

# Legal Expenses Insurance.

[www.uk.markel.com](http://www.uk.markel.com)





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### Introducing Markel Legal Expenses



The UK's premier supplier of **legal expenses insurance** to the SME, commercial mid-corporate and corporate market



For **over 25 years**, our vision has been to provide the **complete solution** to our customers' everyday legal needs



Through the unique combination of our **underwriting heritage**, and **award-winning, in-house law firm**:



– Have more than 50 professionally **qualified lawyers and barristers** handling around 500 calls a day, of which around 1% result in litigation thanks to our expert advice



– Offer through our innovative **digital Law Hub**



– Provide the financial reassurance of being a **Markel Corporation company**, rated at **A or better** by three rating agencies

## Why have legal expenses insurance?

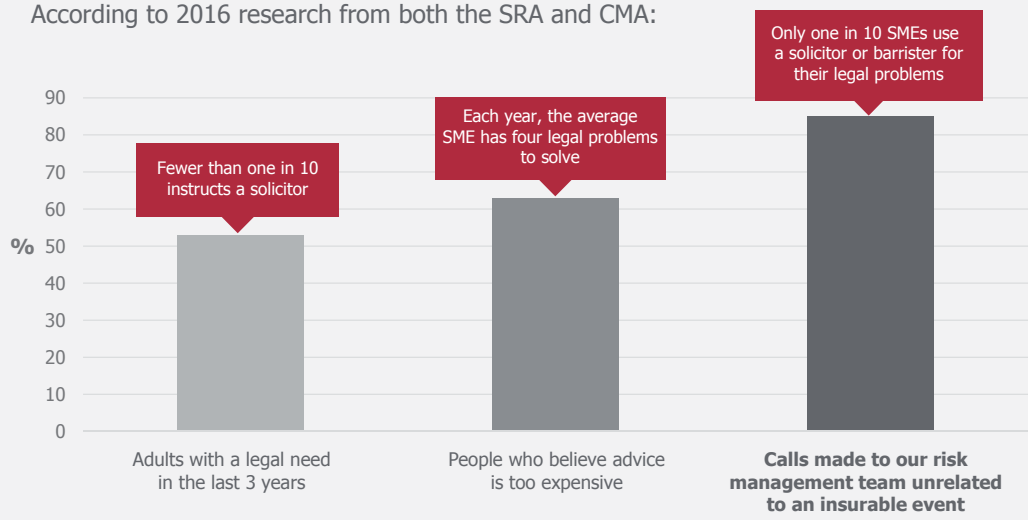


### Legal expenses

## Why have legal expenses insurance?

- Recent research by the Centre for Economics and Business Research (CEBR) on behalf of YouGov, shows £13.6bn is lost by SMEs every year from neglecting to seek legal advice
- Companies employing under 10 staff are likely to face at least three issues a year costing them an average of £2,240 on each occasion
- These figures increase to nearly 10 for larger firms and businesses in sectors such as finance, food and property where costs can be as high as £22,400
- 83% of respondents agreed a lawyer reduced the risk of higher costs, with 86% who had experienced a problem conceding a lawyer would have saved them from financial loss
- Despite this, similar research by the Solicitors Regulatory Authority (SRA) and Competition and Markets Authority (CMA), shows as few as one in 10 SMEs uses a solicitor or barrister

According to 2016 research from both the SRA and CMA:



### The complete solution

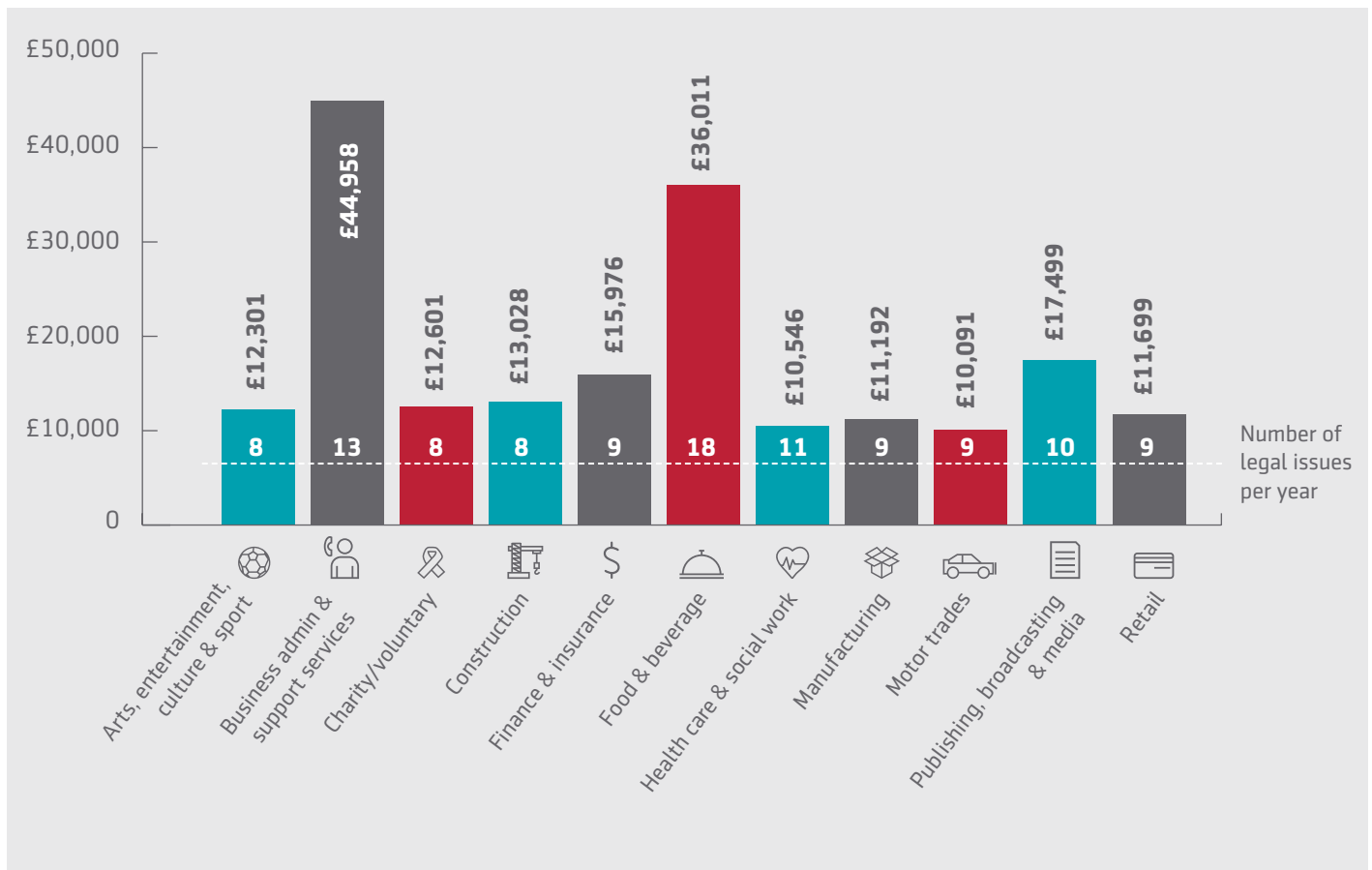
Markel provides the complete solution to these challenges with a range of easily tailored, easily understood and easily afforded insured and pay-as-you-go services.

## Ease of access

### Why?

- Only 30% of SMEs rated law firms as 'good' for 'ease of access' i.e. how easy it is to contact a lawyer along with their speed and ability to alleviate the SMEs' problems
- 82% were said to find legal documentation difficult to understand, and only 11% were able to say that legal fees represented good value for money

