



An Introduction To Personal Legal Expense Insurance

Ensure your customers' legal risks, are well managed!



Disclaimer

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- The content within this presentation is descriptive and for general training purposes
- For full details of coverage, including conditions, exclusions, limitations and deductibles that may apply, please read the policy wording



- GoToWebinar actively monitors your attentiveness
 - Keep this presentation as your main and active screen
 - Answer all poll questions
 - Try not to multitask
- An **attentiveness score above 30 is required** for CE purposes

Agenda

1. What is Legal Expense Insurance (LEI)?
2. Client benefits of having Legal Expense Insurance
3. Summary of insured events and customer stories
4. Legal assistance and support services review
5. Limits of indemnity review
6. Claims process review
7. Wrap up and answering your questions

ARAG is the LEI Global Market Leader and Largest Family Owned insurer in Germany



Total Legal Expense Insurance experience:

88 years

Operations within:

19 countries and ~**4,700** employees

2022 Year End ARAG Group GWP:

€2.2 billion / **CAD\$3.2** billion

In Canada we are the market leader with more than:

3 million legal assistance services and/or legal expense insurance customers.

Our insurer partner is:

HDI Global Specialty SE

HDI and Hannover RE are both members of the Talanx Group based in Germany.



What is Legal Expense Insurance?

Two Key Elements That Help Mitigate Legal Risks



Legal Assistance



Unlimited access to a Legal Helpline staffed by qualified lawyers, PLUS access to other legal assistance services

Legal Insurance

Covers a pre-selected and qualified lawyer's hourly rate, plus disbursements and adverse costs.



Legal Life Events: When They Happen, They Hurt!

71% Reported a large to moderate **mental health impact.**

65% Reported a large to moderate **impact on their personal finances.**

54% Reported a large to moderate **impact on their job performance.**



52% did not hire a lawyer, **because it was too expensive!**

Customer Benefits

When An Individual or Family Faces An Unforeseen Legal Event



**Exercise
Their Rights**



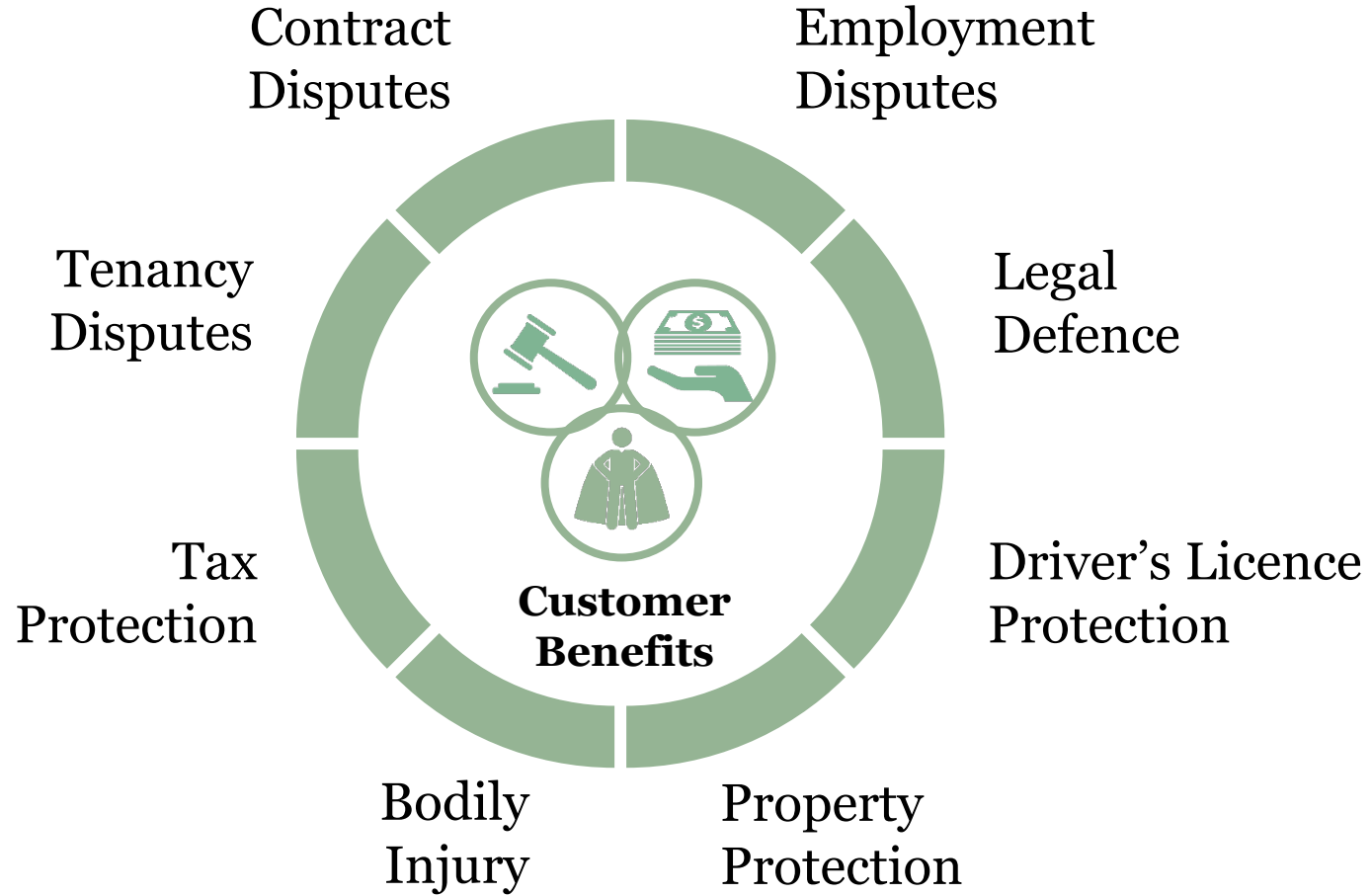
**Protect
Their Budget**



**Be
Confident**

Insured Events Summary

For Common Legal Life Events





Insured Events Review and Customer Stories

Definition of Insured

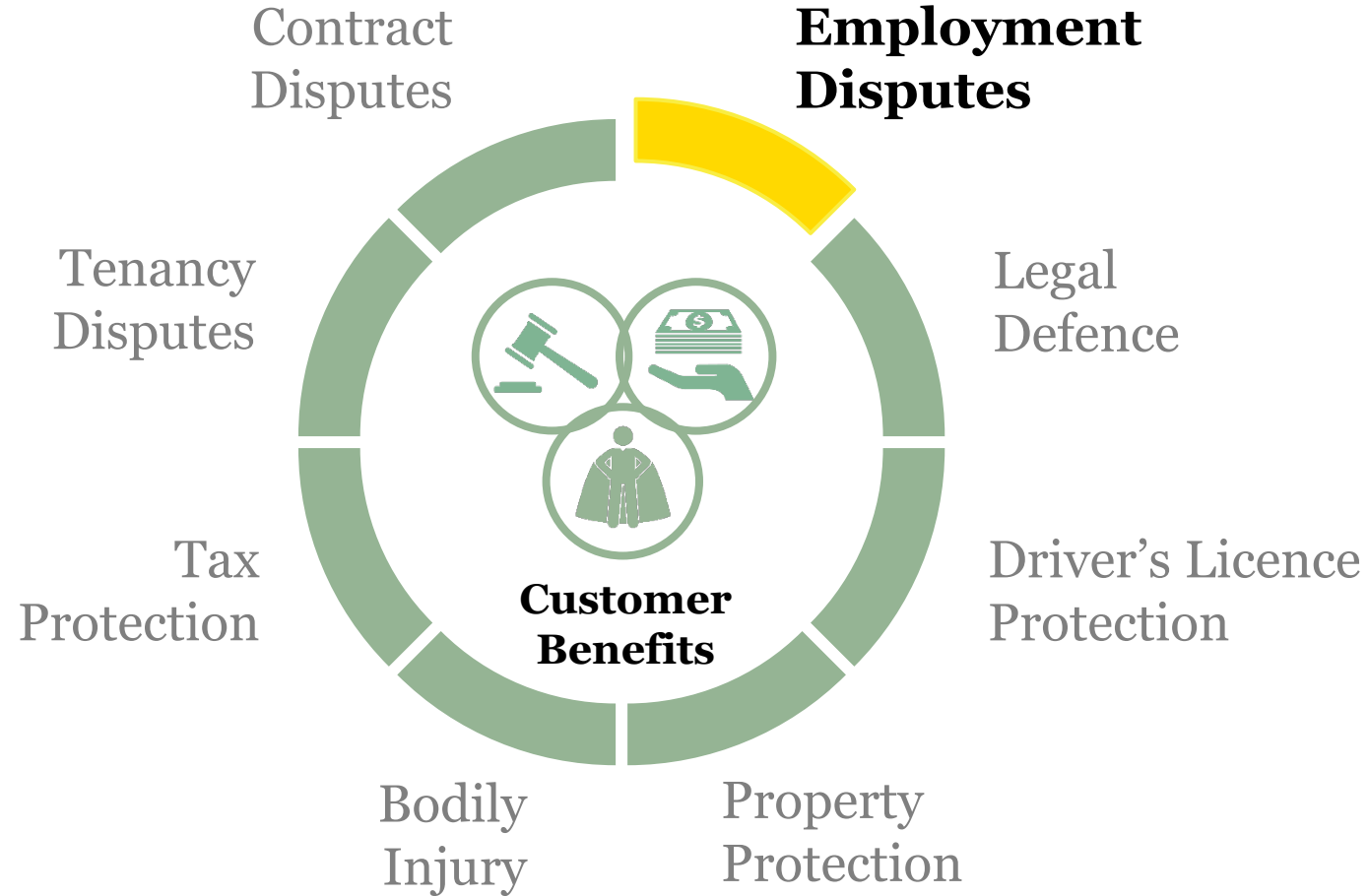
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- Named Insured
- Spouse or common law partner
- Children at home or at university or college
- Relative living in the principal residence

