

Media Fact Sheet

Contact details:-

Arc Legal uses Concise Public Relations. Media enquiries should be directed to Alex Wise on 020 7100 3970 or 07710 665 615

The Company

Arc Legal Assistance Limited (Arc Legal) is an established, independent legal expenses insurance provider whose management team have extensive experience in the sector.

Arc Legal is owned by its management and an external private investment corporation.

Arc Legal's product range

Arc Legal does not offer 'off the shelf' products. All solutions are bespoke designed specifically to meet the clients' and their customers' legal expenses insurance requirements.

Arc Legal's products cover a full range of personal and commercial areas.

Arc Legal also provides top class 24/7 legal telephone advice services.

All products and services are delivered on a 'white label' basis.

Broader legal services

Arc Legal's operating model enables it to offer clients access to uninsured legal services. These include, will writing, conveyancing, pre-marital agreements, divorce, tax planning and probate services for individuals and contract drafting and employment advice for businesses. These are provided using a variety of funding methods developed to meet the needs of clients.

Arc Legal is working with a number of leading insurance industry brands to develop a range of legal services specifically for their customers.

Arc Legal's approach

Arc Legal provides products serviced by leading firms of solicitors at highly competitive rates.

Arc Legal uses an operational model which places a large part of the claims process and the risk management into a small panel of independent high quality



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law firms. This enables Arc Legal to keep their operational costs to a minimum while improving underwriting control. Arc Legal's panel solicitors include Irwin Mitchell and Shoosmiths, both of which are large multi disciplinary firms and market leaders in this sector. Arc Legal also works closely with their clients' own panel solicitors.

Arc Legal's approach actively promotes partnership and commonality of interests between all parties to the arrangement – solicitors, underwriters and clients. Commercial arrangements are handled on a transparent basis.

Arc Legal's panel solicitor arrangements are bespoke to each contract, enabling Arc Legal to source the solution which best fits the profile of legal work, which the contract generates.

Arc Legal is able to supplement the traditional legal costs insurance products with a range of value added legal services, building the offering into a comprehensive legal services package.

Underwriting

Arc Legal has access to a number of underwriting markets including an exclusive arrangement with AXA Assistance UK. Arc Legal is also managing agents to AXA Assistance UK for legal expenses insurance.

Each contract is underwritten on an individual basis, enabling Arc Legal to select the most appropriate underwriter for the business and to source best available rates.

Arc Legal is also able to work with organisations that self-insure their legal expenses risks.

Legal helplines and claims services

Arc Legal's business model includes an outsourced legal helpline. Arc Legal believes that the delivery of legal advice is best handled by solicitors. Quality is assured by professional regulation, excellent training and an update framework.



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A helpline is set up and run to clients' specifications and to the highest market standards of service, compliance and quality of legal advice.

The helpline is provided by a dedicated call centre. In addition, there is access to all departments, so a genuine breadth and depth of advice can be provided. Arc Legal's claims process focuses on the conversion of a high proportion of claims into the selected panel solicitors. This is based on Arc Legal's experience that claimants benefit from the breadth of expertise and the excellent service provided by these firms. Arc Legal audits their solicitor suppliers regularly to ensure that key performance standards are being achieved.

Account management

Arc Legal place great importance on managing client relationships and appoint a designated manager to supervise and manage all elements of the service provided, to maintain regular communications and to ensure that any issues are dealt with quickly.

Our clients

Arc Legal has over 250 contracts operating across more than 55 insurers, intermediary and financial institution clients.

Arc Legal has achieved measurable success since its launch, demonstrated by rapid income growth. From a standing start in 2003 to the end of 2008, the company has increased premium and fee income to over £7.7m with projected income for 2009 of over £9.5m.

Arc Legal has established a broad client base – by the end of 2008 over 7.5 million customers had access to services and this is expected to increase to over 8 million customers by the end of 2009.

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