



An Introduction To Our New
ARAG Business Legal Solutions
Ensure your business customers' legal risks, are well managed!



Today's Presenters

ARAG



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Senior Business Development Specialist



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Business Development Specialist

Disclaimer



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

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

ARAG

Total Legal Expense Insurance experience:

87 years

Operations within:

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

2021 Year End ARAG Group GWP:

€2.0 billion / **CAD\$2.9** billion

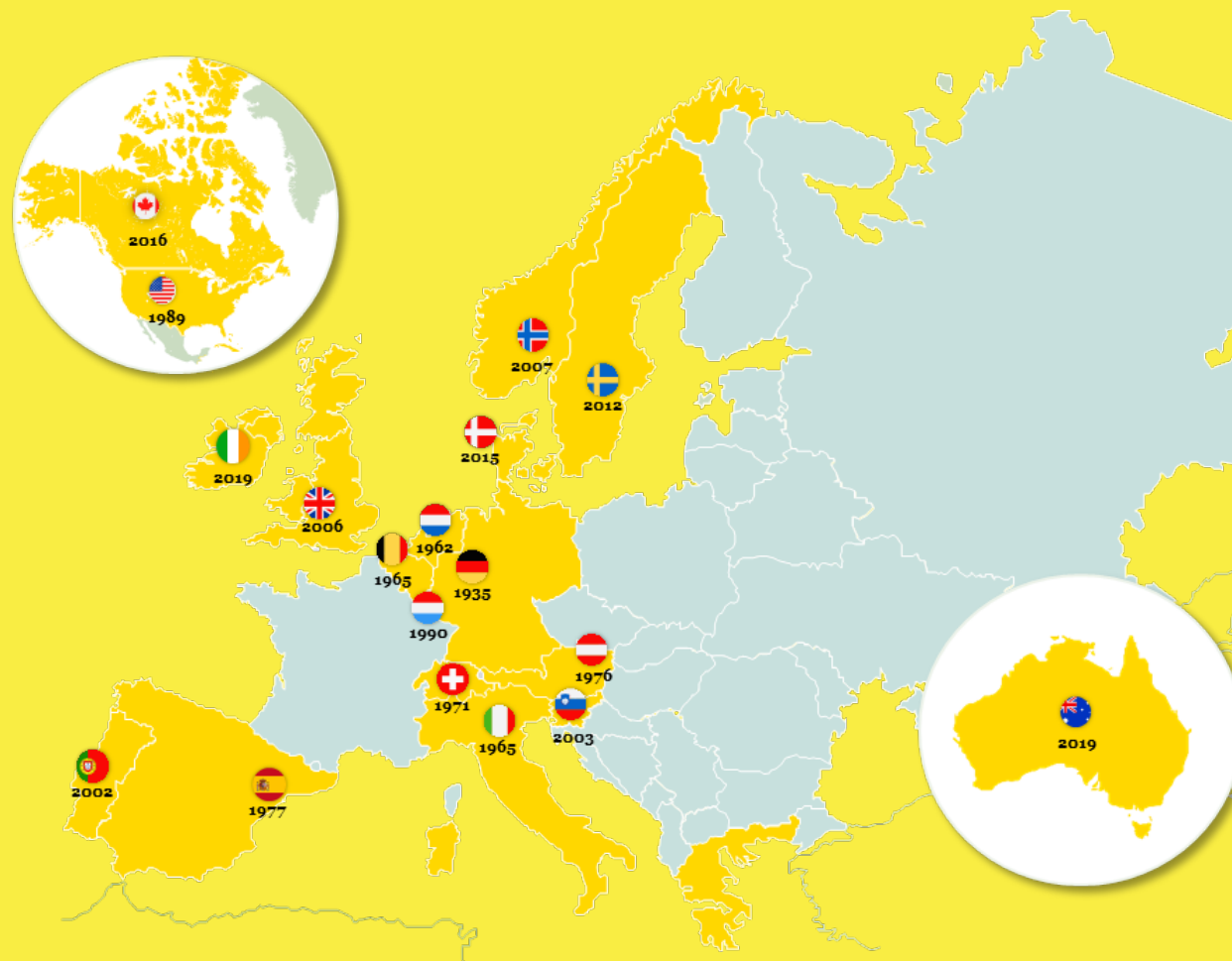
In Canada we have more than:

1.4 million legal assistance 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

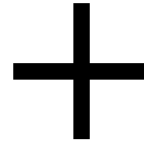
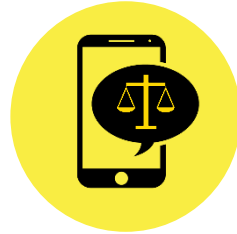


What is Legal Expense Insurance?

Two Key Elements That Help Mitigate Legal Risks

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Legal Assistance



Legal Insurance

Unlimited access to a Legal Helpline, staffed by lawyers.

Document Review and Simple Legal Letter Drafting.

Unlimited access to HR Assistance and a Legal Document Centre.

Unlimited Emotional Support Assistance for the named insured and all employees!