Insured Events Summary

For Common Legal Life Events



Employment Disputes

Coverage

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- Employment contracts
- Statutory rights
- Human rights

Amita's Story

Employment Disputes

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- Notice pay was doubled
- Restrictions removed
- **Saved \$3,500** in legal fees

Employment Disputes

Exclusions and Conditions

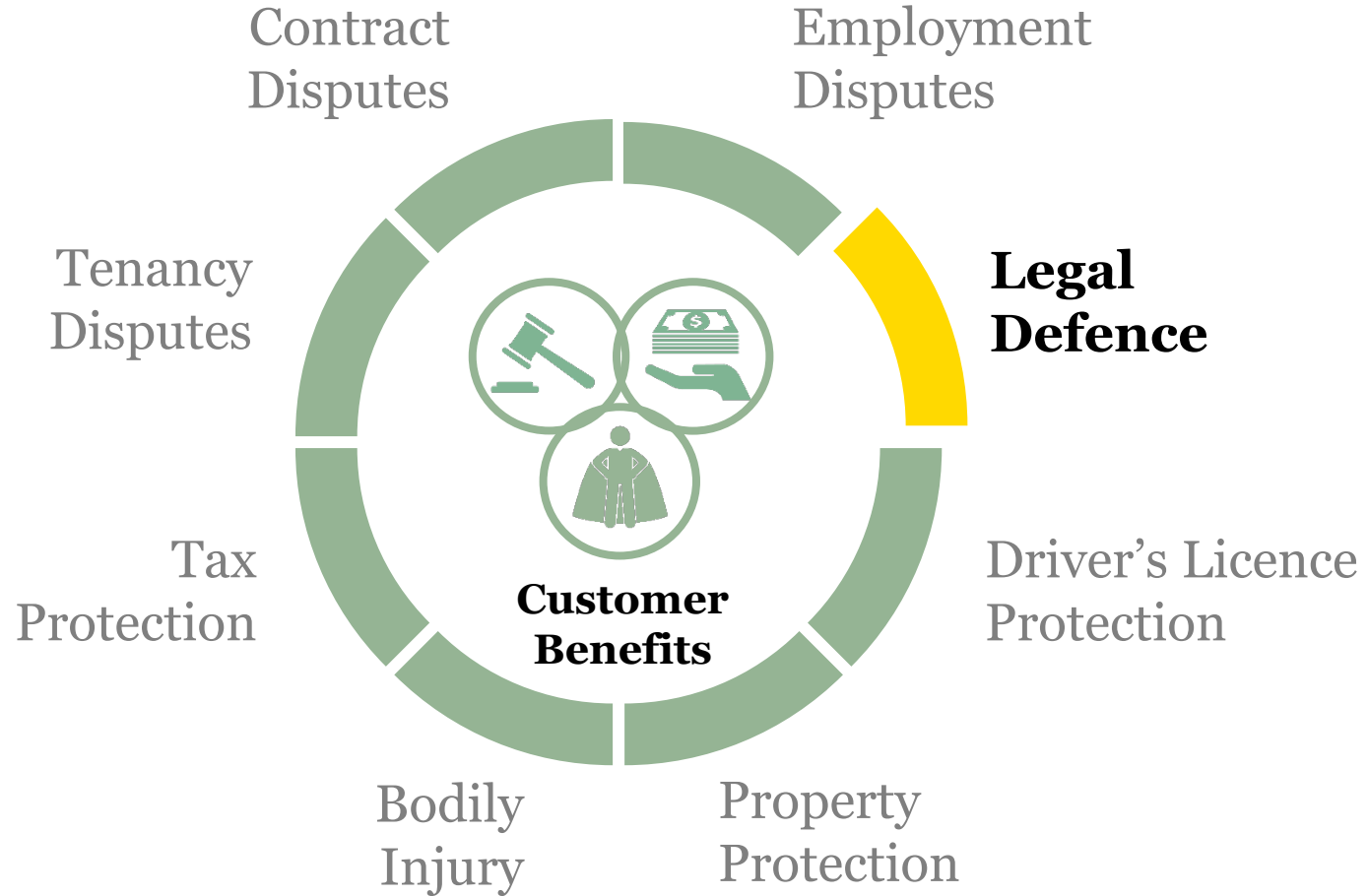
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- Waiting periods
- Disciplinary hearings
- Contract for services

Insured Events Summary

For Common Legal Life Events



Legal Defence

Coverage

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- Breach of highway traffic or motor vehicle laws
- Police criminal investigation and/or prosecution arising from their work as an employee

Philip's Story

Legal Defence

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- Charge was withdrawn
- No time off work
- **Saved \$450** in legal fees

Legal Defence

Exclusions and Conditions

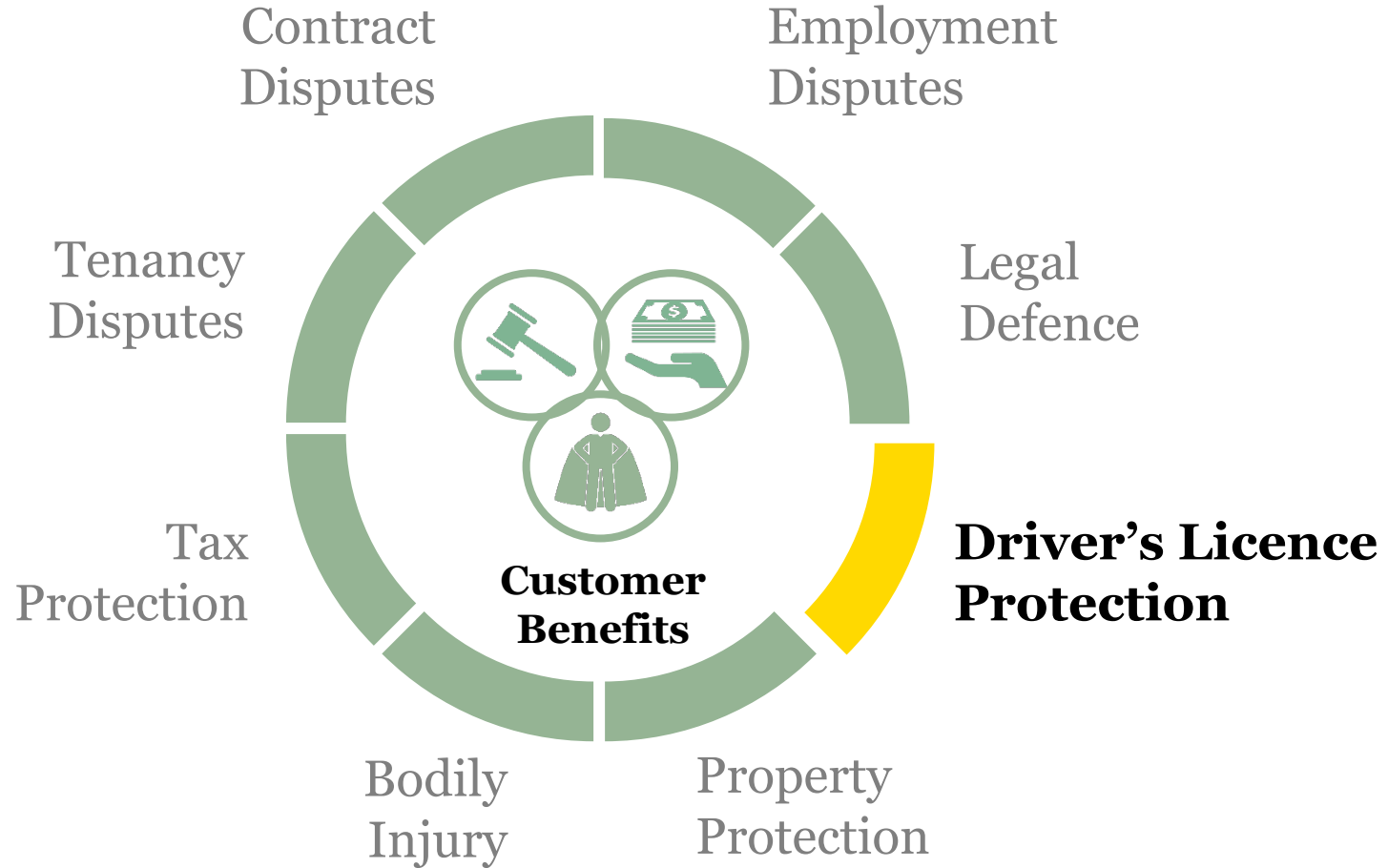
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- Use of alcohol or cannabis
- Driving 40 km/h over the posted speed limit
- Parking or traffic enforcement camera offences
- Texting while driving

