

As part of the Law Society's role in providing insurance arrangements, Law Mutual's mandate is to assist insured firms and practitioners (Insureds) by advising on, managing and resolving professional indemnity claims against them.

Law Mutual's aim in doing this is to both:

- ensure that Insureds are financially protected and able to continue to offer legal services; and
- compensate the consumers of legal services for loss caused by the professional negligence of Insureds.

Law Mutual is committed to doing this by:

- providing high quality legal advice and representation to Insureds through appointed Panel Solicitors;
- strongly defending claims which lack merit; and
- resolving meritorious claims fairly and expeditiously.

In giving this commitment, Law Mutual seeks to achieve the following outcomes:

- Reduce the frequency and size of claims against Insureds.
- Reduce the amount of stress caused to Insureds and consumers of legal services involved in claims.
- Balance the interests of Insureds and consumers to promote a positive reputation for the Western Australian legal profession.
- Minimise the incidence of claims that are frivolous, vexatious or otherwise lack merit.

To ensure these outcomes are achieved, Insureds:

- must immediately notify Law Mutual of claims against them;
- are encouraged to notify Law Mutual if circumstances arise which may result in a claim being made against them.
- must comply with Law Mutual's requests for information in relation to the claims and circumstances.
- must assist Law Mutual and Panel Solicitor in the investigation and conduct of any claim or circumstance as reasonably required;
- are encouraged to be reasonable and commercially-focused to ensure the resolution of meritorious claims.