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

Customer Benefits

When Their Business Faces An Unforeseen Legal Event



**Exercise
Their Rights**



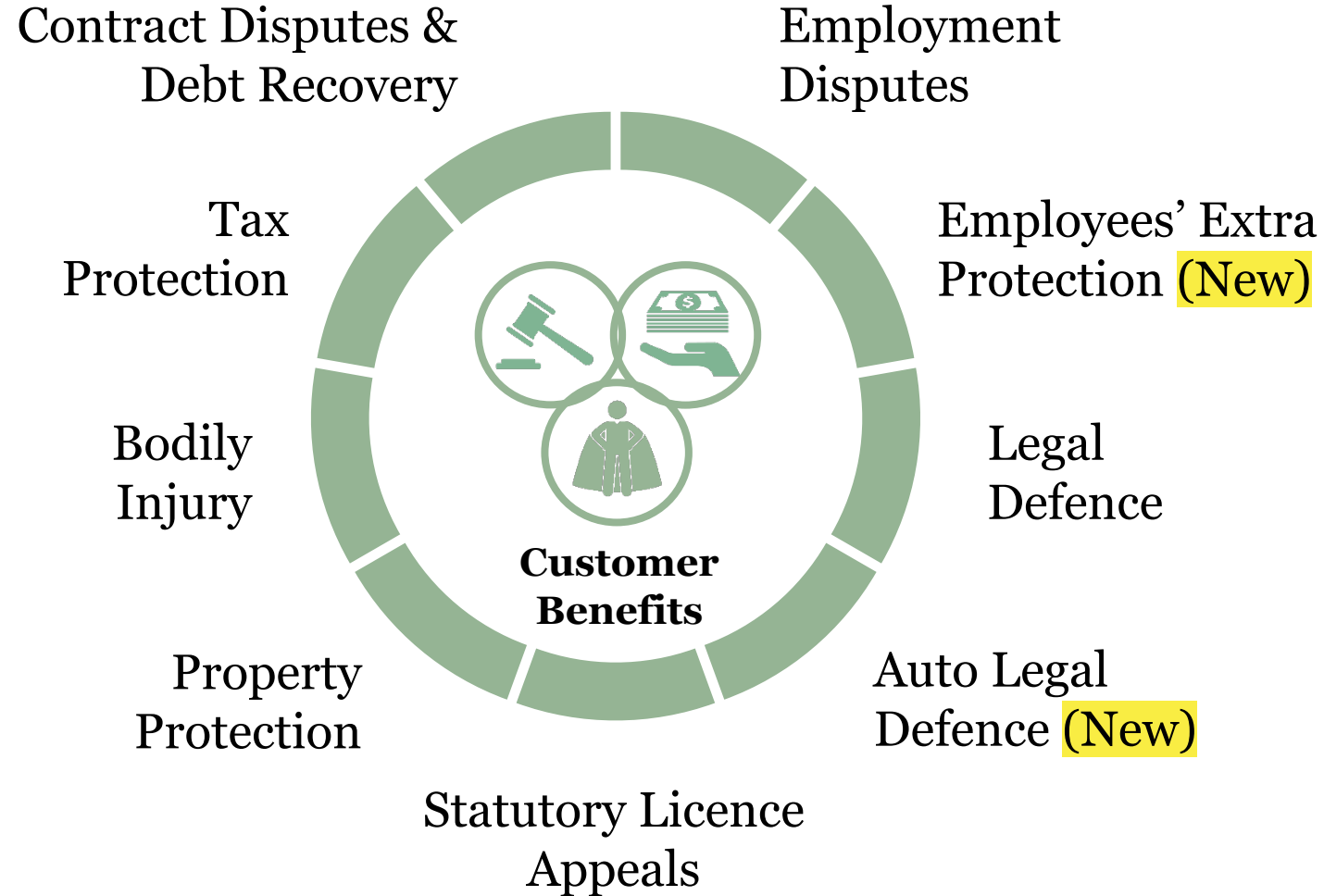
**Protect
Their Budget**



**Save
Time and Effort**

Insured Events Summary

For Common Commercial Legal Events





Insured Events Review and Customer Stories

Definition of Insured

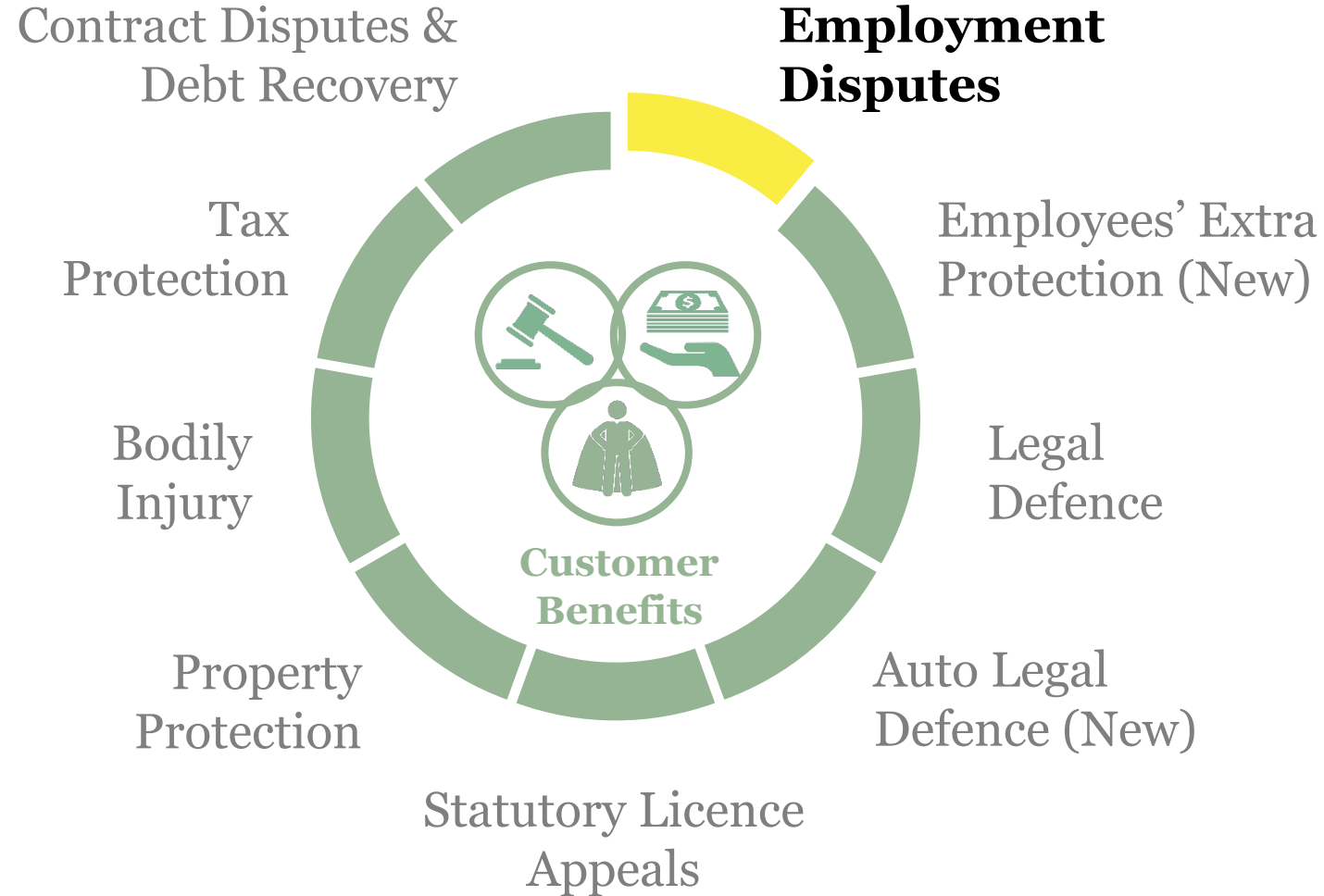
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		* If consent for coverage is provided by the name insured *		
Insured Event	Named Insured	Directors, Officers and/or Partners	Managers	Employees
Employment Disputes	✓			
Employees' Extra Protection		✓	✓	✓
Legal Defence	✓	✓	✓	✓
Auto Legal Defence	✓	✓	✓	✓
Statutory Licence Protection	✓			
Property Protection	✓			
Bodily Injury	✓	✓	✓	✓
Tax Protection	✓			
Contract Disputes & Debt Recovery	✓			

Insured Events Summary

For Common Commercial Legal Events

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Employment Disputes

Coverage

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- Employee dismissal
- Employment contracts
- Statutory rights
- Human rights

Jeff's Story

Employment Disputes

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- Threat of civil litigation for \$20,000 in damages was dropped
- **Saved \$2,500** in legal fees