Insured Events Summary

For Common Legal Life Events



Driver's Licence Protection

Coverage

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- A revocation or suspension of a driver's licence

Emily's Story

Driver's Licence Protection

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- The driver's licence suspension was lifted
- **Saved \$1,000** in legal fees

Driver's Licence Protection

Exclusions and Conditions

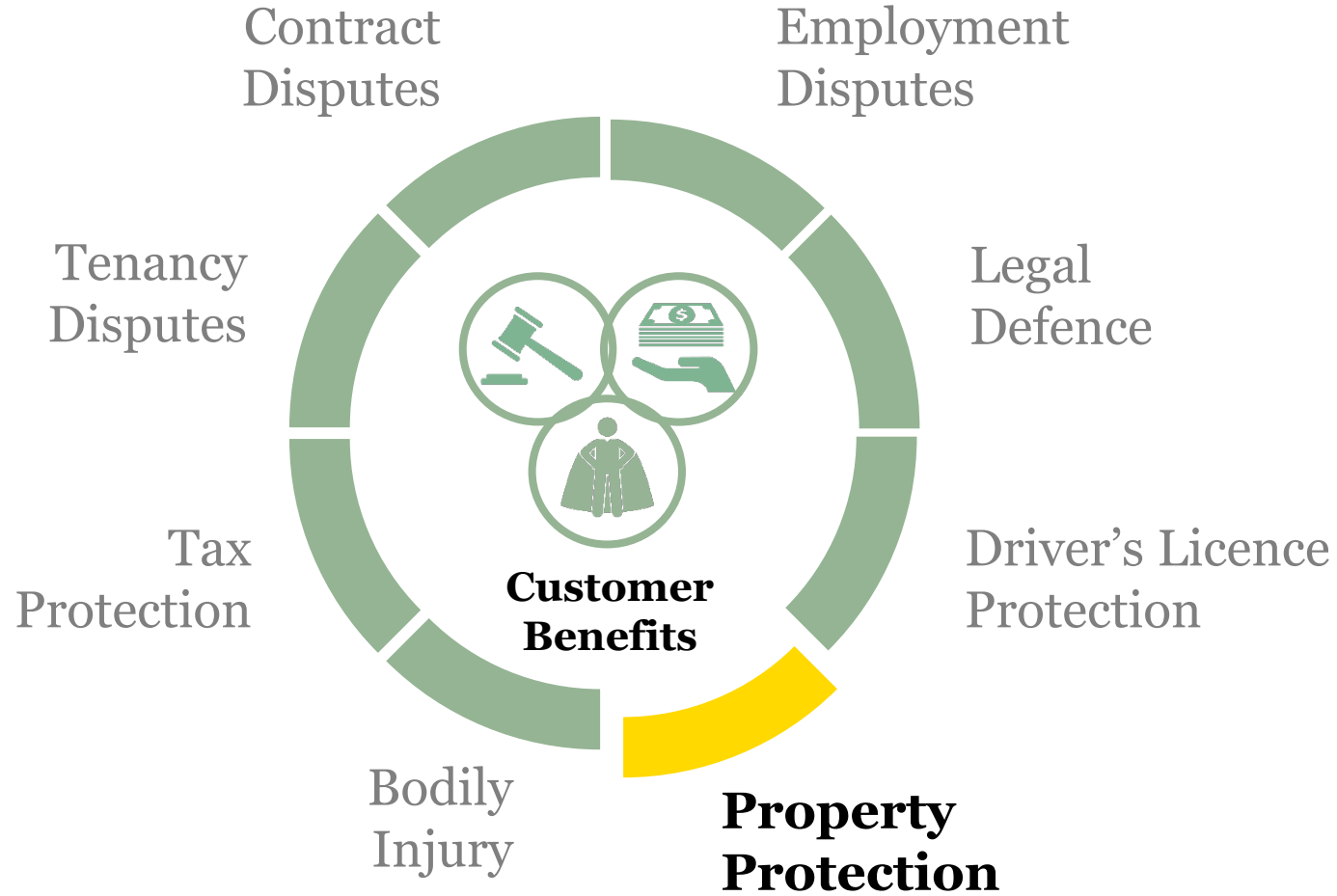
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- Alcohol, cannabis or illegal drug use and failure to be tested for those substances
- Racing or stunt driving
- Use of prohibited electronic devices while driving

Insured Events Summary

For Common Legal Life Events



Property Protection

Coverage

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- Physical damage over a specified dollar amount
- Legal nuisance
- Trespassing

Peter's Story

Property Protection

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- Neighbour was order to move the fence back at their own expense
- **Saved \$4,000** in legal fees

Property Protection

Exclusions and Conditions

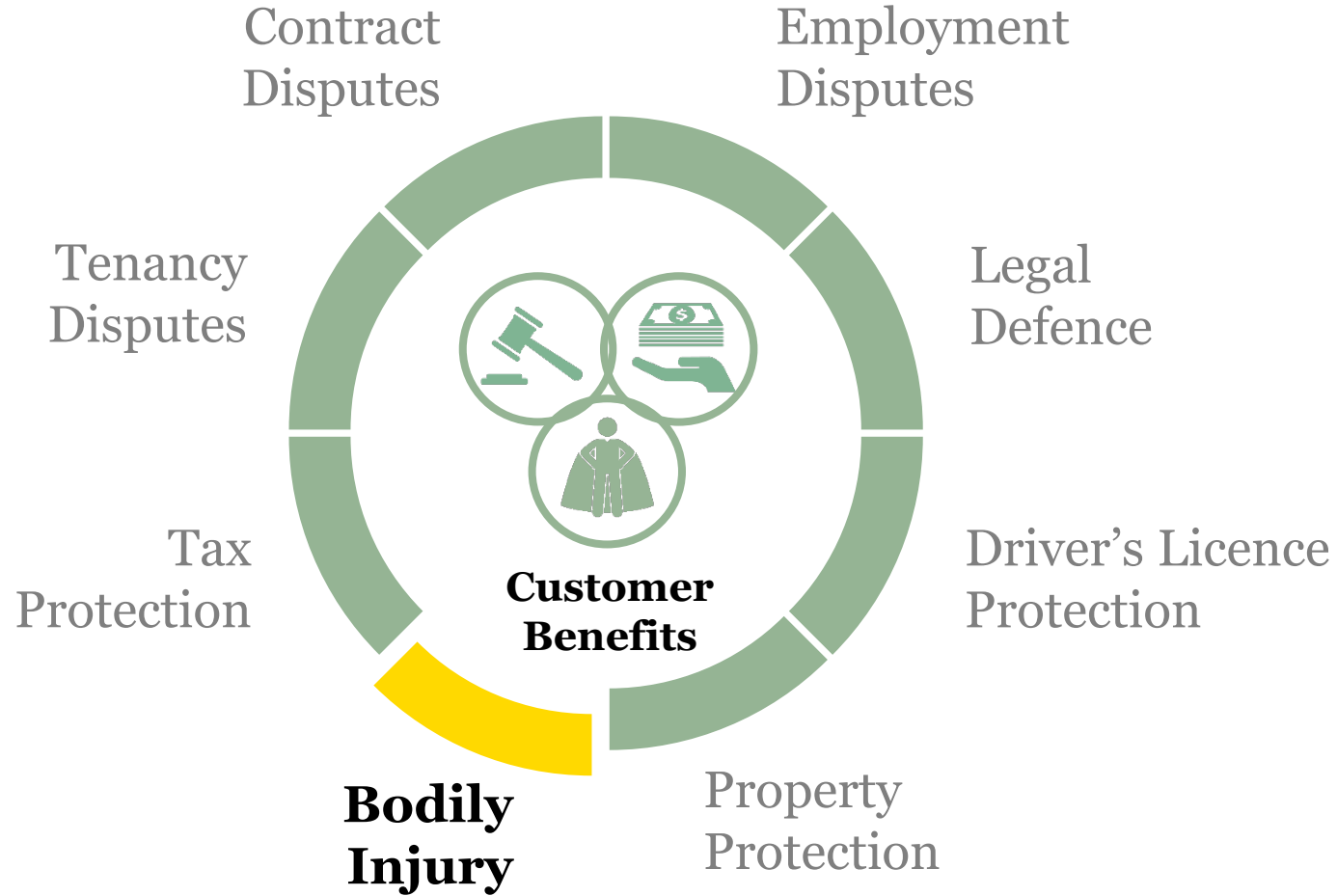
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- Deductible
- Not the principal residence or recreational home
- Contract related issues
- Motor vehicles are not covered

Insured Events Summary

For Common Legal Life Events



Bodily Injury

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- An accident that causes illness, bodily injury or death

Janice's Story

Bodily Injury

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- Received a \$300,000 settlement
- **Kept 100%** of the settlement

