



The

RAG

News bulletin from ARAG UK

ISSUE **22** M a y

2 0 1 9

Why motor matters

It is no secret that austerity has had a significant impact on most people's ability to get justice, whether they have a family, contract, employment, criminal or almost any other sort of legal problem. Drivers are the latest to be hit, with legislation that is intended to target whiplash claims but will actually impact all motorists.

The Civil Liability Act very specifically targeted those injured in motor accidents. By mandating low, fixed levels of compensation for even serious soft-tissue injuries and raising the small claims court limit for road traffic accident claims, the legislation has undermined motor legal protection for all policyholders.

As the costs of pursuing a claim will no longer be recoverable for about 90% of RTA injuries, BTE motor legal expenses premiums will inevitably rise for all. Consequently, having motor legal protection will be more important than ever, and the cost should be offset by the much-trumpeted £35 saving in motor premiums that insurers have promised.

The implications for those without legal expenses insurance are obviously far more serious. Legal representation would inevitably cost far more than the value likely to be put on most RTA injuries. So, the choice will be an unenviable one, between accepting a third-party insurer's determination or taking them (and their lawyers) on, in person.

ARAG is uniquely placed and very well-prepared for the changes. Our engagement with the

legislation and huge experience in motor legal protection, which stretches back far beyond even ARAG's presence in the UK market, has given us a very clear understanding of what we need to provide.

While the new regime is not due to be piloted until October this year, we have already updated our policy to accommodate the changes that will come into force in April 2020. We've even taken the opportunity to include some enhanced covers for vehicle cloning and motor prosecution defence.

The Civil Liability Act is just one reason that ARAG has joined ACSO (the Association of Consumer Support Organisations) a new body that has been launched to engage positively with policymakers, regulators, industry and the media to help ensure that the justice system functions as it should, for honest consumers.

Whether it is through active participation in wider organisations such as ACSO or taking a lead in our own specific markets, ARAG remains committed to defending access to justice in the face of whatever future challenges may emerge, while continuing to offer the very best legal protection products available today.



MD Tony Buss

INSIDE THIS ISSUE

- Page 2 ACSO to stand up for justice
- Page 3 All change for landlords
- Page 4 ARAG launches in Ireland

Read about our win on **page 3!**



BITE

ACSO to stand up for justice

At the end of March, ARAG was proud to join like-minded businesses and other organisations that share a common goal in preserving access to justice in the UK as a founder member of ACSO, the Association of Consumer Support Organisations. Underwriting & Marketing Director David Haynes explains why.

While there are numerous industry bodies that have an interest in preserving the rights of everyday people to seek and secure justice through our embattled legal system, they are diverse in both their objectives and their constituencies.

From the Legal Action Group to the Law Society, the Motor Accident Solicitors Society (MASS) to various trade unions, there is no shortage of will to stand up for consumer rights in the civil justice system. Important as all of these bodies are, some have questioned whether their number and diversity converts that will into action as effectively as it might.

There is no question that access to justice has declined enormously in recent years. Severe cuts to Ministry of Justice budgets have closed courts, tribunals and law centres while slashing Legal Aid. At the same time, the legislative agenda has tipped the scales

of justice away from individual consumers in favour of employers, insurers and their shareholders.

The Civil Liability Act is just the latest example of legislation that will significantly inhibit access to justice, in this case for motorists.

ACSO's core purpose is to represent the interests of consumers in the civil justice system and to engage with policymakers, regulators, industry and the media to rebuild a functioning, competitive and sustainable justice system that works for honest citizens.

At the same time, ACSO will drive best practice that improves service to all of those consumers who find themselves engaged with the justice system.

The starting agenda for ACSO is one full of items in which ARAG has a strong interest: The implementation and proper assessment of the Civil Liability Act; clinical negligence reform; best practice in claims management; as well as a legal expenses insurance working group in which we are already playing an active part.

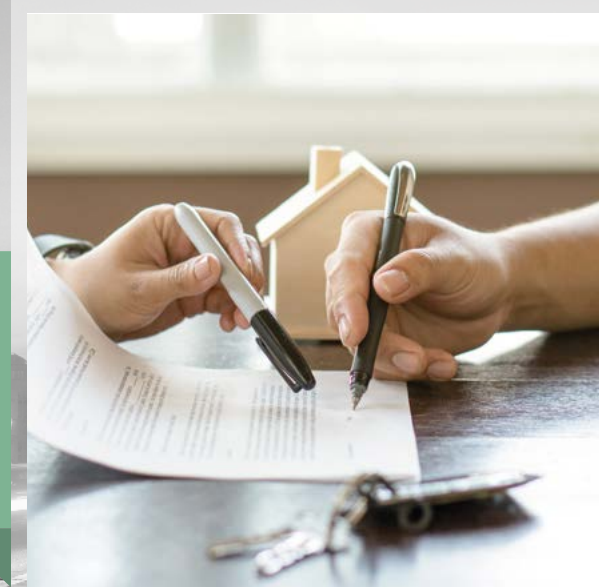
These are subjects that affect our policyholders and every other consumer, often when they are at their most vulnerable. Preserving access to justice for all citizens has always been at the very heart of what ARAG does. ACSO shares that commitment and will help us and like-minded organisations to be heard.





All change for landlords

"It is vital that landlords understand their legal obligations"



A fair bit of landlord and tenant law has been introduced since our Autumn edition of the RAG. Keeping on top of developments is challenging but we can help. Our Legal Services website for landlords has an extensive law guide and free legal documents that can be created in a few minutes.