Employment Disputes

Exclusions and Conditions

ARAG

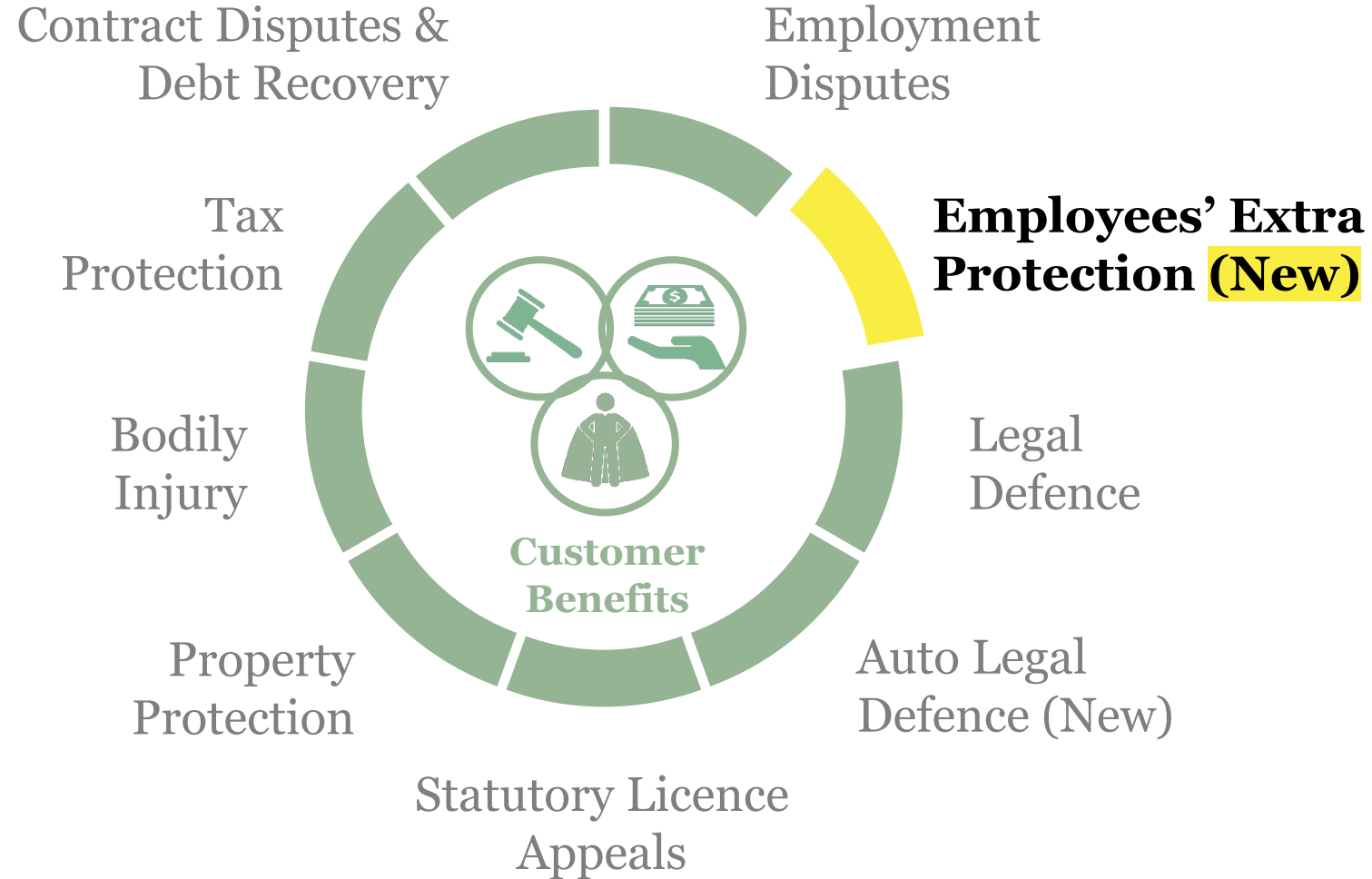


- Waiting periods
- Collective bargaining agreements
- Contract for services

Insured Events Summary

For Common Commercial Legal Events

ARAG



Employees' Extra Protection

Coverage

ARAG



- Proceedings brought against an employee for unlawful discrimination

Andre's Story

Employees' Extra Protection

ARAG



- Human Rights tribunal action was dropped
- **Saved \$4,500** in legal fees

Employees' Extra Protection

Exclusions and Conditions

ARAG

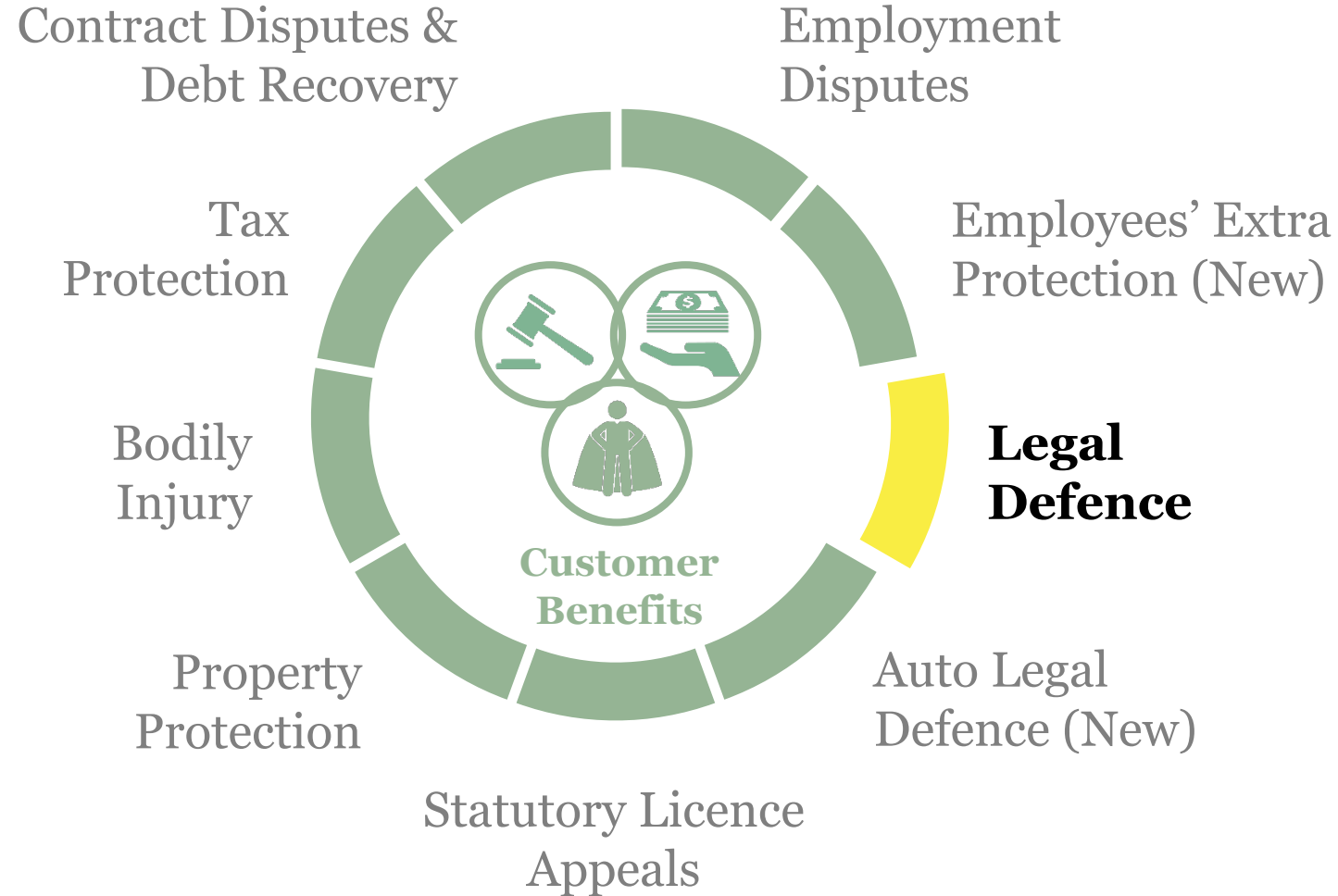


- Any claim relating to defend the named insured as covered under Employment Disputes

Insured Events Summary

For Common Commercial Legal Events

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Legal Defence

Coverage

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- Health and safety investigations
- Police investigations and/or criminal prosecution
- Breach of privacy or anti-spam laws

Dan's Story

Legal Defence

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- 3 charges were dropped
- 1 charge plead guilty to, which carried a small fine
- **Saved \$8,000** in legal fees

Legal Defence

Exclusions and Conditions

ARAG

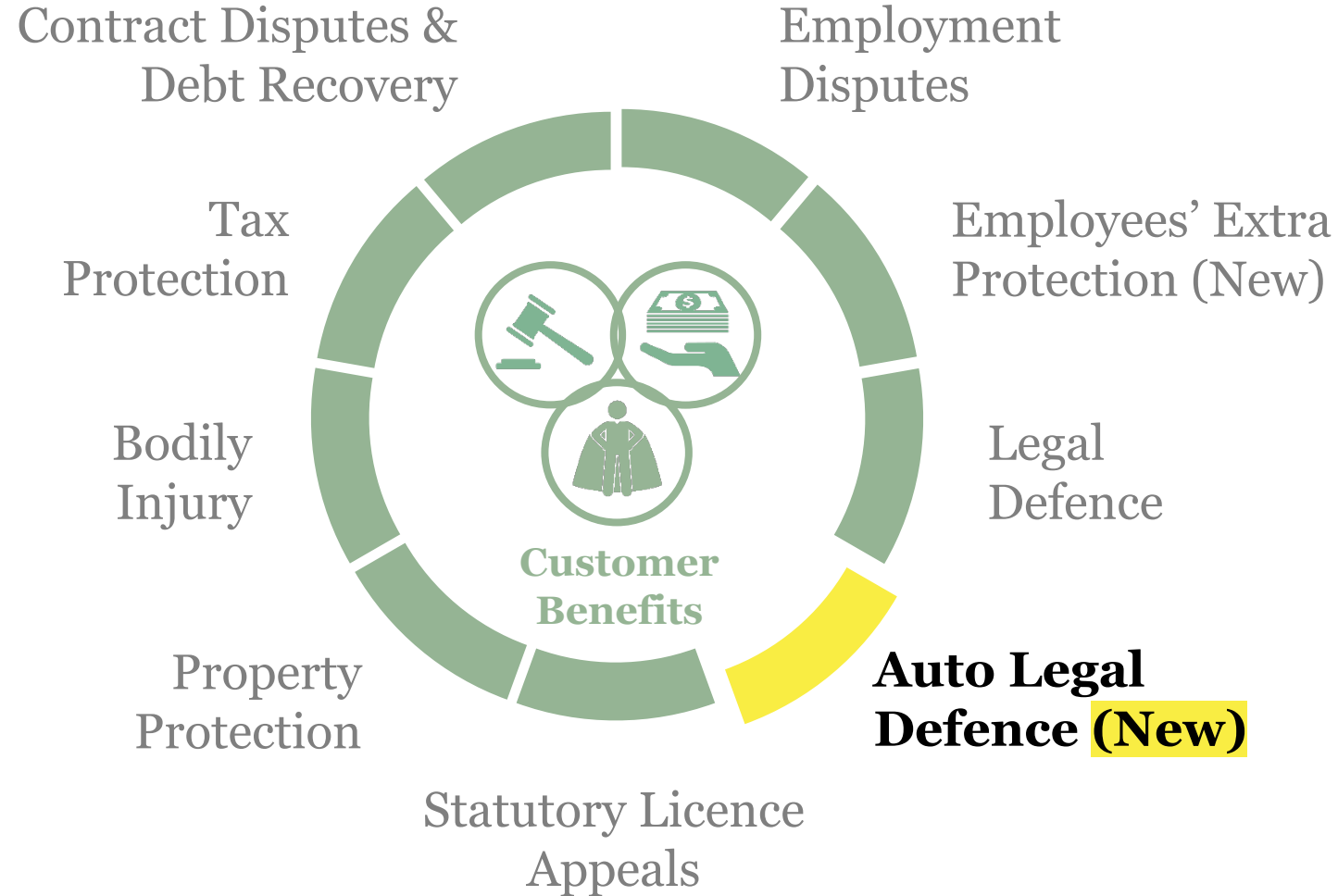


- Breach of highway traffic and motor vehicles laws
- Hindering or refusing to comply with anti-spam investigations

Insured Events Summary

For Common Commercial Legal Events

ARAG



Auto Legal Defence

Coverage

ARAG



- Breach of highway traffic or motor vehicle laws

Tina's Story

Auto Legal Defence

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- The charge was dropped to a lesser disobeyed sign charge
- **Saved \$450** in legal fees