Bodily Injury

Exclusions and Conditions

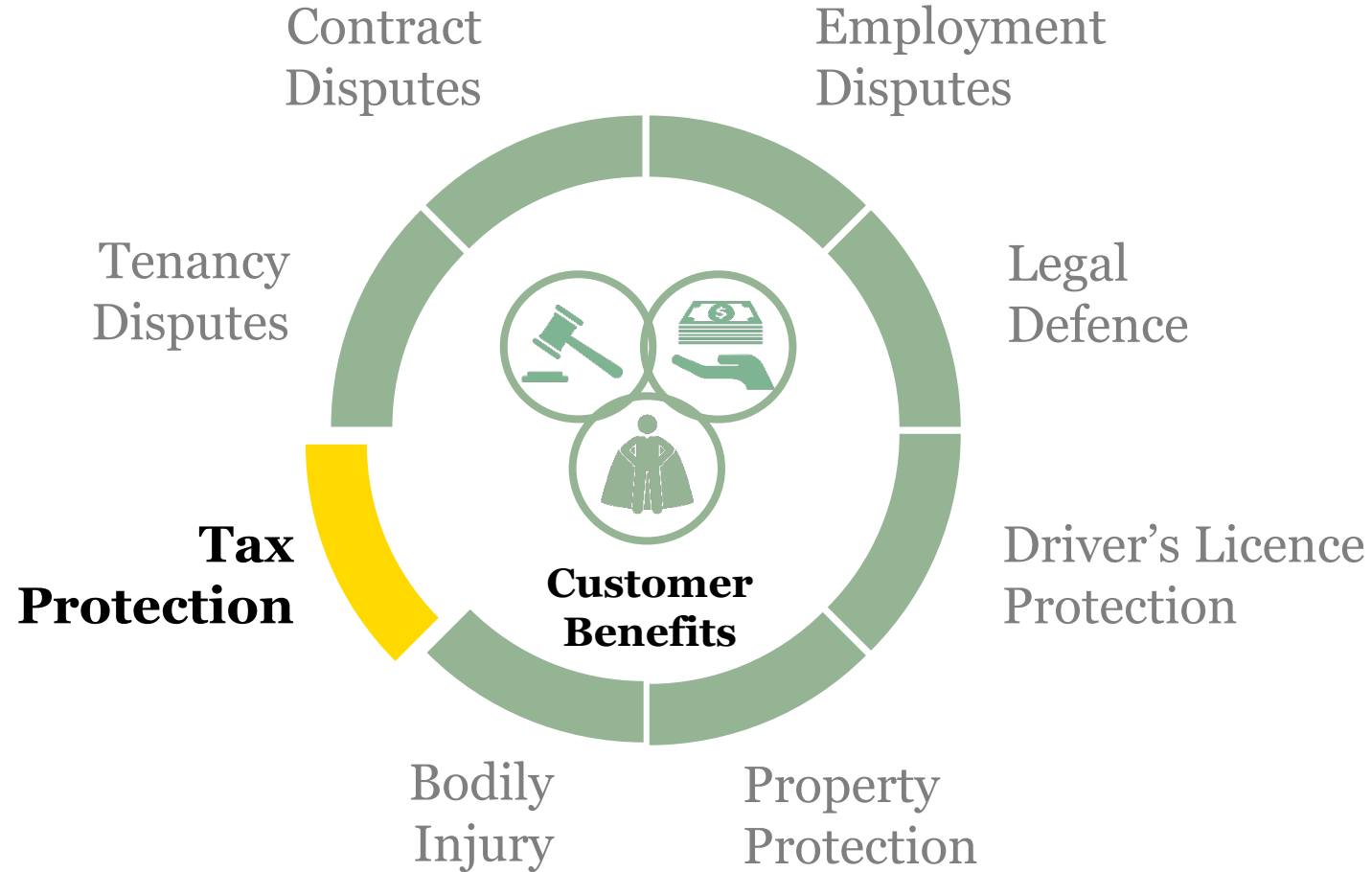
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- Disputes with a provincial worker's compensation board
- Psychological illness, unless it's due to the injury
- Condition or illness that develops over time.
- Motor vehicle related

Insured Events Summary

For Common Legal Life Events



Tax Protection

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- Tax audit
- Tax appeal

Wade's Story

Tax Protection

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- CRA withdrew initial assessment
- Did not have to pay \$23,000 in taxes
- **Saved \$10,000** in legal and accountancy fees

Tax Protection

Exclusions and Conditions

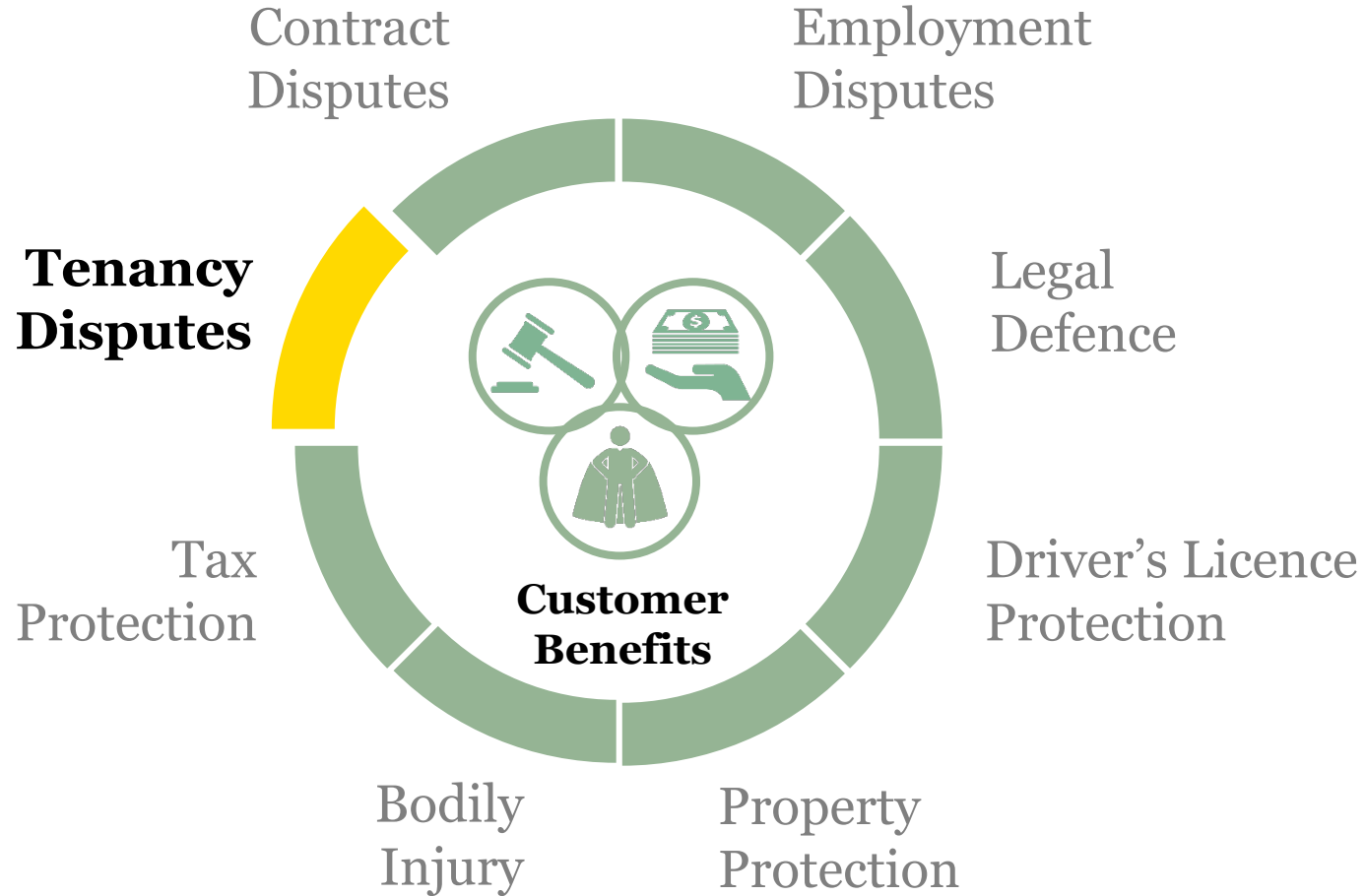
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- Tax avoidance schemes
- Gross negligence or criminal offences
- Business or self-employed related tax filings

Insured Events Summary

For Common Legal Life Events



Tenancy Disputes

Coverage

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- Residential tenancy agreement disputes
- Principal residence

May's Story

Tenancy Disputes

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- Did not have to pay \$1,000 as demanded by the landlord
- **Saved \$500** in legal fees