If you specialise in landlord insurance, we recommend you register at www.araglegal.co.uk and also encourage your clients to get on board. An ARAG voucher code is required to register on the first site visit. If you don't know your voucher code, please contact our sales team. For landlords preferring to speak to someone about a tenancy problem or a change to legislation, our legal advice helpline is available 24/7. We have also created a new landlords' training module to talk you through the policy features. The training can be accessed via this link: <https://arag.edume.com/welcome/uk/biba2019>

The headline changes on tenant protection are:

- The Homes (Fitness for Human Habitation) Act applies to new and replacement private residential tenancies from 20 March 2019 and to existing tenancies a year later. The Act requires that landlords offer and maintain dwellings that are fit for habitation. Landlords can expect to be taken to court and can be ordered to carry out work and pay compensation to tenants where it is determined that the property is unfit.

- A reminder that landlords have, since 1 April 2018, been unable to grant a new tenancy where a dwelling has an energy proficiency rating below band E. From 1 April 2020 it will be unlawful to continue to let such properties.
- The Tenant Fees Act applies to England from 1 June 2019. It bans landlords and letting agents from charging payments other than the rent, a refundable tenancy deposit capped at five weeks' rent, a refundable holding deposit (to reserve a property) capped at one week's rent.

The regulations that landlords must comply with to be able to correctly issue legal notices to repossess continue to increase. As we cannot accept claims where a notice is defective, it is vital that landlords understand their legal obligations.

On a more positive note, client money will be protected as private sector agents are required to become members of a government-approved Client Money Protection scheme. This should ensure landlords' income is paid into a separate account and ring-fenced from the agent's own bank accounts.

If you require any further information on any aspect of your cover, please call us on **0117 307 2278**.

We are delighted to have won the **Best Customer Service Product for Customer** award at the **UK Customer Service Excellence Awards!**

ARAG's award entry focused on the close working relationship with business partners and suppliers, in particular the revised high net worth (HNW) motor breakdown process which has been implemented with Call Assist to improve the service for HNW customers.

The UKCSE Awards is a unique event that focuses purely on customer service in the insurance and broker markets, benchmarking success, innovation and positive business change for the customer. ARAG is proud to be recognised as a company that is **putting our customers first** and at the heart of our product offering.





ARAG launches in Ireland

The ARAG Group moves into its 18th country with the internationalisation of its legal insurance business and is now about to launch operations in Ireland. To that end, the family-owned enterprise based in Düsseldorf has agreed to acquire the Irish business operations of DAS Legal Expenses Insurance Company Limited in the Republic of Ireland which is part of the ERGO Group.

ARAG and the DAS UK Group reached agreement on the business transfer and retention of the present staff in February 2019.

The present management team will remain responsible for business operations in Dublin. The product portfolio offered by DAS Legal Expenses Insurance Company Limited's Irish operations includes motor and family

legal insurance as well as commercial legal insurance and assistance services.

"This exciting development enables us to continue to strengthen our relationships with our customers and business partners. I am really looking forward to working under the umbrella of the ARAG Group and together with our highly skilled and professional staff I am confident that we will consolidate and expand our market-leading reputation in Ireland," says Adrienne O'Sullivan, CEO DAS Ireland.

The acquisition of DAS Legal Expenses Insurance Company Limited's Irish Branch still awaits approval by the relevant supervisory authorities for the insurance industry. The above news article is an extract of our full press release, available at www.arag.co.uk

Peter Williams



New Account Manager for the City

Peter Williams has joined ARAG as a City Account Manager (BTE), working from our Lime Street office.

Bringing more than 16 years' experience in sales management and over 5 years' experience in the insurance industry, Peter will be responsible for growing and maintaining relationships with brokers, insurers, banks and MGA's.

Get in touch:

07736 014 739

peter.williams@arag.co.uk



Legal expenses insurance – it's our specialist subject, but is it yours?

Experts in the fields of insurance and legal expenses in particular, we can help our customers improve their own knowledge and expertise via our new online training platform.

To enter the competition all you need to do is complete one of the following modules we have available:

- What is LEI?
- Essential Business Legal
- Family Legal Solutions
- Landlord's Legal Solutions

WIN A £100 amazon VOUCHER!

Click here to get started:

<https://arag.edume.com/welcome/uk/biba2019>



The modules are short and easy to follow, with animated videos to help explain our cover. These modules are perfect to do in bite-size pieces at your desk or if you are on the move.

If you are a business partner of ours and would like to provide bespoke training to your teams, please contact your account manager to discuss how we can tailor the training to your specific cover.

Need to meet a set number of continued professional development hours? This training may count towards it, to find out if it does please check with your supervisor.

Events CALENDAR 2019

- 23rd May
Claims Excellence Awards
- 6th June
British Claims Awards
- 19th June
Claims Awards
- 10th July
British Insurance Awards
- 13th September
UK Broker Awards
- 24th September
High Net Worth Forum
- 7th November
Broker Expo
- 22nd November
Insurance Times Awards



General enquiries:
generalenquiries@arag.co.uk
Press office:
pressoffice@arag.co.uk



9am-5pm, Monday-Friday
After-the-Event (Sales): 0117 917 1692
Before-the-Event (Sales): 0117 917 1685
General Enquiries: 0117 917 1680



ARAG plc
9 Whiteladies Road, Clifton
Bristol BS8 1NN

@ARAG_UK

arag legal services uk