

How claims are handled

Risk Management Topic:

Practice Management



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Having a client bring a claim against your practice can be a stressful experience. It is important to remember that Lawcover is there to assist you.

We provide a structured and supportive process to carefully manage the claim with empathy. The cornerstone of this process is early notification, which enables us to help you to defend the claim promptly and effectively.

Early notification: The first step

Lawcover requires insured law practices to notify any claim as soon as practicable after it is made. We also encourage law practices to notify situations where a formal claim has not yet been made, but where circumstances suggest one may arise. Early notification is not just procedural, it's strategic. It allows us to assess the matter, provide guidance, and potentially resolve issues before they escalate.

Who can notify?

Notifications must come from a principal or an employee of the law practice who is authorised to make notifications to Lawcover on behalf of the practice.

The notification process

We can be notified using the online [Notification of Claim or Circumstance Form](#) on our website. Once the Notification of Claim or Circumstance Form is submitted, we open a file and assign a Claims Solicitor to manage the claim.

Managing the claim

Lawcover will assume conduct of the defence of the claim on behalf of the insured law practice.

Unlitigated claims are typically handled by our experienced Claims Solicitors, who investigate the facts, liaise with the insured solicitor, and the client, and strategically assess a path toward resolution. Litigated claims are referred to one of our external law firms, who represent both Lawcover and the insured in defence of the proceedings.

Collaboration and support

We work in collaboration with our insured solicitor to defend claims. Our Claims Solicitors are here to discuss relevant information, and to provide advice and guidance. In partnership with you, we can work to achieve the best possible outcome and support you through the process.



Lawcover's claims handling process is designed to be proactive and supportive. By notifying early, engaging collaboratively, and following structured procedures, insured solicitors can navigate claims effectively while continuing to focus on their clients and practice.

For further information, visit www.lawcover.com.au/claims/ or speak with one of the Claims Solicitors on **(02) 9264 8855**.

📌 Additional resources:

[Notification of Claim or Circumstance Form](#)