Tenancy Disputes

Exclusions and Conditions

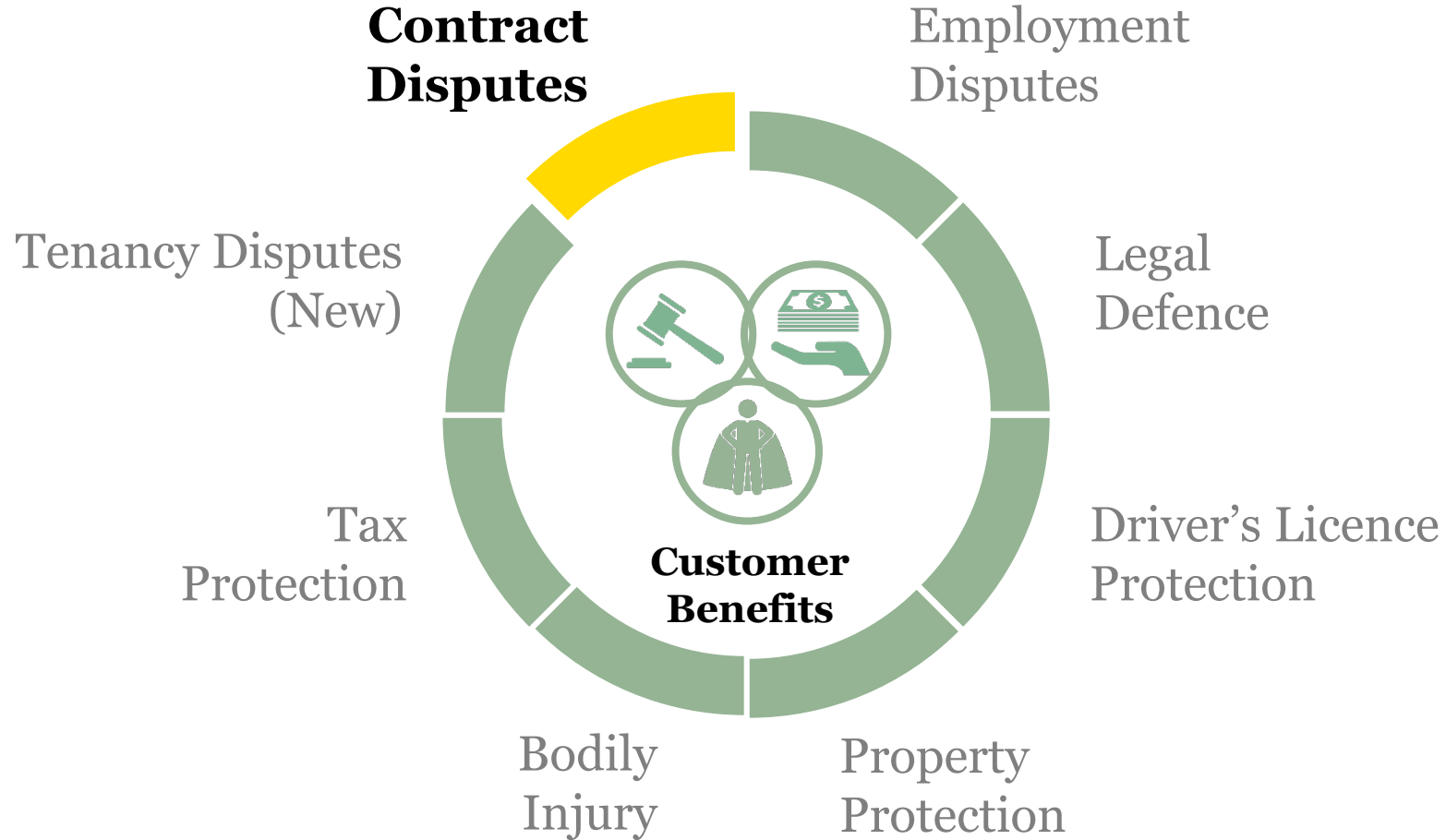
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- Waiting period
- Disputes where the insured is the landlord

Insured Events Summary

For Common Legal Life Events



Contract Disputes

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- Buying or selling goods
- Obtaining services
- Purchase, rental, lease, repair or cleaning of a motor vehicle

Laura's Story

Contract Disputes

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- Deposit and expenses were recovered
- **Saved \$10,000** in legal fees

Contract Disputes

Exclusions and Conditions

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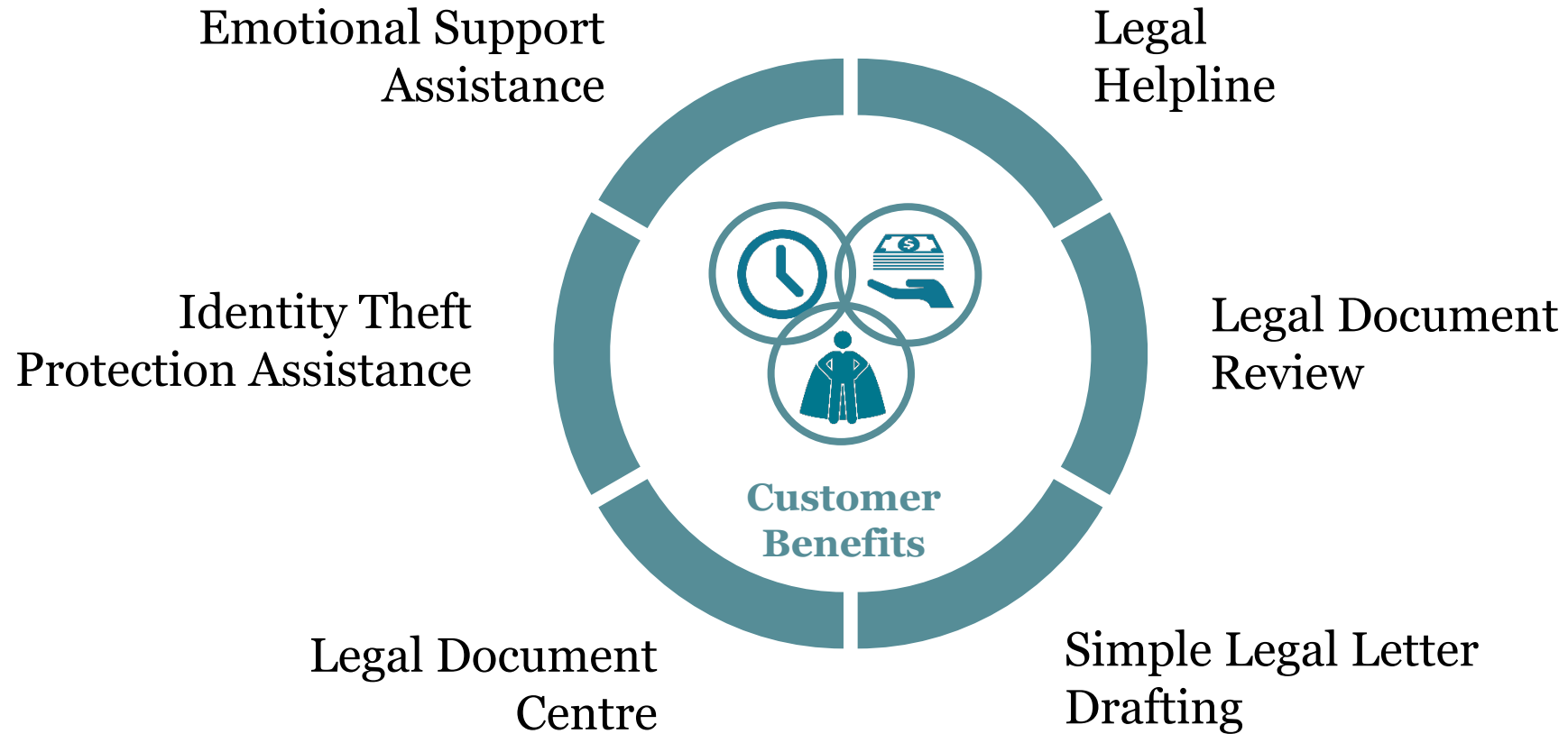
- Waiting period
- Minimum amount in dispute
- Contract related to any business venture
- Purchasing or selling real property
- Construction or renovations that exceed small claims court statutory limits