### Average number of annual legal issues and annual loss for UK SMEs, by sector\*



\* Source: YouGov and CEBR cost to SMEs of legal business survey 2017



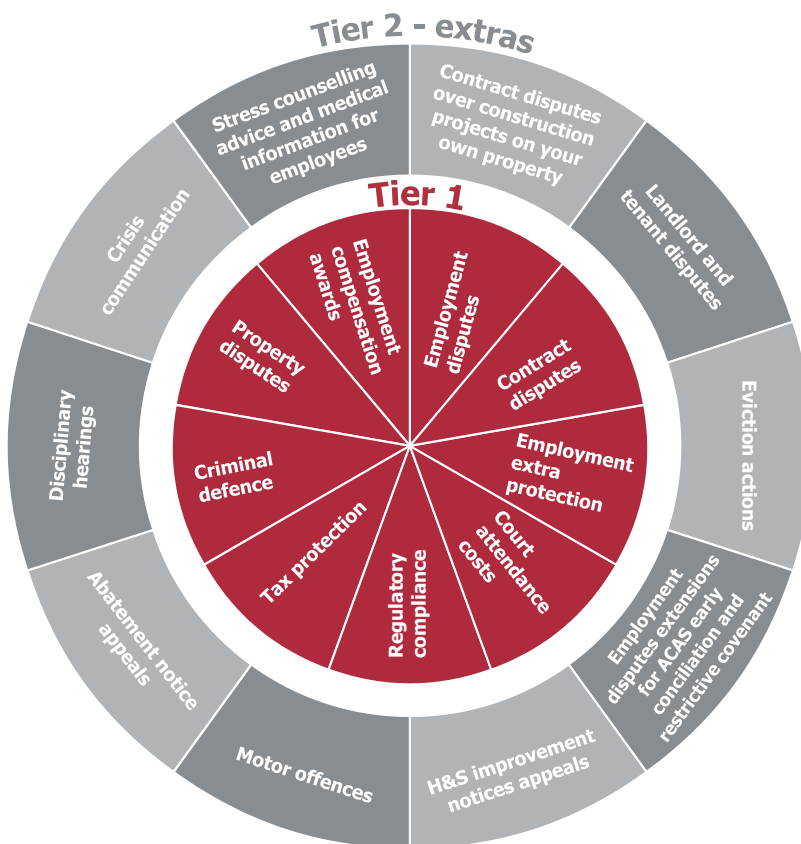


### Bespoke cover

## Tailored to you and your customers

Our wordings are deliberately written in plain English to remove jargon, simplify complicated information and respond to a wide array of exposures facing businesses today.

These can be bought standalone or embedded, and are fully delegated to complement your own scheme wordings, products and services, with a variety of core and optional extras including stress counselling and crisis communication:



### Partners

We have always worked with our partners to develop covers which reflect the needs of specific business sectors, affinities and buying groups.

## Sector specific features and benefits



### Social welfare

- Representation against CQC enforcement actions
- Protection to appeal OFSTED registration alterations and suspensions
- Extension to provide criminal abuse cover for employees from safeguarding



### Property owners

- Tenancy disputes, including eviction
- Trespass, nuisance and rights of way disputes
- Repair and renovation contract disputes
- Rent guarantee



### Education

- Schools admissions and appeals cover
- Independent schools charity commissions cover
- Office of Fair Trading protection for school fees



### Farm and estates

- Basic payment subsidy challenges
- Rights of way disputes
- Agricultural land tribunals



### Haulage

- Operators Licence cover appeals of:
- Immigration and Asylum Act
  - Emission zone penalties



### Construction

- Construction contract dispute cover
- Ability to pursue main contractors through adjudication process



### Fitness to practice

- Representation at fitness to practice hearings
- Pre-hearing representation
- Criminal prosecution
- Coroner's inquest cover available



### Recently tailored

- Child minders
- Park homes
- Sports clubs

## Trade electronically with Acturis, our online trading system

We want to transform the way we trade with our key business partners. As a part of this, we've developed a series of products, suitable for a wide range of commercial customers, on Acturis.

