



Benefits of using *a panel law firm*

When something goes wrong, it can be hard to know where to turn for help.

At ARAG, we believe everyone should be able to get legal support when they need it, not just those who can afford it.

We're committed to providing clear advice and service you can trust.

We've carefully chosen law firms for their experience and high standards, giving you the reassurance that your claim is in safe hands.

No hidden costs

If you use one of our preferred law firms, their fees will be covered from the start, as long as your claim is covered by your policy. Any compensation you receive will be yours to keep and won't be used to pay your law firm's fees.

Our panel law firms handle claims like yours every day

They have the knowledge and experience to guide you and help you understand what happens next.

We've carefully chosen the law firms we work with

We check their experience and track record before they join our panel. We review their performance regularly, including customer feedback to make sure they're providing the high-quality service our customers deserve.

Better value for your policy

We have agreed reduced rates with our panel law firms. This means the cost of your case is usually lower than standard private rates, without affecting the level of service.

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ARAG

Because your policy limit goes further, there is less chance that you'll need to pay towards your legal costs yourself.

Our preferred law firms understand how our policies work and have experience handling claims like yours

Because we work closely with these firms, there are some steps they can take without needing to check with us first. This helps to reduce delays and keep your claim moving forward smoothly.

Clear standards and regular checks

We agree service standards with our preferred law firms, including how quickly they respond. We review their performance to make sure they're providing a high standard of service.

A successful outcome for you is our priority

Our panel law firms have a strong history of helping people with cases like yours.



We may be able to refer your claim to ARAG Law, our own law firm.

Because ARAG Law is part of the ARAG Group, our insurance and legal teams work closely together. This means everyone involved in your claim shares the same focus on providing excellent service and support.

By working as one team, we can help make your journey smoother and ensure your claim moves forward as efficiently as possible.

ARAG Law, and all of our panel firms, are also regulated in their own right by the Solicitors Regulation Authority (SRA).

You can find out more about ARAG Law at <https://www.araglaw.co.uk>

Legal support *you can trust*