Legal Assistance and Support Services

Legal Assistance & Support Services

Helps Already Stretched Families Save Time, Money and Effort



Legal Helpline

Unlimited Access For Assistance With Any Legal Question

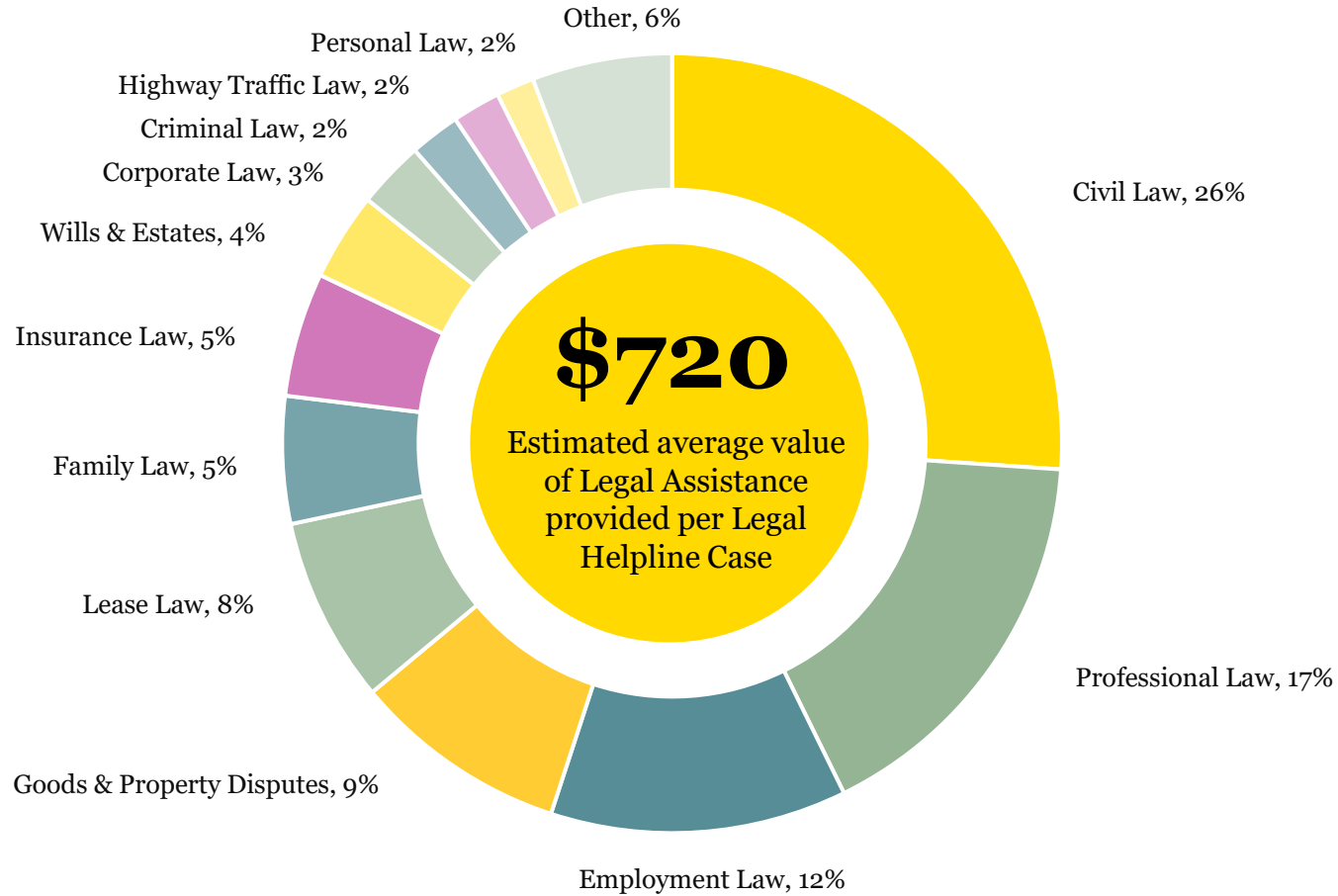
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- Contract or document review
- Claim determination

Legal Assistance Provided

For A Wide Range of Issues Not Covered = Access To Justice!

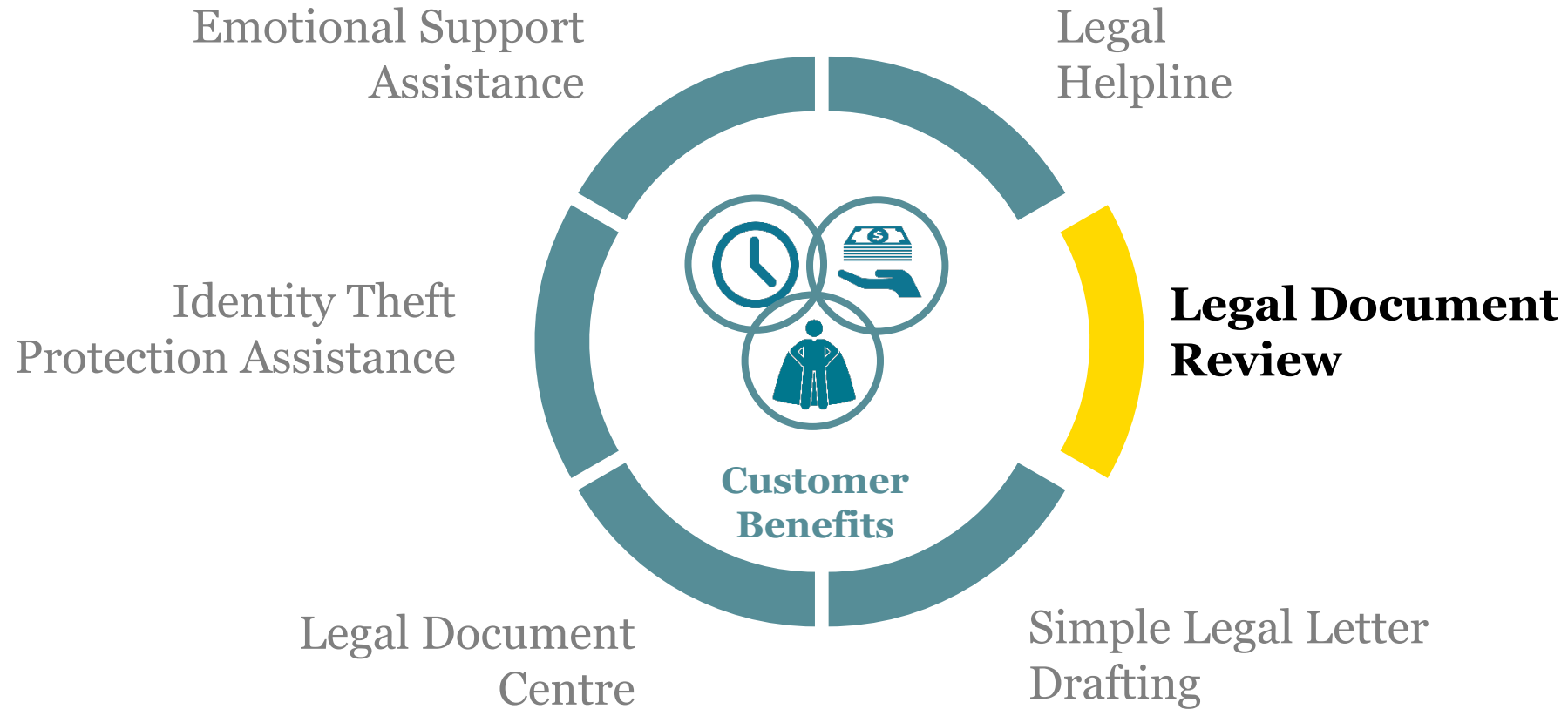


Examples of “other” include:

- Municipal Law
- Tax Law
- Firearms Law
- Immigration Law
- Intellectual Property Law
- Bankruptcy & Insolvency Law
- And more!

Legal Assistance & Support Services

Helps Already Stretched Families Save Time, Money and Effort



Legal Document Review

An Additional Legal Risk Mitigation Service

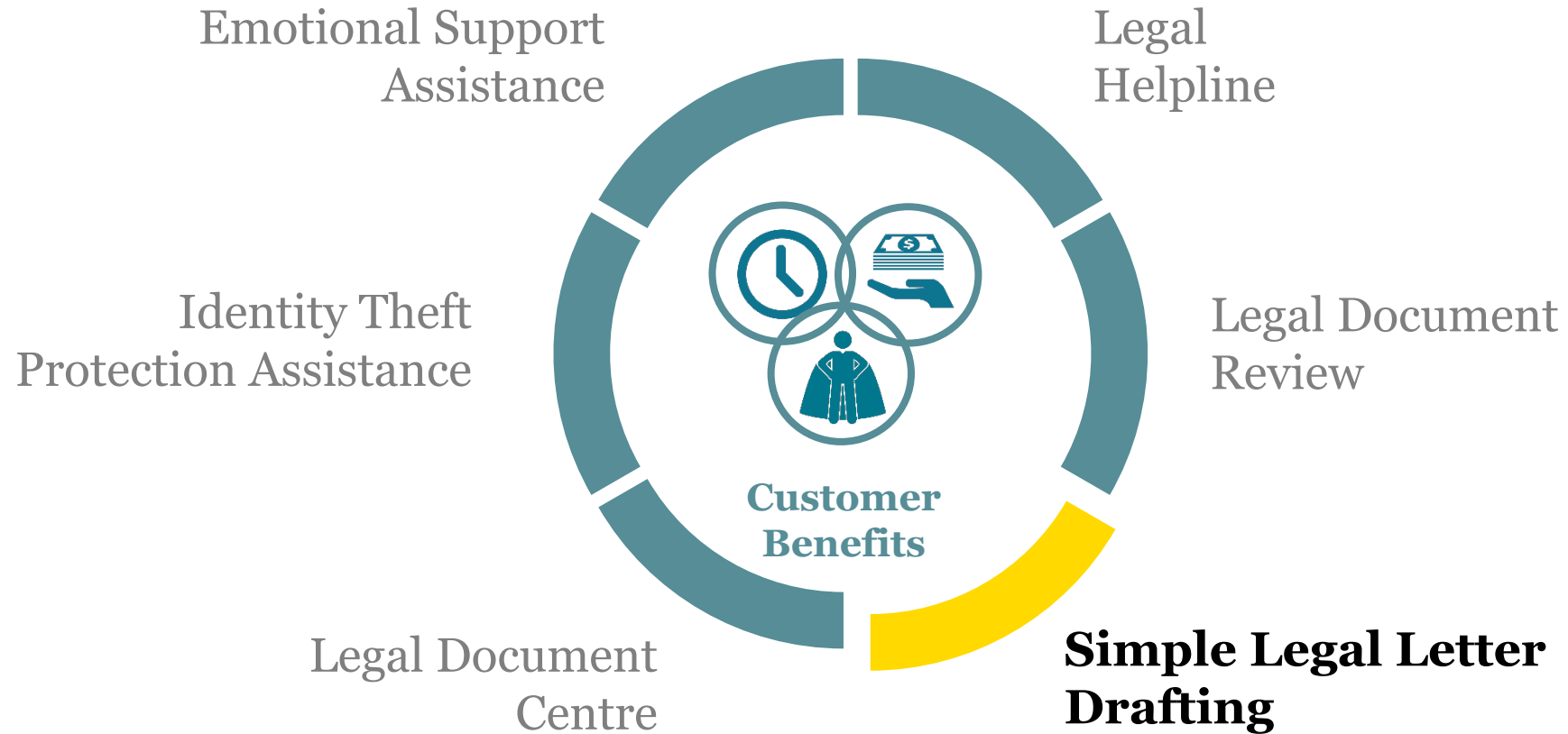
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- Annual access limits
- Must be the entire legal document not sections
- Documents cannot be drafted by the insured

