

Absolute Business Legal Solutions

Statement of Customer Demands and Needs

Please consider the following questions in order to decide whether ARAG Absolute Business Legal Solutions meets your demands and needs. This statement is not a summary of cover.

- Would you like to be able to access free business legal advice by telephone or online, and/or to download legal documents such as an employee handbook, debt collection letters and Health & Safety at Work documentation?
- Would you like to get a free online legal healthcheck of your employment practices?
- Would you be willing and able to carry out any recommendations identified from the healthcheck which are identified as being critical to comply with employment law?
- Would you like to have legal representation if an employee or ex-employee alleges that you have breached their contractual terms or employment rights and pursues a claim against you? (Please note that the cover for employment disputes will not fully satisfy the demands and needs of businesses which engage workers on a casual or freelance basis who they do not fully control, and/or workers who choose whether or not they wish to perform work.)
- Do you require employment claims that are brought against you to be defended or settlements paid, in circumstances where there has been a breach of employment law?
- Do you have restrictive covenants in your employees' contracts?
- Would you like to be protected against the payment of compensation to an employee or ex-employee?
- Would you like help from a tax consultant or accountant to negotiate with HM Revenue & Customs if you are notified that an enquiry into your business accounts will be opened, or if there is a dispute over VAT or compliance with PAYE or National Insurance regulations?
- Would you wish to use mediation or pursue a legal claim against the party responsible if your property is damaged, or if you suffer nuisance or trespass - and get all of the costs covered?
- Would you wish to protect your business and its employees against legal costs if an allegation or a complaint results in a criminal investigation or prosecution (including motor-related offences), professional or regulatory investigation or disciplinary hearing being brought?
- Is your business subject to a statutory licence?
- If your business is exposed to adverse publicity would you wish to access professional communication management services to limit reputational damage?
- Would you wish to be protected against legal costs if you have a dispute with a customer or supplier or to recover debts owed to your business? (Please note that the cover for contract disputes and debt recovery will not fully satisfy the demands and needs of businesses which enter into agency agreements or which supply IT systems, software, internet services or computer hardware.)