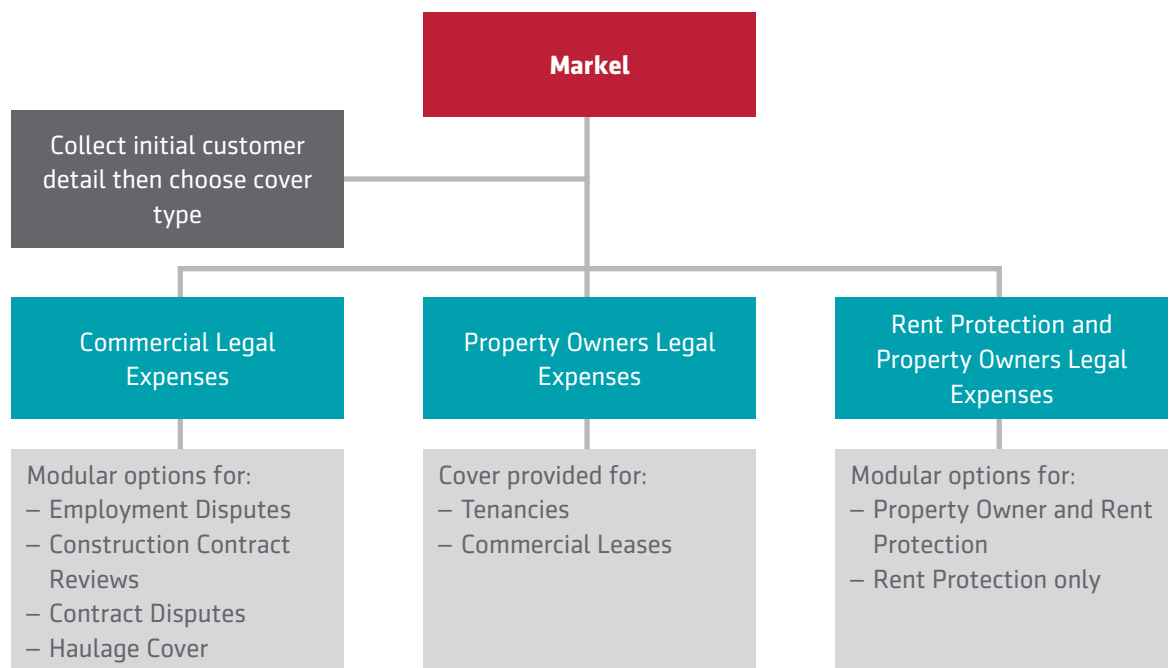


Trading using Acturis results in a variety of benefits, including:

- Full-cycle, electronic trading of Legal Expenses Insurance through the Acturis system
- Daily data feeds from Acturis to Markel removes the need for bordereaux declarations
- A clear and consistent rating structure that is agreed before activation
- Policyholders receive a digital, plain-English policy wording at the point of sale, along with a clear, system-produced policy schedule
- Significantly improved MI capability

### How it works:

The Acturis process for the products in our suite is as follows:



Products are available as either a standalone policy or as an add-on.

With Acturis, you can provide quotes for standalone and add-on LEI, action a mid-term adjustment for an LEI policy, and renew or cancel an LEI policy.





### Risk management

## Improve prospects with our advice-led approach

- According to independent broker research conducted by us in 2016, legal expenses insurance continues to suffer from perceptions of being a low-value product which never pays
- Commonly, this is down to the limitations of cover provided or late engagement meaning the prospects of success are already poor
- We pride ourselves on our goal to pay legitimate claims and offer our 24/7 advice line as an essential risk management tool, providing customers with tangible and unlimited value every day
- Of the hundreds of thousands of calls our own professionally qualified lawyers and barristers receive each year, 85% are completely unrelated to insurance and around 1% go on to become a claim
- Through our expert risk management advice, we save UK businesses from tens of thousands of potentially time consuming and costly problems every year
- For those things in life that can't be insured (of which there are likely to be at least three to four a year), we can still provide help and certainty of cost with our fixed-fee or price-per-stage legal services

### What type of advice can we offer?

We can tailor a package to suit your particular requirements



#### Employment and HR advice

Redundancy, tribunals, bad behaviour, contracts, and performance management – our advice lines can help with any employment issue



#### Health and safety advice

From fire safety to risk assessment, we make sure callers are fully compliant with the latest laws