Auto Legal Defence

Exclusions and Conditions

ARAG

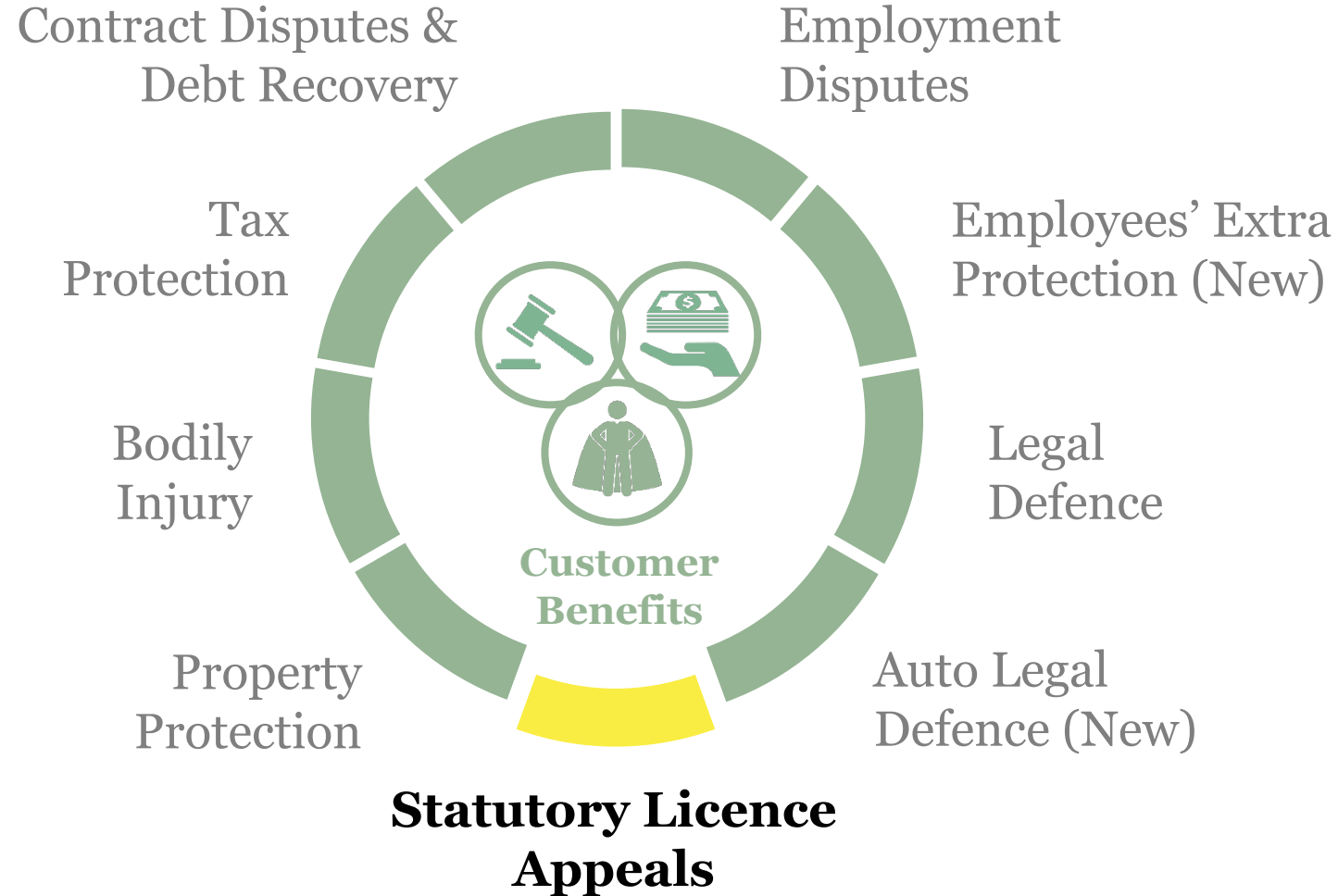


- Vehicles with a gross weight of more than 4,500 kgs
- Alcohol, cannabis or illegal drug use and failure to be tested for those substances
- Racing or stunt driving
- Use of prohibited electronic devices while driving
- Parking and automated traffic enforcement camera offences

Insured Events Summary

For Common Commercial Legal Events

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Statutory Licence Appeals

Coverage

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- Suspension of a statutory licence
- Refusal to renew
- Licence cancellation

Alex's Story

Statutory Licence Appeals

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- Dealership licence was not suspended
- Customer complaints mediated
- **Saved \$50,000** in legal fees

Statutory Licence Appeals

Exclusions and Conditions

ARAG

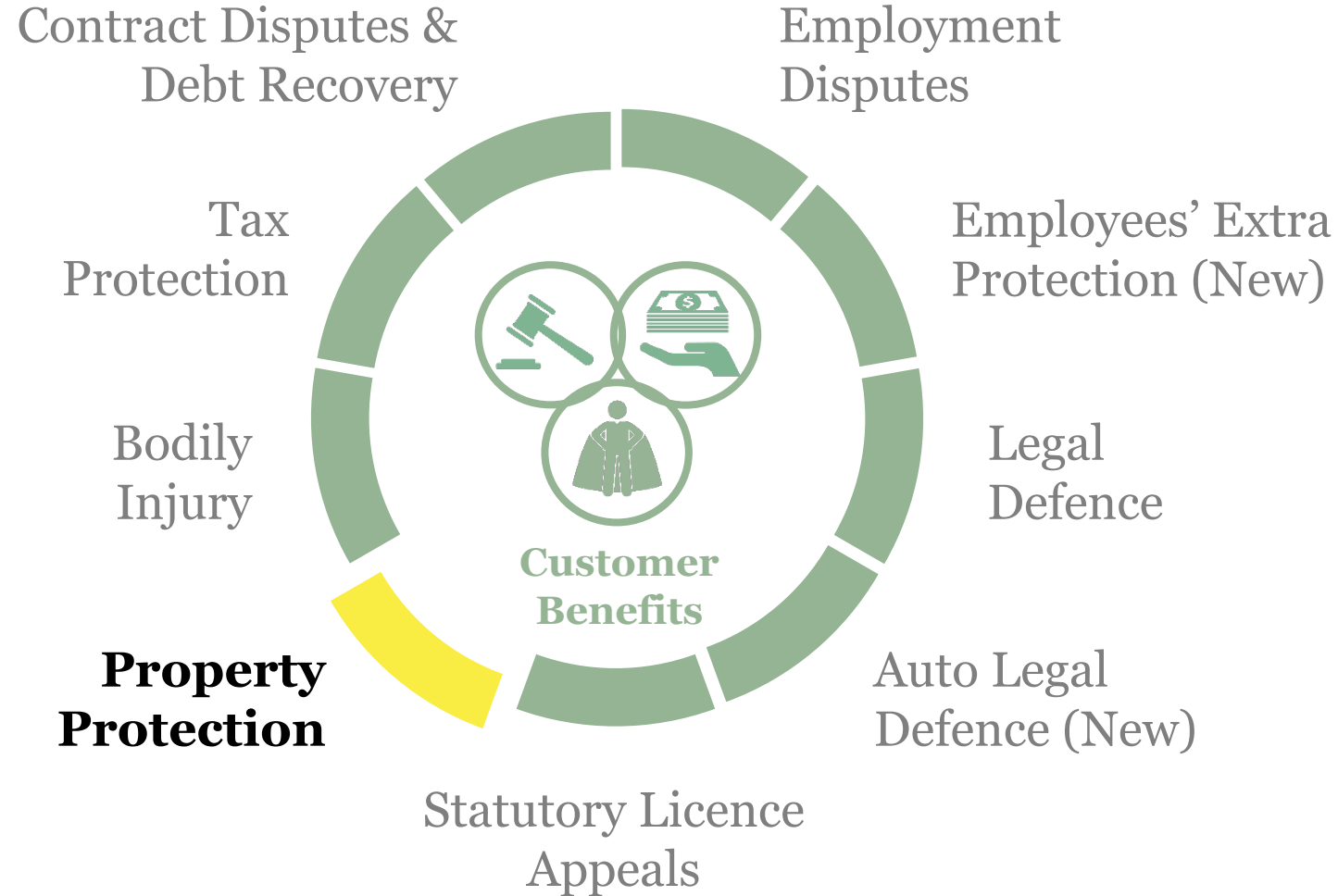


- Original or renewal applications
- Motor vehicle licences
- Professional licences issued to an individual

Insured Events Summary

For Common Commercial Legal Events

ARAG



Property Protection

Coverage

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- Physical damage over \$1,000
- Trespassing
- Legal nuisance
- Recover or repossess items from an ex-employee (New)

Tina's Story

Property Protection

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- Negotiated \$15,000 settlement to rebuild the driveway and fence
- **Saved \$10,000** in legal fees

Property Protection

Exclusions and Conditions

ARAG

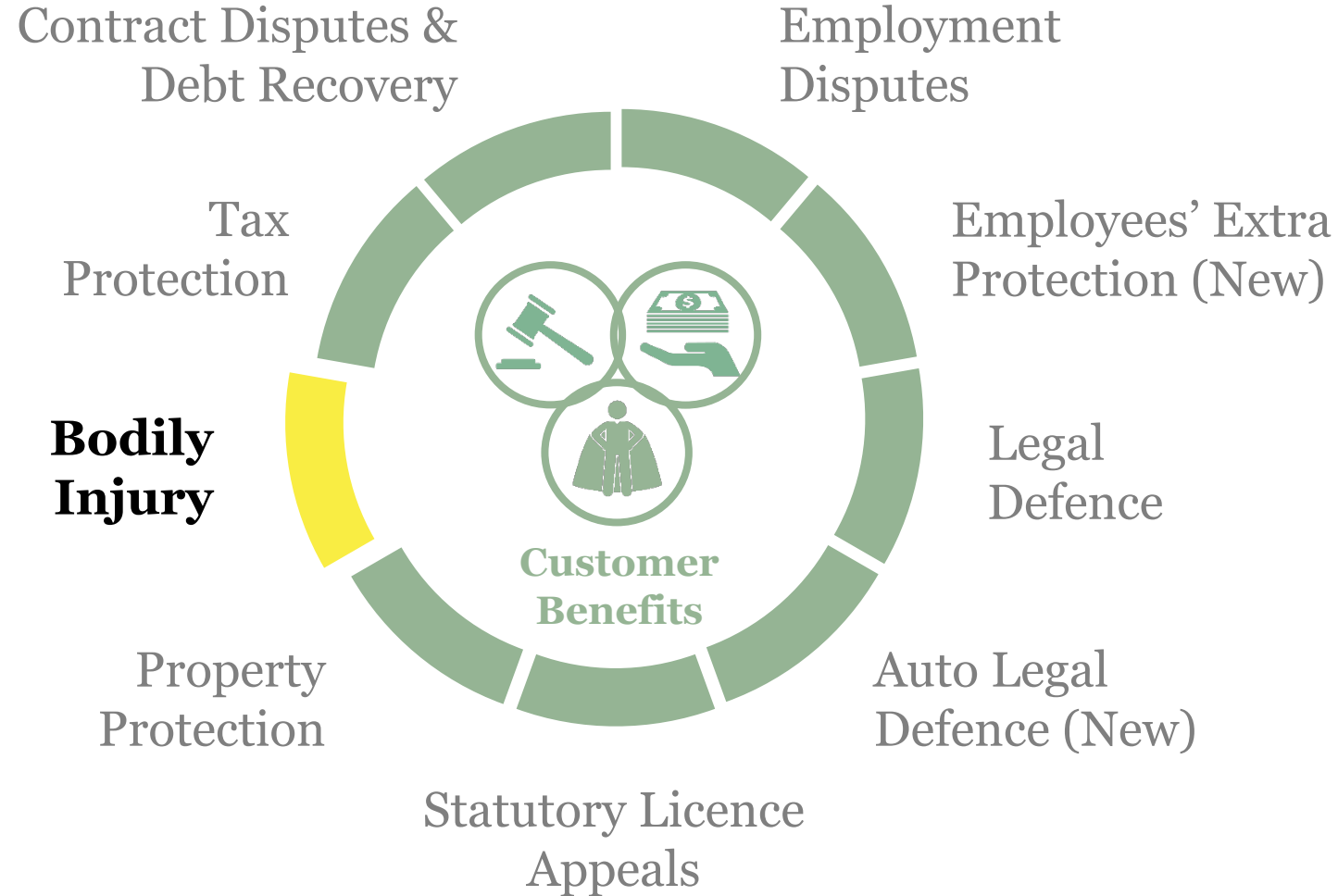


- Contracts entered into by the insured
- Goods not on the premises
- A purchase or work done by governmental authorities
- Motor vehicles

