

What happens when I have a claim against me

Explainer video - Transcript

Lawyers tell us that receiving a claim can be one of the worst experiences of their career. But Lawcover's here to help.

Notifying a Claim

If you become aware of a claim, or a situation you think might lead to a claim, let us know in writing as soon as possible. The quickest way to do that is through the online Notification Form available on our website. Getting in touch with us early lets us investigate and provide guidance to you before the claim escalates. Our involvement from the start helps get the matter in hand quickly and effectively.

Next Steps

After receiving your online notification, we assign an individual Claims Solicitor to guide you through the process; they will be your point person. Claims where litigation hasn't yet commenced are typically managed by your claims solicitor, and they can often either dispose of or resolve claims without court proceedings being commenced.

If the matter is already litigated or becomes complex, we'll appoint one of our specialist panel firms, so you have an expert legal team supporting you and defending the claim on your behalf.

We're not a faceless insurer. Our claims team are all solicitors, and they have empathy, real empathy for what you're going through. We pride ourselves on being able to collaborate with you to formulate a strategy for defending or resolving your claim.

The claims solicitors have many years of experience in managing professional negligence claims. You're an expert in your area of law, but they are experts in claims, so they can provide you with practical guidance and support all the way through the process.

If you're unsure whether to notify us or you want to talk through a potential claim situation, call our Claims Solicitors.

 **Claims Solicitors: (02) 9264 8855**