#### Commercial

24/7 support for all the day-to-day business legal issues faced by companies, large and small



#### Sector specific advice

We work with different sectors to make sure we understand their requirements. From safeguarding to licensing regulations, our specialist team is here to help

## Unique offering

## The benefits of our complete solution

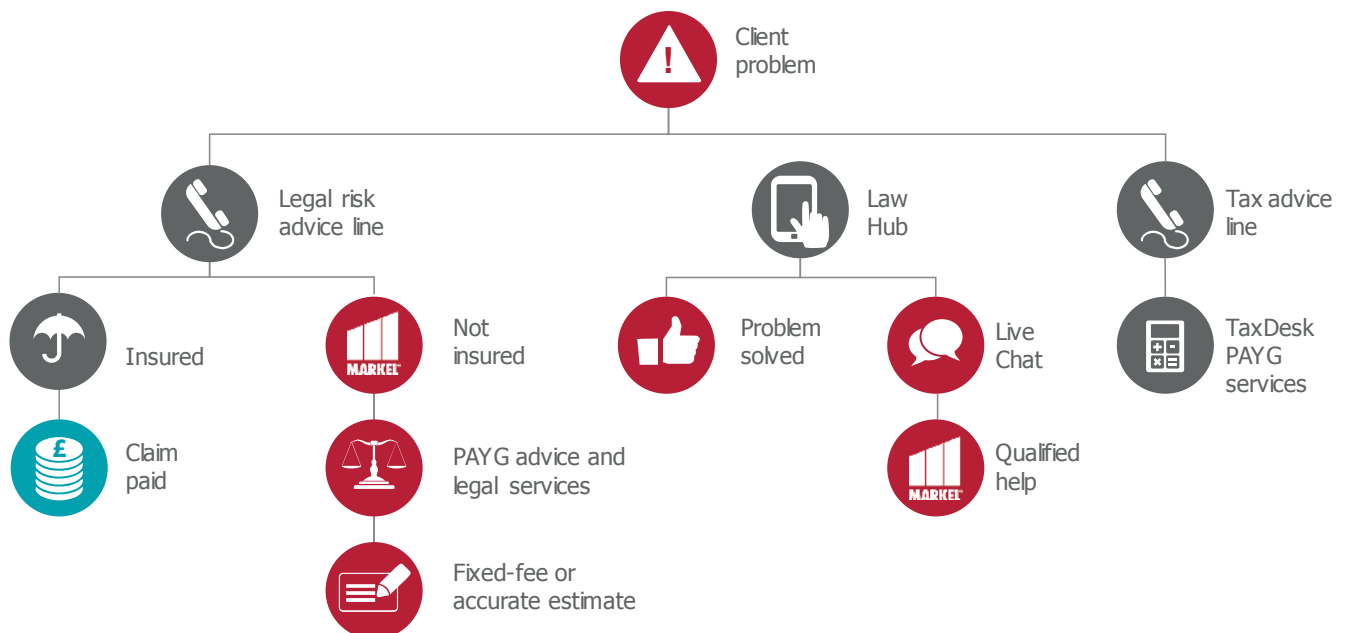
### Thanks to having our own legal practice:

- We can manage the claims process entirely in-house to ensure your customer is never in any danger of exceeding the limits of their policy coverage
- Insured costs can be carefully controlled and the benefits extended by way of affordable and sustainable premiums for you and your customers
- Our 24/7 risk management team are able to provide detailed call usage reports to help you and your clients identify the trends where problems are most commonly arising

### Where advice is sought for uninsured events, we can offer:

- Our digital Law Hub
- Fixed-fee and price-per-stage agreements to provide certainty of cost
- A fee share agreement on the annual fee income generated from your customers' introduction in certain circumstances