Insured Events Summary

For Common Commercial Legal Events

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Bodily Injury

Coverage

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- An accident that causes illness, bodily injury or death

George's Story

Bodily Injury

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- Received a fair settlement
- **Saved \$12,000** in legal fees

Bodily Injury

Exclusions and Conditions

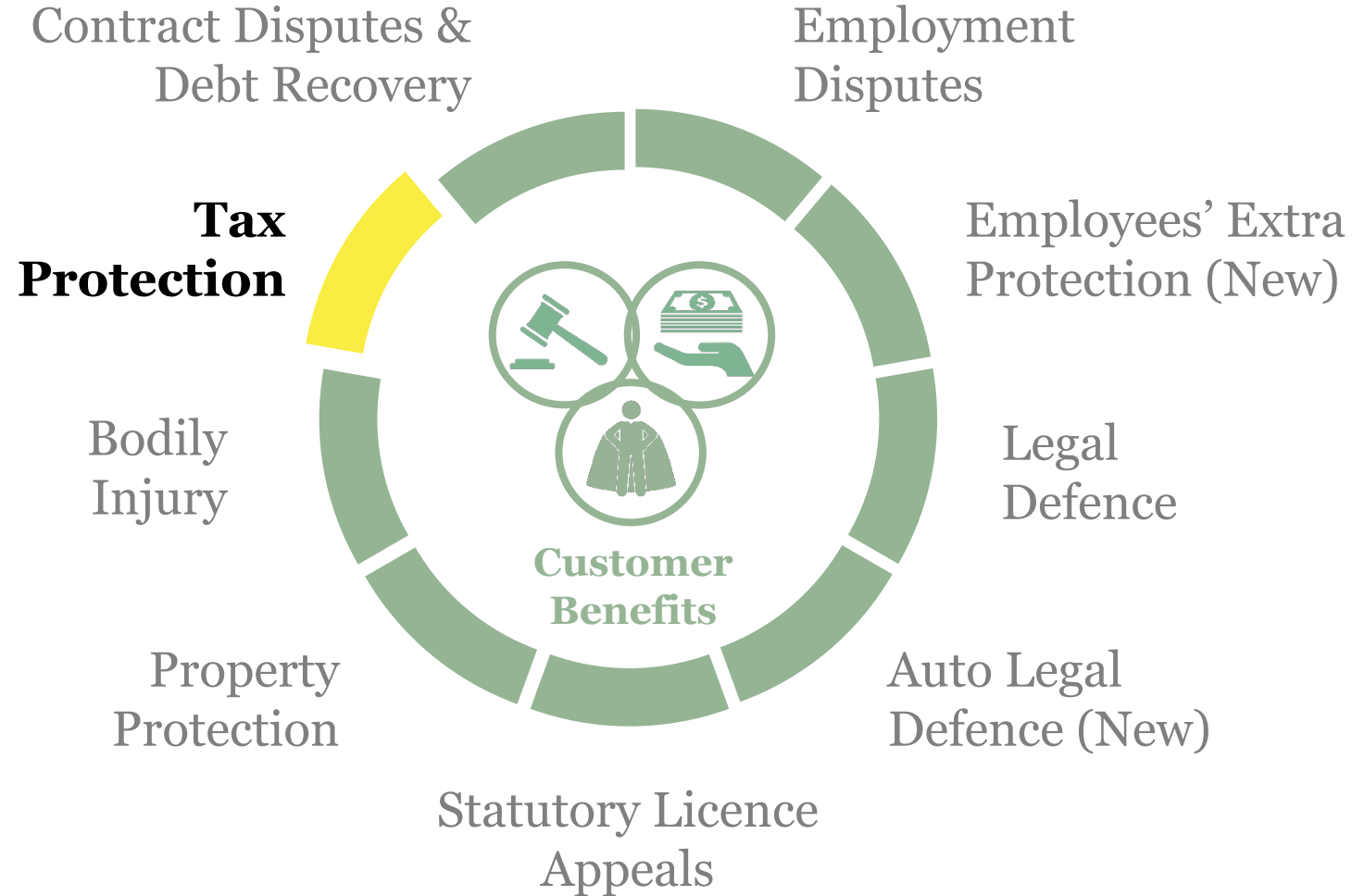
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- Disputes with a provincial worker's compensation board
- Psychological illness, unless it's due to the injury
- Condition or illness that develops over time.
- Motor vehicle related

Insured Events Summary

For Common Commercial Legal Events



Tax Protection

Coverage

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- Tax audit
- Tax appeal

José's Story

Tax Protection

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- CRA withdrew initial assessment
- Did not have to pay \$5,000 in taxes
- **Saved \$2,000** in accountancy fees

Tax Protection

Exclusions and Conditions

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- Tax avoidance schemes
- Failure to register for GST / PST / HST
- Gross negligence or criminal offences

Insured Events Summary

For Common Commercial Legal Events



**Contract Disputes
& Debt Recovery**

Employment
Disputes

Employees' Extra
Protection (New)

Legal
Defence

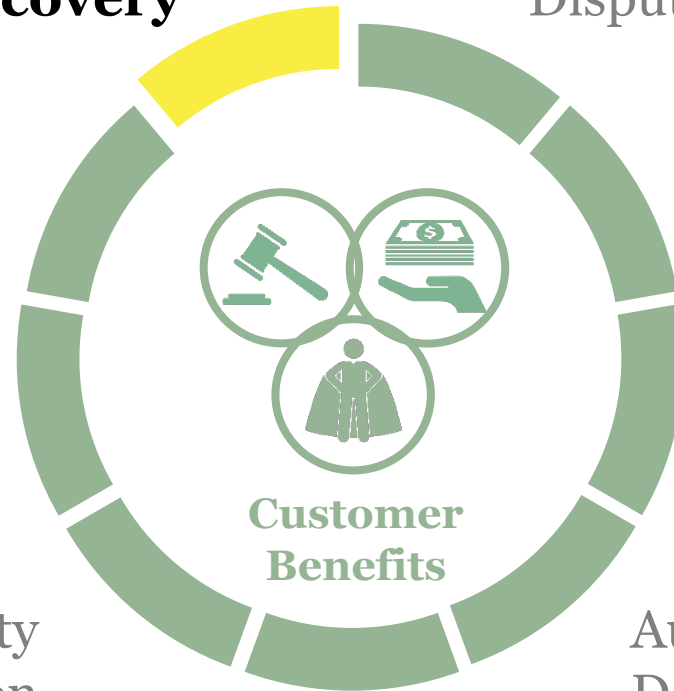
Auto Legal
Defence (New)

Statutory Licence
Appeals

Property
Protection

Bodily
Injury

Tax
Protection



**Customer
Benefits**

Contract Disputes & Debt Recovery

Coverage

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- Buying or selling goods
- Providing or obtaining services
- Premises rented to conduct the insured's business

(NEW)

Michael's Story

Contract Disputes & Debt Recovery

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- CNC machine was replaced and 75% of the repair costs were refunded
- **Saved \$3,500** in legal fees

Contract Disputes & Debt Recovery

Exclusions and Conditions

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- Waiting period
- Amount in dispute must exceed \$2,500
- Breach of professional obligations
- Terms of a lease or tenancy if the insured is a landlord
- The sale or purchase of all or part of a business
- The sale or purchase of real property

