

Loss Prevention Services for Law Firms

Our Role

“Loss prevention” is the process of identifying and avoiding or minimizing the liability and professional responsibility risks threatening law firms. Loss prevention is critical to law firms.

Even where allegations against a firm are found to be groundless, or the amount in controversy is relatively insubstantial, a firm’s or lawyer’s reputation may be compromised, or a client relationship jeopardized.

In the past two decades there have been dozens of publicly-reported settlements by, and verdicts against, large and sophisticated law firms exceeding \$20 million;

Claims data reveal a number of recurring professional liability challenges for law firms of all sizes and across all practice areas;

Many fine law firms and lawyers have been disqualified in representations because of conflicts of interest; and

Partners and associates too numerous to number have been exposed to professional discipline and criminal prosecution for all manner of offenses.

About the Team

Aon is the only broker with a dedicated, comprehensive loss prevention approach.



Our Professional Services practice **focuses on the specific needs** of professional service firms.

We have long been committed to assisting our law firm clients in their loss prevention efforts.



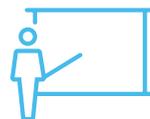
Our loss prevention efforts are carefully **tailored to our clients’ needs and interests** based on our team’s substantial experience.

Our studies of law firm claims and the law firm general counsel role lead the profession.



Our team has **global loss prevention capabilities**, with one of our members based in London.

The team is comprised of former partners in large law firms with years of experience in loss prevention, ethics advice, and professional liability.



Our services are provided exclusively to our Lawyers’ Professional Liability (LPL) clients **at no cost to them**.

We regularly make **presentations to our LPL client firms** in their offices and at retreats and special events.

Aon plc (NYSE:AON) is a leading global professional services firm providing a broad range of risk, retirement and health solutions. Our 50,000 colleagues in 120 countries empower results for clients by using proprietary data and analytics to deliver insights that reduce volatility and improve performance.



Loss Prevention Services

Our loss prevention efforts are **proactive rather than reactive**, and we work cooperatively with our clients to help them achieve their goals. All of our services are provided exclusively to our LPL clients free of charge. Key service components include:

Telephone Consultation. If a client has a question or concern relating to a potential conflict of interest, professional responsibility issue of any type, professional liability problem, partnership or shareholder dispute or issue, or any other risk management matter, a representative of the firm may call our team to discuss the situation in confidence.

“In Person” Consultations / Firm Reviews. Our team routinely travels to client firms to consult on sensitive liability and ethics issues affecting the firm or its lawyers. We also visit firms to review their loss prevention policies and procedures and, if necessary, suggest refinements or enhancements.

Programs and Presentations. Our team is regularly asked by clients to address their lawyers on legal ethics and loss prevention subjects. Our presentations generally qualify for CLE credit, including special ethics or professional responsibility credits, as well as special inclusion and bias credits. While we routinely deliver customized programs, representative loss prevention programs and presentations include:

- The Law Firm Liability Terrain
- The War on Error
- Dishonesty Pays (In All the Wrong Ways) (discussing risks posed by dishonest clients)
- Here and Now: Legal and Ethical Considerations for Working Remotely
- Recurring Conflicts of Interest Questions
- The Aon Ethics Quiz
- Attorney-Client Privilege, Work Product and Confidentiality: How Confident Are You?
- Risk Management in Cyberia: Safeguarding Client and Law Firm Data
- Managing Lawyer Impairment
- Show You the Money? Show Me the Bills (discussing the ethics of various billing arrangements and practices)
- Social Media Challenges for Lawyers
- Recurring Professional Responsibility and Liability Traps in Litigation
- Recurring Professional Liability and Responsibility Traps in Transactional Practice
- Staying Ahead of Risks in Employment Practices
- We’re All in this Together: Risk Management Considerations for Law Firm Staff
- The Challenges of Third-Party Opinion Practice

E-mail Bulletins. When we learn of an important and timely ethics or loss prevention development, or identify subjects that warrant updating, we send e-mail bulletins.

Quality Assurance Review. The Quality Assurance Review is our quarterly journal of significant loss prevention, insurance and practice management issues.

Case Studies. From time-to-time, we learn of interesting cases that hold great educational value. Where possible, we distribute copies of important documents from the case coupled with explanatory memoranda based upon our conversations with participants and observers. The memoranda typically discuss key aspects of the case and offer lessons to be learned for our clients.

Monographs. We have, on average, distributed one book-length monograph per year. Recent monographs include *Litigation Ethics; Lawyers’ Professional Responsibilities and Liabilities in Negotiations; Fraud and Misrepresentation Claims Against Lawyers; Core Concepts for Evaluating Concurrent Conflicts of Interest; Core Concepts for Evaluating Former Client Conflicts of Interest; and Taking a Closer Look at Scope of Representation*. Because our monographs are exhaustively researched, they are valuable reference materials.

Forms and Policies. We maintain model forms and prototype policies for clients covering a multitude of topics and issues. We also maintain a library of prototype letters, such as engagement letters, disengagement letters, and the like.

Symposium and Regional Meetings. We host an annual two-day Law Firm Symposium for client firms addressing a wide variety of timely loss prevention topics. The speakers include leading practitioners and scholars. We also host Spring Regional Loss Prevention Conferences in multiple cities to discuss timely ethics and loss prevention issues, and to foster communication among general counsels and ethics partners at client firms.

Online Loss Prevention Library. Our articles, bulletins, monographs, white papers, prototype policies and letters, and Symposium program materials are available online. All LPL clients have password-protected access to the online library.

We're here to empower results

To learn more about our Loss Prevention services, please contact:

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