## How it works

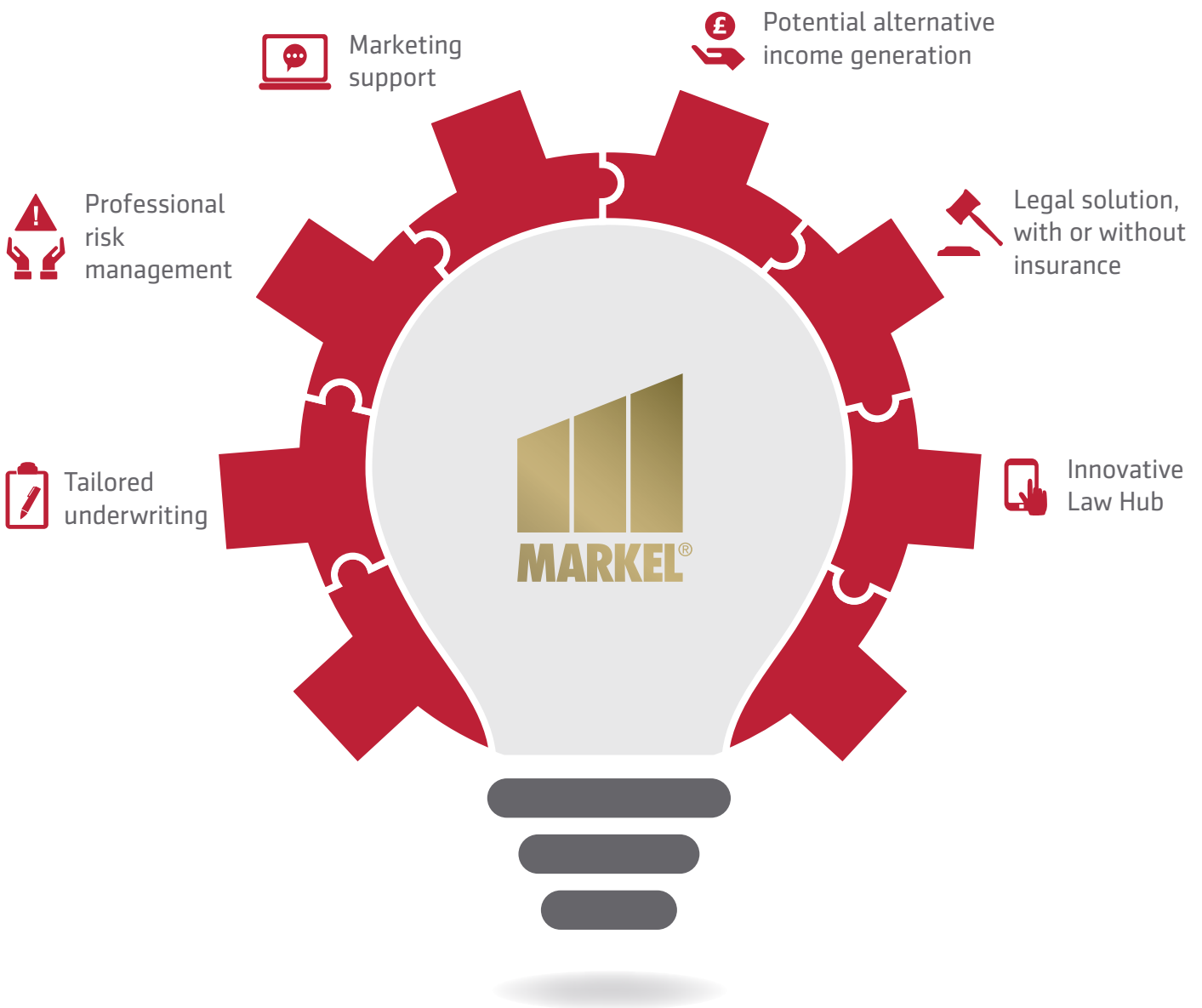


## Solutions

Markel risk management is your portal to helping your clients with a complete solution to their legal needs, and you with an additional fee-earning opportunity.

# The complete solution

Incorporating our award-winning legal firm and the UK's biggest independent tax consultancy firm.



Our friendly, client-focused team are here to help you.  
Speak to us today to discuss how Markel Legal Expenses  
insurance can benefit your practice.

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**Calls from a landline will be charged at your local rate. Calls from mobile phones are charged at your network providers rates in accordance with your tariff.**

