

**OFFICES**

How Legal Expenses Insurance can help your customers

It's always challenging running an office, from keeping up with the latest legislation to resolving problems with suppliers or receiving an unexpected visit from the taxman. Legal problems can arise suddenly and prove expensive and time consuming to deal with.

We are here to provide your customers with the legal assistance it needs. Here is a brief summary of the support that is available.

Legal & Tax advice helplines

Your customers can call our legal advice helpline and get immediate advice on any legal problem affecting their business. They can also obtain tax related advice from our tax helpline.

What does this policy cover?

We can help with unexpected legal issues, such as:

- Where expert legal advice is needed quickly
- Contract disputes and debt recovery actions
- A dispute with an employee that escalates and can't be resolved
- A notice of an enquiry into the tax returns of the business
- A Health & Safety inspection ends with a threat to prosecute the business
- A dispute regarding compliance with regulations
- Damage, nuisance or trespass that affects the business premises

We have a short animation that will explain the cover we provide to your business customers. [Click Here.](#)

Claims examples

- *Our insured was subject to a claim for unfair dismissal and unlawful deduction of wages by a former employee. ARAG appointed a solicitor to work on our insureds behalf and they assessed the chances of success as being 60-70%. Mediation was attempted but the matter could not be settled. The matter was quite complex and was listed for a two day trial, our insured won at Employment Tribunal and ARAG paid their legal costs which came to £22,300.*
- *Our insured was an IT company that came to us having been accused of a breach of contract by a building company they had employed to build an extensive to their business premises. When the building company were originally appointed a series of issues arose which led our insured to lose confidence the company. In the end they decided to manage the project themselves. The building company then made a claim for breach of contract claiming £50,000 in lost profits. ARAG appointed a solicitor to act on our client's behalf and they confirmed that there were reasonable prospects of defending the claim. Following extensive mediation a "drop hands" agreement was finally reached and ARAG paid our insureds legal cost of £8,560, which was a very satisfactory outcome for them.*