

# Litigation Management Programs

## **Panel Counsel**

Zurich Litigation Management selects and maintains a list of preferred panel counsel firms in all states and areas of legal specialty related to Zurich products. Zurich works with as few of firms possible in order to maximize our leverage with the firms. Through firm reviews, audits and visits, we continuously evaluate our panel firms to ensure top performance for our customers.

## **Insured Select Counsel**

Zurich's Staff Legal and Panel Counsel Programs provide excellent representation for our customers and potential cost saving outcomes. However, some of our customers require highly specialized legal counsel for their claims. We have developed our Insured Select Counsel program to address this need.

## **Alternative Fee**

Zurich believes the hourly fee billing method of charging for legal services is inefficient and ineffective in bringing about favorable total case cost results. The Alternative Fee program goal is to find ways to compensate our firms based on their performance rather than simply their time. Within the hourly fee billing method, we have also instituted a prompt pay discount program with our firms.

## **Alternative Dispute Resolution (ADR)**

ADRs in the form of mediation and arbitration have been a staple of the insurance claim industry for decades. Having an independent third party assist in resolving claim disputes outside of the litigation process has proven to be highly effective in achieving favorable total case cost outcomes. Zurich's Litigation Management department has developed a national ADR program to assist our claim offices in finding ways to resolve their more contentious claims.

## **Telephonic Court Appearances**

Through our Telephonic Court Appearances program, Zurich encourages the law firms we work with to make appropriate court appearances by telephone rather than in person. In addition to saving time and money, the program limits the need for travel, which reduces expenses and is more environmentally friendly.

## **Advisory Board Council**

Twice a year Zurich, meets with its Advisory Council members to discuss trends in the insurance defense and legal communities to ensure our programs stay topical to the needs of our customers.

## **Bankruptcy Searches**

Zurich Litigation Management is piloting a formal bankruptcy search on plaintiffs in litigation. In many jurisdictions, failing to properly complete litigation discovery relative to any bankruptcy will terminate the plaintiff's claim.

## **Claim Litigation Training**

Zurich Litigation Management provides training to our litigation claim professionals on a regular basis. This program ensures that our claim professionals handling your litigated claims keep their litigation skills sharp.

**Zurich**

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