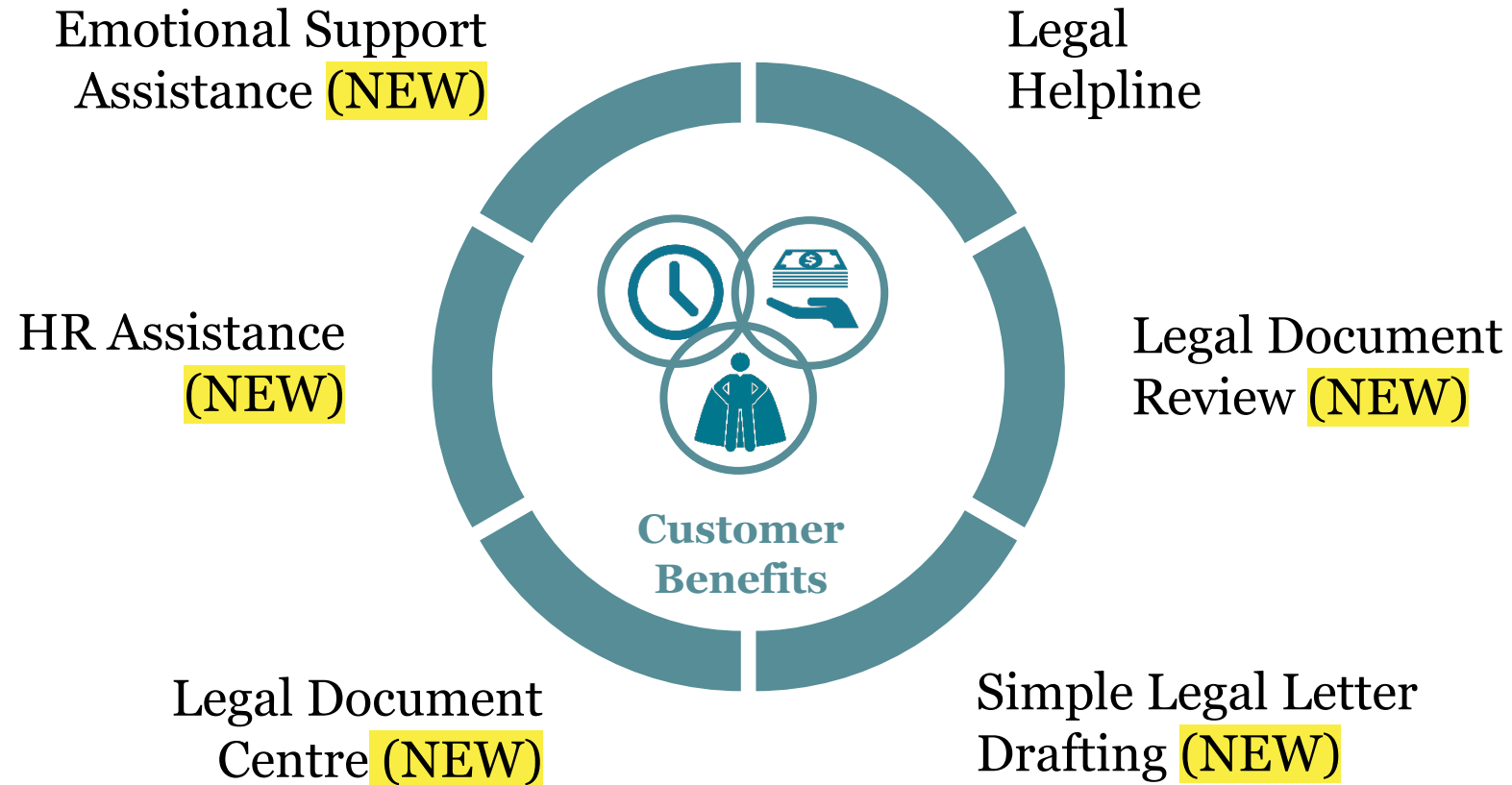


Legal Assistance & Support Services

Legal Assistance & Support Services

Helps Already Stretched Small Business Owners Save Time, Money and Effort

ARAG



Legal Helpline

Unlimited Access For Assistance With Any Legal Question

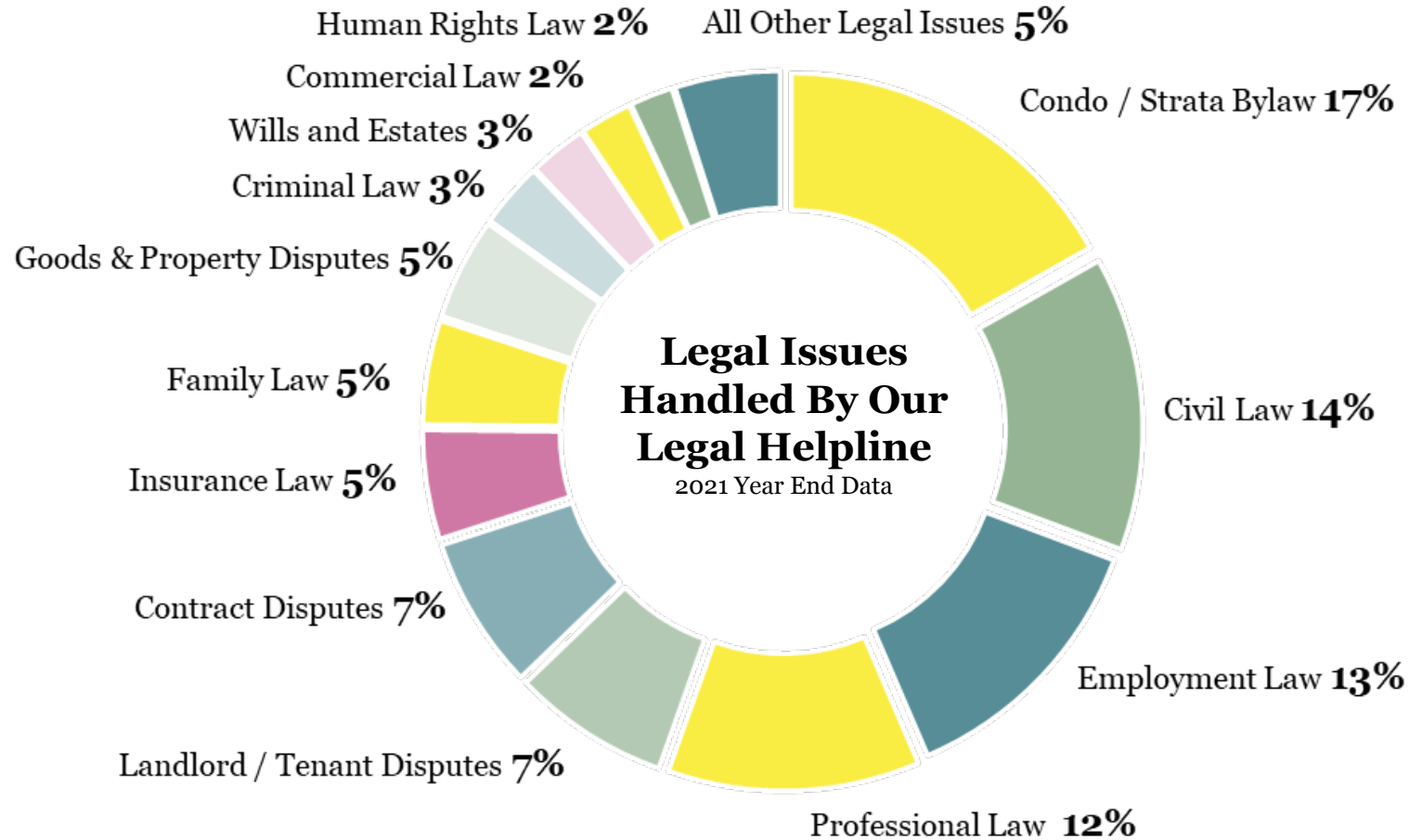
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- Contract or document review
- Claim determination