Legal Assistance & Support Services

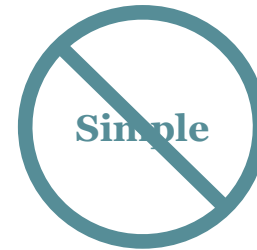
Helps Already Stretched Families Save Time, Money and Effort



Simple Legal Letter Drafting

Yet Another Legal Risk Mitigation Service

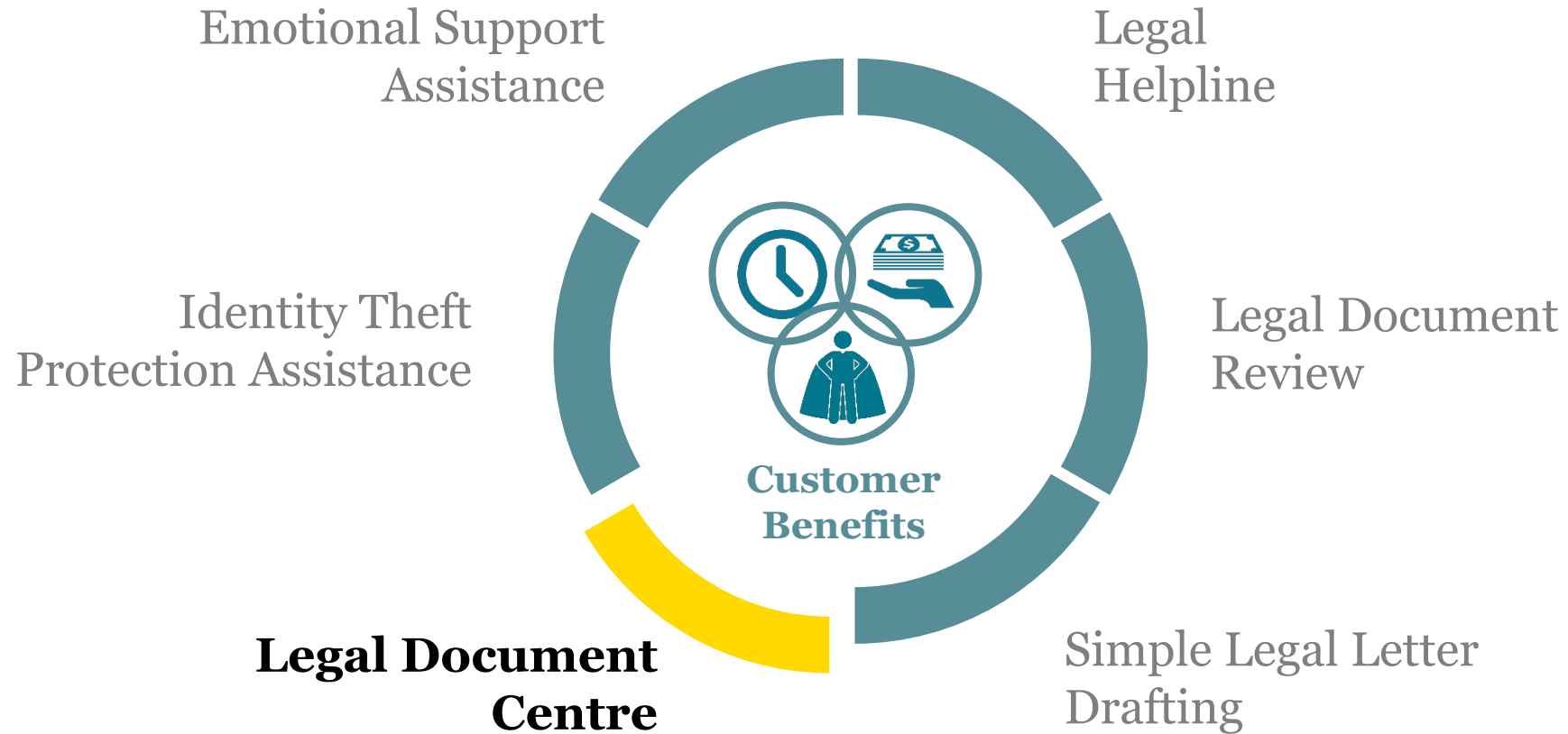
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- Wills
- Contracts
- Termination Letters
- Lease Agreements

Legal Assistance & Support Services

Helps Already Stretched Families Save Time, Money and Effort



Legal Document Centre

Unlimited Access To An Online Library

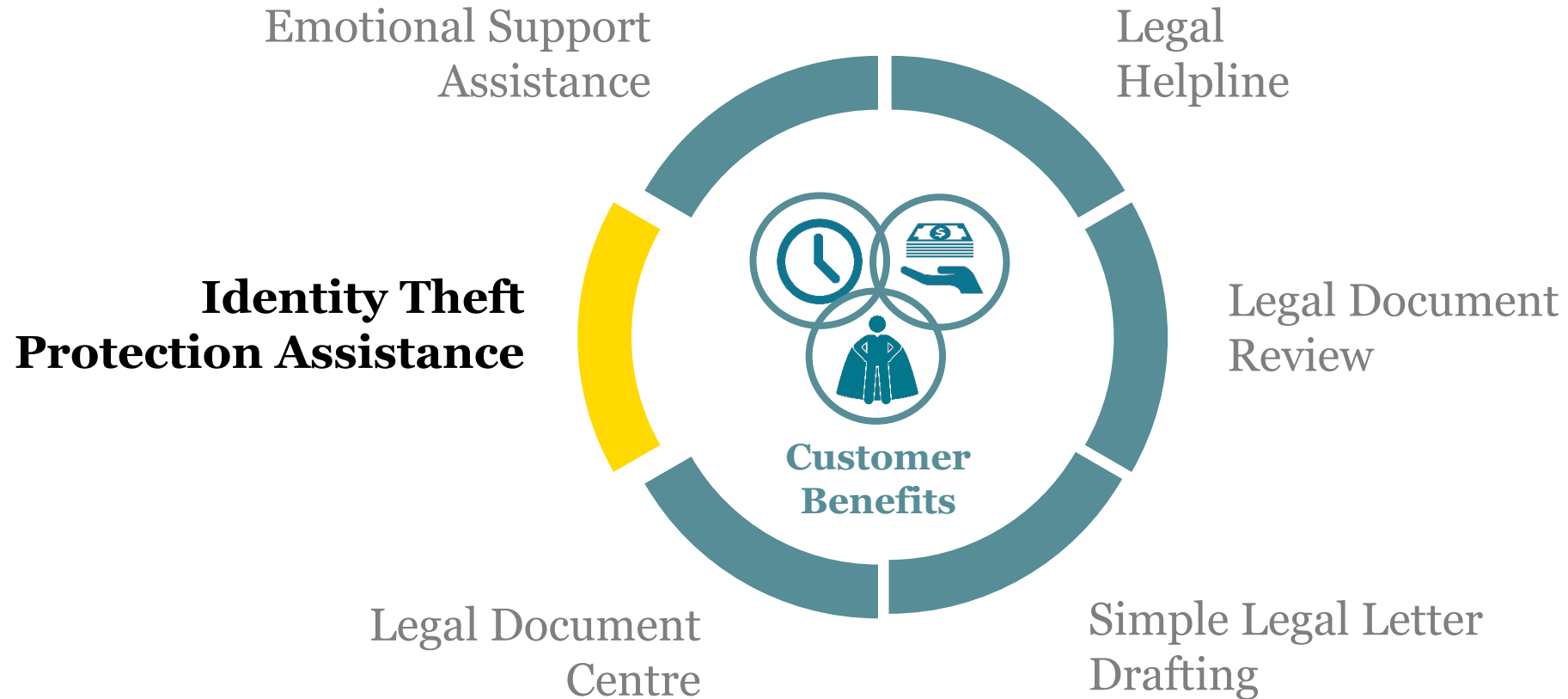
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- Customize a legal document in 5 to 10 minutes
- Documents are based on Canadian laws and legal best practices
- Documents can be downloaded and saved securely for future reference or reuse

