Legal Malpractice
Insurance Policy Welcome Kit

C & R Insurance Services
987 Old Eagle School Road
Suite 715
Wayne, PA 19087
www.insuringlawyers.com

Phone: (800) 637-7543
Fax: (888) 330-5510

C&R INSURANCE SERVICES

*Specializing in **Lawyers' Professional Liability** Insurance*

FIRMPRO™
From C&R Insurance Services

Table of Contents

Welcome Message	2
About C & R	3-4
FirmPro Highlights	5
FirmPro Resources	6
How to File a Claim	7
Contact Information	8

Welcome Message

Dear Counselor,

Thank you for securing your professional liability insurance policy through C & R Insurance Services, the region's leading lawyers' liability provider. You have made the best choice possible for defending your reputation in the event of a future claim and protecting your personal assets.

C & R's management team and agents have amassed over 120 years of combined experience in the field of professional liability insurance. Through our FIRMPro insurance program, you benefit by receiving the most favorable rates, terms and conditions.

As an Arch insured, you can be assured that your malpractice insurance is secured with one the finest and most financially stable carriers offering coverage at this time. Stay up-to-date on the latest Legal Malpractice News & Trends by registering for automatic email notifications.

Inside this Welcome Kit you will find helpful information regarding your policy (claim reporting guidelines, carrier highlights, etc.), along with the benefits you receive as an **Arch Insurance Group** insured.

We encourage you to contact us throughout the year if you are in need of any additional information or if you have any concerns. If you would like to provide a testimonial about your satisfaction with our program and service, we would greatly appreciate your feedback. Submit a Testimonial

Thank you for allowing us to handle your professional liability insurance. We appreciate your confidence in our agency.

Sean James
VP LPL Program
sean.james@crinsurance.com

About C & R

Thousands of lawyers have come to trust C & R Insurance Services when making one of their most important business decisions - choosing a quality professional liability carrier. Here's why:

EXPERTISE

As a specialist in lawyers' professional liability insurance, C & R Insurance Services has built a business that is strategically focused on issues surrounding the professional liability exposure of lawyers.

We spend considerable time, energy and investment integrating in the community and identifying key influencers and political contacts. This dedicated focus enables us to maintain a current working knowledge of national and local industry trends including jury verdicts, plaintiff attorney tactics and insurance carrier activity. More importantly, this allows us to become well informed of the issues that confront your firm and to use this knowledge to advise you as to how your firm may be impacted.

At C & R, we believe that it's our responsibility to inform and educate our clients on the important developments in the professional liability arena and hold ourselves accountable to remain current on all key issues.

C & R's lawyers' professional liability specialists fully understand and appreciate the value of effective law firm risk management. It's why our FirmPro insurance program provides claims free discounts and continuing legal education discounts to qualifying attorneys. More importantly, C & R automatically builds into our insurance program various risk management tools and services that assist our clients in becoming eligible for the best rates, terms and conditions available in today's legal malpractice market.

EXPERIENCE

When it comes to protecting your assets and defending your reputation, we understand that you want experienced professionals with a proven track record representing you. The management team and agents of C & R Insurance Services have amassed over 120 years of combined experience in the field of professional liability insurance. Our customers directly benefit from our experience because partnering with an insurance agency that thoroughly understands the professional liability market results in the most favorable rates, terms and conditions for our valued customers.

EXCEPTIONAL SERVICE

We are always ready to be of service to our clients. When you contact C & R Insurance Services, you will reach a well-informed expert who is eager to provide exceptional service and beneficial advice.

C & R HIGHLIGHTS

- Carriers that maintain unparalleled financial stability
- Personalized premium financing
- Seasoned staff well-versed in the professional liability field
- Various deductibles and limits available

FirmPro Lawyers' Liability Program & Arch Insurance Group Highlights

- Admitted, A+ (Superior) XV rated by A.M. Best Company
- Defense costs outside the limits available
- Full prior acts coverage for qualifying attorneys
- Continuing legal education discount
- Claims-free discount
- Free 3-Year Extended Reporting Period
  - *Must be an Arch insured for 3 continuous years*
- Part Time attorney discounts
- No area of practice is automatically declined
- 24-hour claim reporting
- Versus Law - Free premium legal research online for Arch insureds (link to Versus Law Page)
- Hinshaw Culbertson – Risk management website
  - *Online risk management tools, such as newsletters, sample letters to clients and ethics rules.*

*Please note, these highlights are not intended to be full descriptions of all the terms, exclusions and conditions applicable to every insurance program available and are merely of an informative nature.