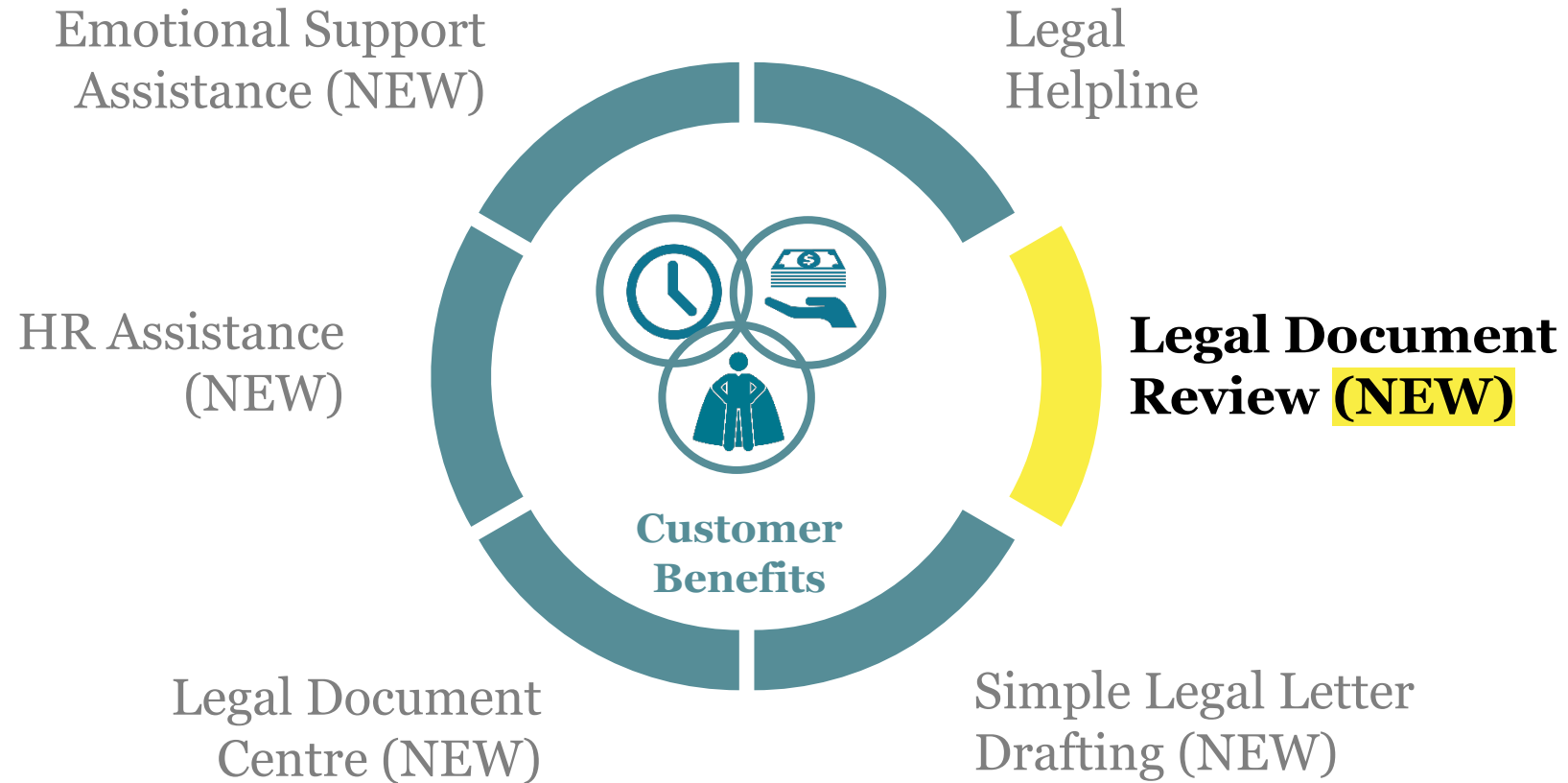
Legal Assistance Provided

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



Legal Assistance & Support Services

Helps Already Stretched Small Business Owners Save Time, Money and Effort



Legal Document Review

An Additional Legal Risk Mitigation Service

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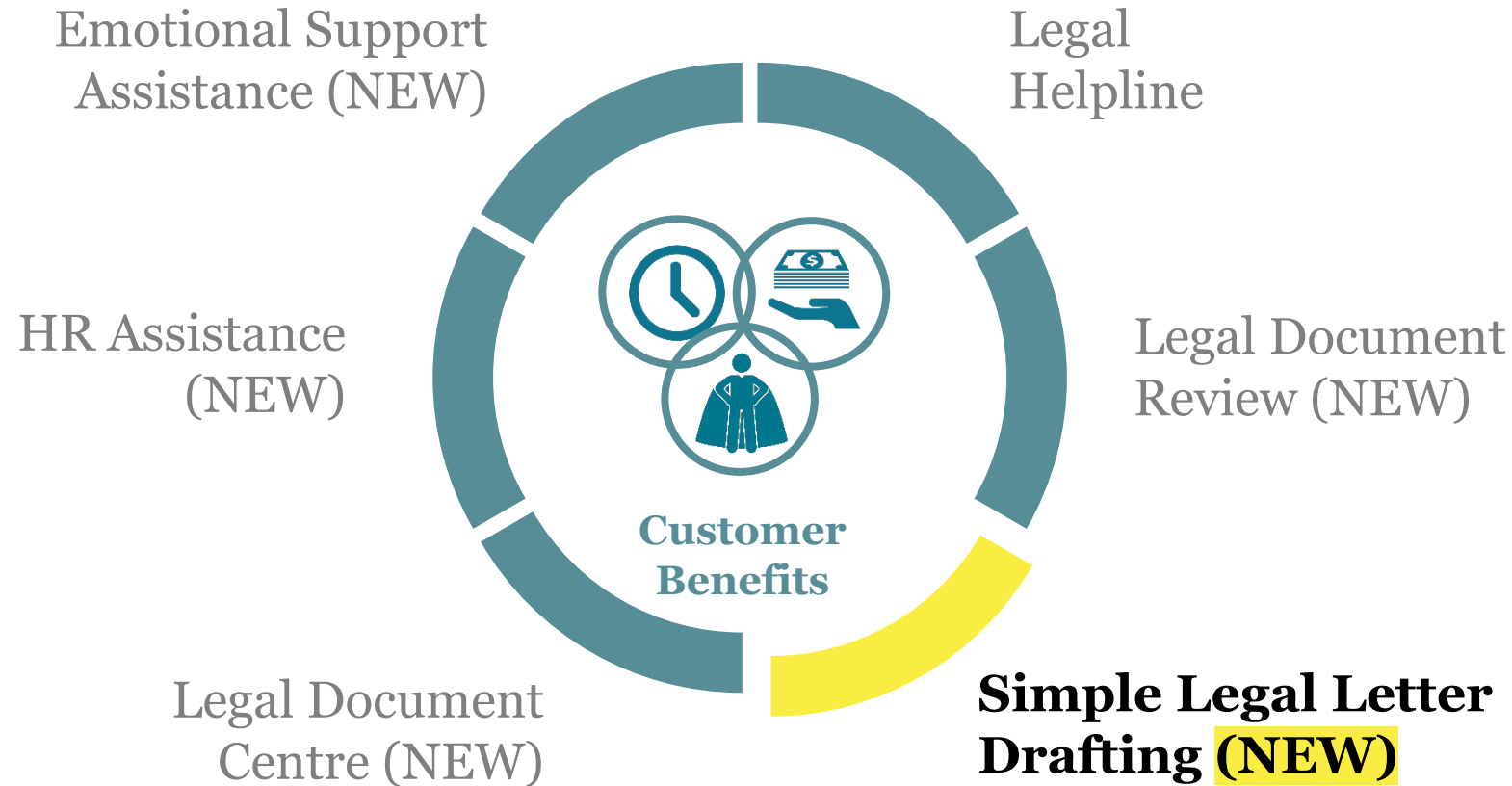


- Access limited to 12 times per year
- Must be the entire legal document not sections
- Documents cannot be drafted by the insured

Legal Assistance & Support Services

Helps Already Stretched Small Business Owners Save Time, Money and Effort

ARAG



Simple Legal Letter Drafting

Yet Another Legal Risk Mitigation Service

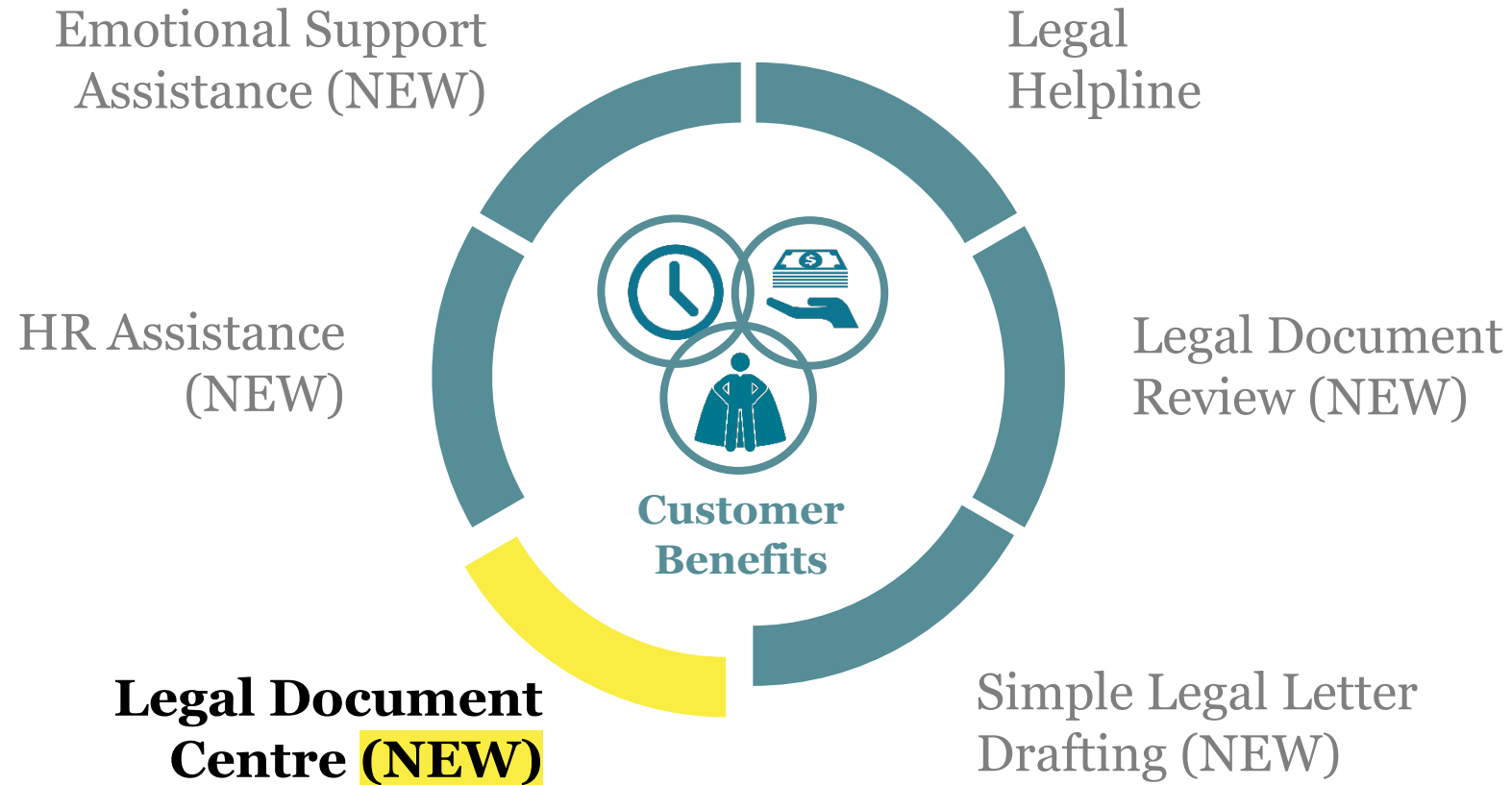
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- Wills
- Contracts
- Termination Letters
- Lease Agreements

