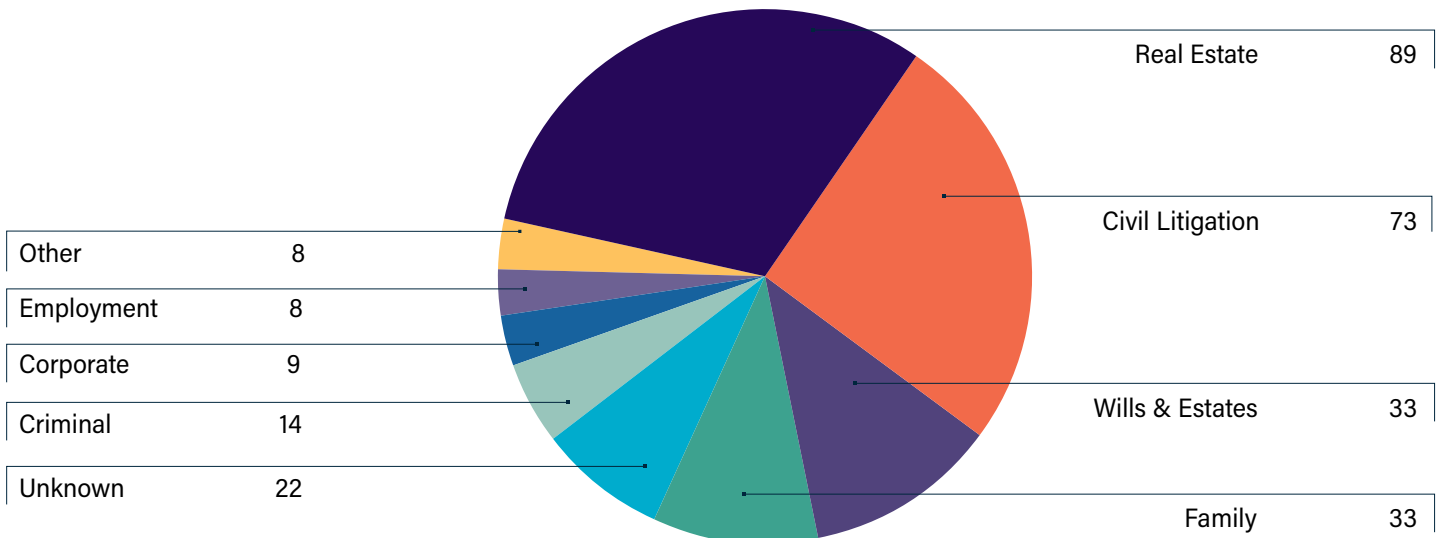
In 2025, LAWPRO continued to strengthen its role as a proactive partner in the legal profession by addressing emerging risks, encouraging claims prevention strategies, and promoting lawyer wellness.

In 2025 PracticePRO answered more risk management questions than ever before

PracticePRO received almost 500 inquiries in 2025. These inquiries typically pertain to requests for resources, guidance on legal issues, fraud concerns, and potential or actual claims where the lawyer seeks advice before engaging in the claims process.

The complexity of inquiries received by PracticePRO ranges from straightforward to nuanced. PracticePRO responds within a few days but most often much sooner.

PracticePRO inquiries by area of law





PracticePRO CPD programming in 2025, live and on-demand

PracticePRO added four new CPD events to its growing collection of free, online CPD programming. Each program qualifies for the LAWPRO risk management credit and Law Society professionalism hours.

Conflicts, Undertakings, and File Management: What You Need to Know: common claims and consequences from conflicts of interest and solicitor's undertakings, as well as file management best practices, from retainers to closing, including file retention

Family Law in 2025: Managing Risk and Building Your Professional Network: tips for avoiding the repudiation of settlements and contracts, making the most of in-person and online networking opportunities, effective client screening, and safely giving independent legal advice

The Virtual Legal Practice: From Client Intake to Resolution When Nobody Is in the Same Room: virtual meeting best practices, ID verification issues, virtual dispute resolution, examinations for discovery, and addressing undue influence and capacity concerns

Real Estate in Practice – Liability Risks in Ordinary Transactions, Legislative Changes, and Cybercrime: legislative changes around anti-money laundering, cybercrime threats, non-arm's length title transfers, and transactions involving separating couples



The LAWPRO Roadshow

2025 saw the launch of in-person LAWPRO Roadshow CPD events, bringing LAWPRO speakers to locations all over Ontario. The events provide lawyers the opportunity to gather with their local colleagues and hear the latest from LAWPRO on risk and practice management, cybercrime and the latest claims trends LAWPRO is seeing. Roadshows were held in London, Thunder Bay, Markham and Mississauga with more planned for 2026.



LAWPRO Magazine "Emotional Contagion"

This issue of LAWPRO Magazine was focused on the importance of civility and professionalism, and how both can reduce the risk of claims. Topics included how to keep things civil between opposing sides in a matter, improving the professional services your firm can offer, communications tips for dealing with clients, and a Q&A about marketing adapted from a recent LAWPRO CPD program.

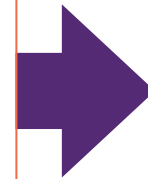
By focusing on education, outreach, and innovation, PracticePRO aims to assist legal professionals in preventing claims, adopting technology responsibly, and supporting well-being.

WONDERING WHO TO CONTACT WHEN YOU HAVE A QUESTION?



You should submit notice of a claim if you...

1. Received a demand for money or services (including in a pleading) in relation to alleged inadequate professional services;
2. Received an allegation (including in a pleading) of inadequate professional services;
3. Are aware of circumstances that could lead to either 1. or 2.;
4. Have been asked to give evidence about file handling and/or have been asked or ordered to produce a file in circumstances that could potentially lead to a claim

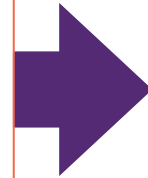


Provide notice of a claim at lawpro.ca/claims



You should email practicepro@lawpro.ca if you...

1. Are facing a situation that doesn't fit into one of the categories above;
2. Have an unusual practice situation that raises a claims risk;
3. Suspect you may be dealing with a fraud;
4. Are seeking general guidance on preventing a claim;
5. Have a question or comment about an article or resource from LAWPRO or PracticePRO;



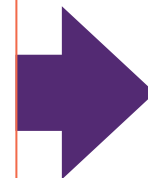
Email practicepro@lawpro.ca with as much detail as you can and a contact number where you can be reached



You should contact Customer Service if you...

Have a question about your LAWPRO Policy and coverage, such as:

1. Applying for coverage
2. Leaving private practice
3. Paying premiums
4. Paying transaction levies
5. Changing firms
6. Changing practice area
7. Excess, run-off or innocent party coverage



Check lawpro.ca/faqs or contact Customer Service at service@lawpro.ca or call 416-598-5899