Arch

Insureds Resources

VersusLaw

WWW.VERSUSLAW.COM LEGAL RESEARCH PREMIUM PLAN

Arch Insurance Company and Versuslaw work together to provide full-text legal research to fit the needs of your practice. As an Arch insured, you have access to the Premium Plan at no charge. This will provide you with even more court jurisdictions, expanded historical depth, a broad selection of state products and valuable functionality. If you have not already accessed Versuslaw, fax your declarations page for your current policy, along with your e-mail address, to Versuslaw at (425) 250-0157. Versuslaw will set up a log-in for you and contact you by e-mail.

HINSHAW
& CULBERTSON LLP

WWW.HINSHAWLAW.COM RISK MANAGEMENT RESOURCES

As an Arch insured, you have access to Hinshaw & Culbertson's Risk Management and online advice hotlines, log on to www.arch.lawyeringlaw.com. The login is "arch" and the password is "insure".

Here are some recent issues of the Lawyers' Lawyer Newsletter

The Case: In the underlying litigation, Celgard LLC, a manufacturer of lithium battery components, brought suit against LG Chem and its affiliates, a supplier of lithium batteries. Celgard sought injunctive relief preventing LG Chem's alleged infringement of a patent from manufacture and sale of its lithium batteries. READ MORE

The Case: Plaintiff health concierge service sued its competitor for antitrust violations, contending that defendant utilized anti-competitive tactics and agreements to preclude competition. Defendant moved to disqualify plaintiff's counsel, an AmLaw 200 firm, on the basis that it previously represented defendant from 2008 to 2012. READ MORE

The Case: Plaintiff Shahrokh Mireskandari retained the law firm of Edwards Wildman Palmer LLP (the Firm) to represent him inan invasion of privacy lawsuit against the Daily Mail, a newspaper based in the United Kingdom. Dominique R. Shelton was the Firm partner in charge of handling the case. In April 2012, the Firm filed a complaint on Mireskandari's behalf in the U.S. District Court for the Central District of California. READ MORE

How to File a Claim

PLEASE FOLLOW THESE GUIDELINES TO ENSURE EFFICIENT CLAIM SERVICE:

1. Prepare a claim report with the following information:
   - Policy Number
   - Narrative if it is not clear as to the nature of the claim or if the insured is advising as to a potential claim
   - Demand Letter, Lawsuit, etc .
   - Any other information the insured believes relevant

2. All claim notices or incidents should be reported in one of the following manners:
(Please note, fax and email are the preferred reporting options)

Fax 866-266-3630
Email claims@archinsurance.com
Phone 877-688-2724
Mail Arch Insurance Group
Attn: Professional Liability Claims
P.O. Box 542033
10909 Mill Valley Road, Suite 210
Omaha, NE 68154

3. Upon receipt of your report you will receive an Acknowledgement Letter containing:
   - Claim Number
   - Name of the person who will be handling the matter

PLEASE NOTE:

Notice of a claim should be made to the claim reporting center only. Sending documents to your Broker/Agent or directly to Arch Insurance Company will delay the procedures in place for efficient claim handling. If you have any questions, please contact the claim reporting center at 877-688-2724.

Contact Information

At C&R Insurance, your satisfaction is of the utmost importance to us. Please contact us with any questions you may have.

C&R INSURANCE SERVICES

*Specializing in **Lawyers' Professional Liability** Insurance*

C & R Insurance Services
987 Old Eagle School Road
Suite 715
Wayne, PA 19087
www.insuringlawyers.com

Email info@crinsurance.com
Phone (800) 637-7543
Fax (888) 330-5510