Legal Assistance & Support Services

Help Already Stretched Small Business Owners Save Time, Money and Effort



Legal Document Centre

Unlimited Access To An Online Library

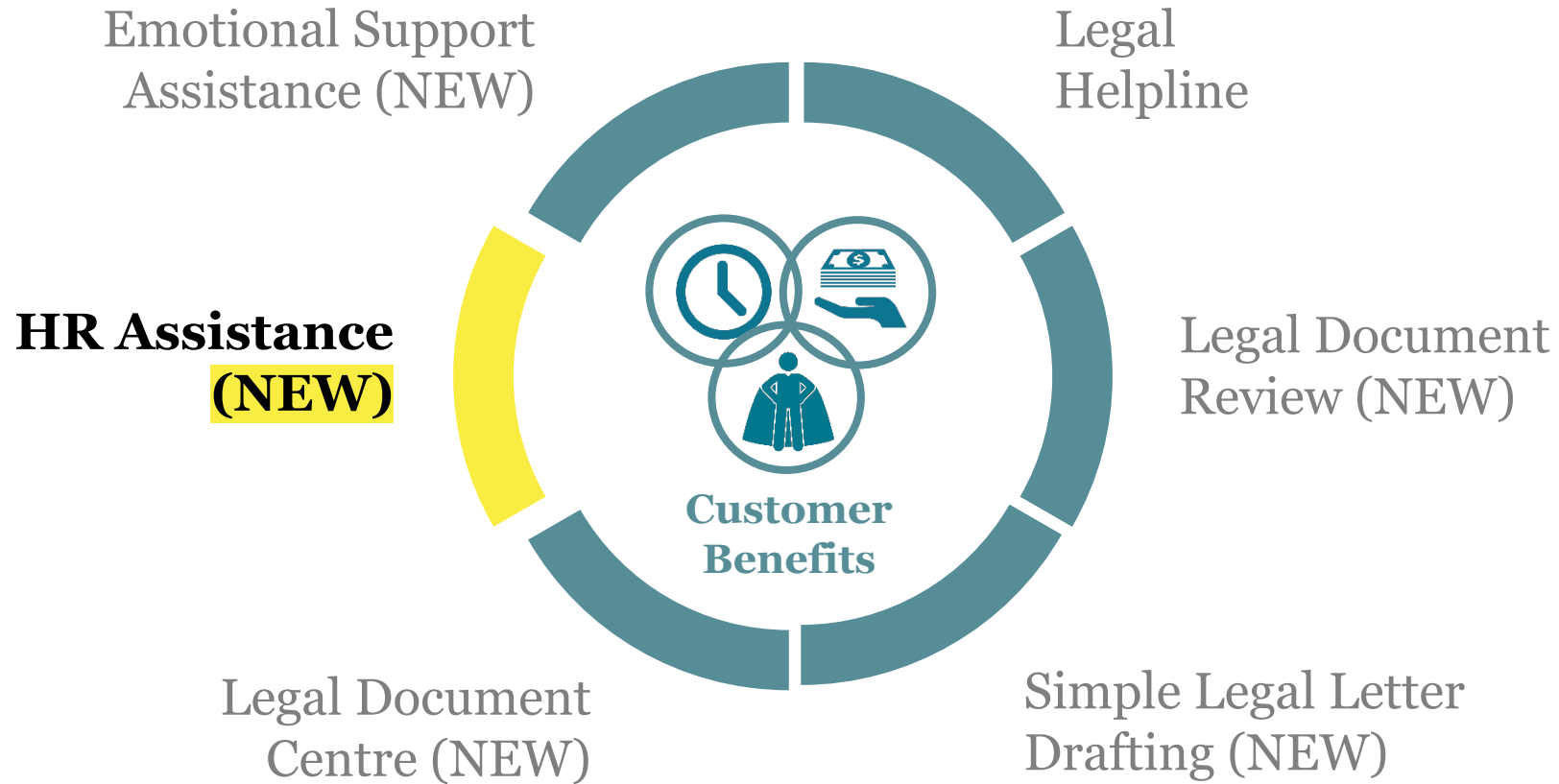
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- Easy step-by-step legal document creation
- Documents are based on Canadian laws and legal best practices
- Documents can be downloaded and saved securely for future reference or reuse

Legal Assistance & Support Services

Help Already Stretched Small Business Owners Save Time, Money and Effort



HR Assistance

Unlimited Access To HR Professionals For Support & Guidance

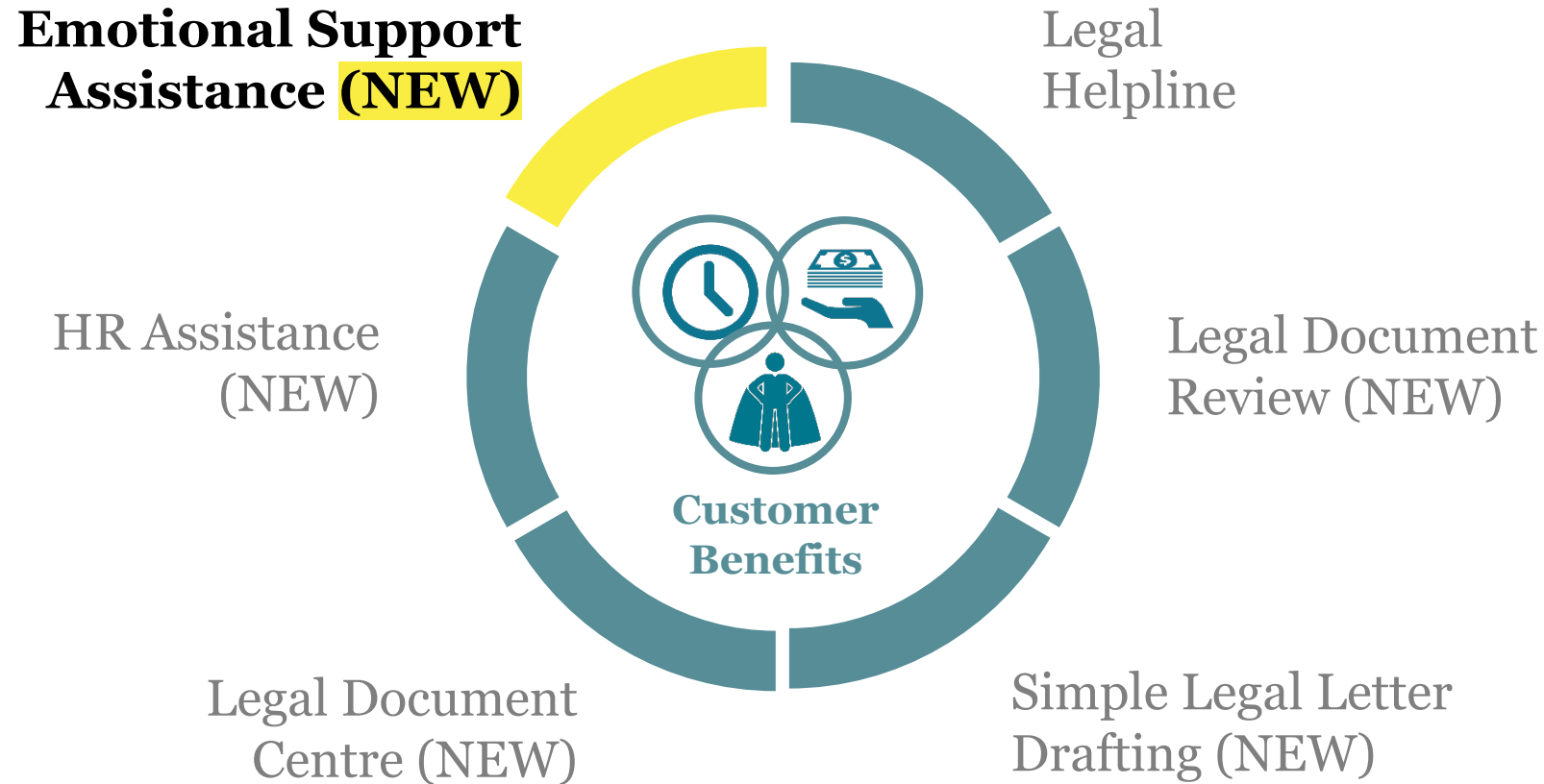
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- Provides assistance and best practices on a wide range of HR related topics
- Service is available 9:00 a.m. to 6:00 p.m. EST
- Service is arranged by calling the same Legal Helpline phone number

Legal Assistance & Support Services

Help Already Stretched Small Business Owners Save Time, Money and Effort



Emotional Support Assistance

Unlimited Access For The Named Insured & All Staff

ARAG



- Professional counsellors help reduce the emotional strain of a legal dispute
- Service is available 9:00 a.m. to 8:00 p.m. EST
- Service is arranged by calling the same Legal Helpline phone number



Limits of Indemnity and Claims Process Review

Limits of Indemnity

For ARAG Business Legal Solutions

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- \$100,000 per claim
- \$500,000 in aggregate per policy period
- Minimum amounts in dispute are:
 - \$1,000 in physical damages for Property Protection claims
 - \$2,500 for contract Disputes and Debt Recovery claims

**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

ARAG



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

Claims Handling Journey

A 4-Step Summary of How Legal Risks Are Well Managed



1



**Your
customer
calls the Legal
Helpline**

2



**Customer
assignment
and further
information
gathering**

3



**Your
customer is
notified if
they are
covered
or not**

4



**A Panel
Lawyer
is assigned**

Customer Confidentiality

Is Strictly Enforced

ARAG



- 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

ARAG



**Exercise
Their Rights**



**Protect
Their Budget**



**Save
Time and Effort**

Legal Risk Are Well Managed!

We're Here To Support You

The ARAG logo is a yellow circle with the word "ARAG" in black, bold, sans-serif capital letters.

Visit **[For Brokers > Marketing Materials](#)** on **ARAG.CA**

- Summaries for all of our Legal Expense Insurance solutions
- Claims Example sheets
- Filling the Gaps in your client's portfolio 1-page summary
- Legal Helpline and Claims Process 1-page summaries



Follow **[ARAG Legal Solutions](#)** on **LinkedIn**

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Thank You and Questions