Legal Assistance & Support Services

Helps Already Stretched Families Save Time, Money and Effort



Identity Theft Protection Assistance

Unlimited Access To An Identity Theft Expert For Support & Guidance

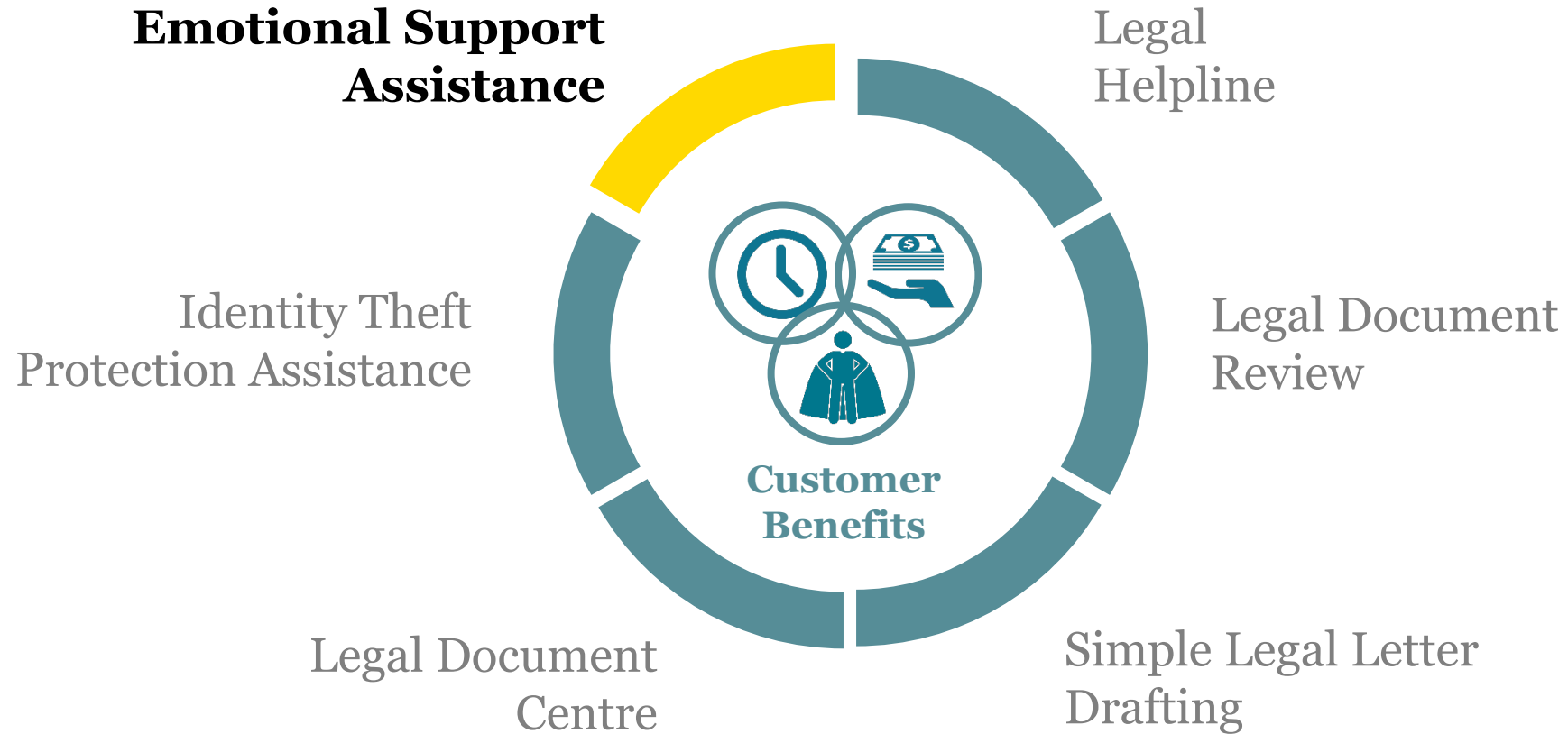
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- Provide prevention tips and direct assistance to help restore an insured's identity
- Service time restrictions
- Service is arranged by calling the same Legal Helpline phone number

Legal Assistance & Support Services

Helps Already Stretched Families Save Time, Money and Effort



Emotional Support Assistance

Unlimited Access For The Named Insured

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- Professional counsellors help reduce the emotional strain of a legal dispute
- Service time restrictions
- Service is arranged by calling the same Legal Helpline phone number



Limits of Indemnity and Claims Process Review

Limits of Indemnity

Common Limits Available for a Personal Legal Expense Insurance Policy

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- ~\$50,000 per claim
- ~\$250,000 in aggregate per policy period
- ~\$1,000 minimum amount in dispute for:
 - Physical damages under the Property Protection
 - Contract Disputes
- ~\$500 deductible for legal nuisance or trespass claims if the dispute cannot be resolved by the insurer and requires the an appointed representative to resolve

**ONLY LEGAL EXPENSES ARE COVERED, NOT DAMAGES, FINES
OR NEGOTIATED SETTLEMENTS**

120 Days Notification Period

Major Claims Criteria

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Tue	Wed	Thu	Fri	Sat	Sun
		1 Meeting, AD Monthly report	2 Call Jonh Meet stylist Dinner	3 Meeting at NBC	4 Cinema
6 Business trip	7 Business trip	8 Business trip	9 Meeting, AD Photoshoot Report	10	11 Shopping BD Party
13 Meeting, AD Photoshoot Get report	14 Prepare plan Pay for insurance Lunch with John	15	16	17	18
20	21	22	23	24	
26	27	28	29	30	



- Notification must occur within 120 days of the date of occurrence, OR;
- 120 days of the date the insured knew or reasonably should have known of the claim

Reasonable Prospects

Major Claims Criteria

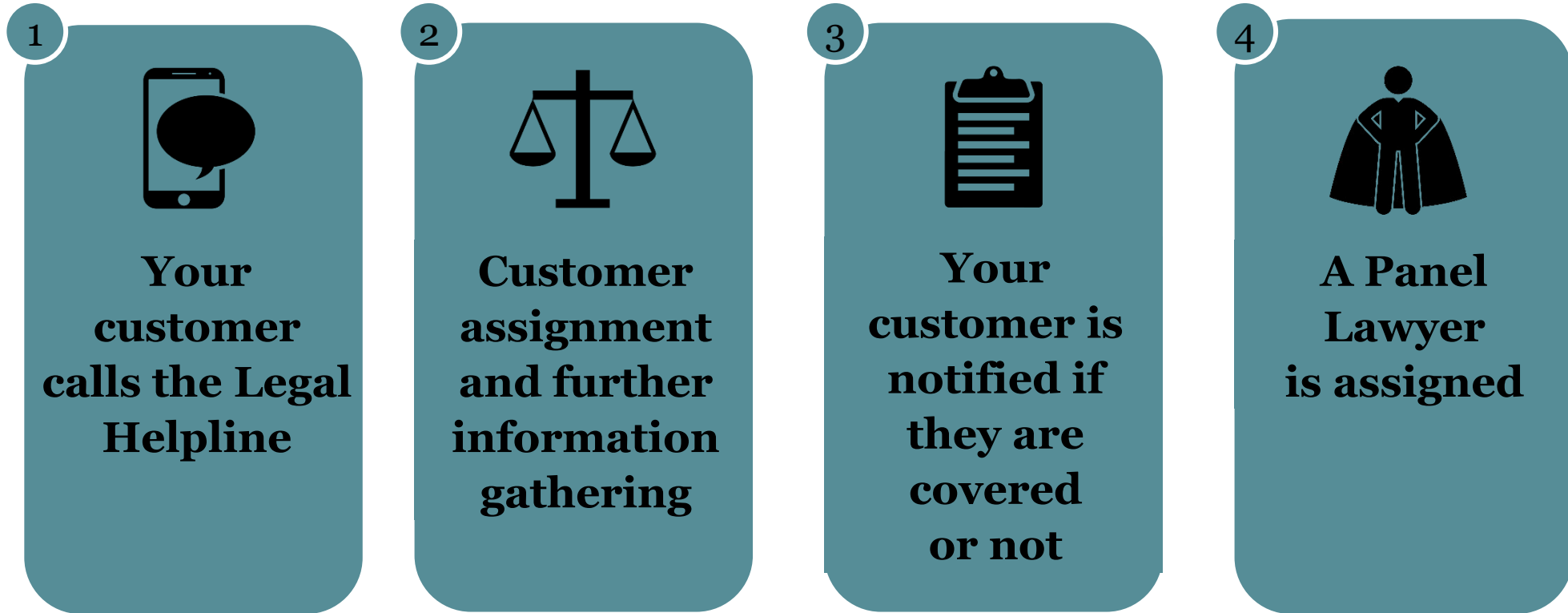
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- Applies to civil cases only
- More likely than not will recover losses or damages

Claims Handling Journey

A 4-Step Summary of How Legal Expense Insurance Claims are Typically Handled



Customer Confidentiality

Is Strictly Enforced

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- You may initiate a claim on your customer's behalf
- Your further involvement requires your customer to sign a Claims Authorization Form



Why Legal Expense Insurance?

Remember The Customer Benefits



**Exercise
Their Rights**



**Protect
Their Budget**



**Be
Confident**

Legal Risk Are Well Managed!



Thank You and Questions