

Legal Assistance Helpline

At Arc Legal, we operate a Legal Assistance Helpline from our Cardiff office.

The Legal Assistance Helpline has provided over:



Operating the Legal Assistance Helpline (LAH) in-house has enabled us to simplify the customer Legal Expenses Insurance (LEI) claims journey and expand the service to provide further holistic legal assistance to help resolve the customers' legal concern quicker and more effectively.

The success of the LAH has led us to the strategic decision to expand the operation and in-source those legal helplines currently provided by external solicitors under direct contract with us.

New Legal Assistance digital portal

Alongside the LAH in-sourcing project, we are also expanding the service to enable customers to access legal assistance via a new digital interface, the Arc 'Legal Assistance Portal'.

Providing customers with the ability to use digital technology, with the fall-back of telephone based advice when needed, will ensure that the legal assistance service remains current and relevant to customers' needs.



The Legal Assistance Helpline Team

The LAH Team consists of:



In addition, five dedicated call centre 'First Response Unit' (FRU) staff, will provide a customer triage service, with an overflow team of eight available.

Operating model and hours

The LAH will operate 24 hours a day, 7 days a week.

During 8am to 8pm Monday to Friday, and 9am to 5pm on Saturdays; calls to the LAH will be triaged, the call file set up and progressed to the advice stage.

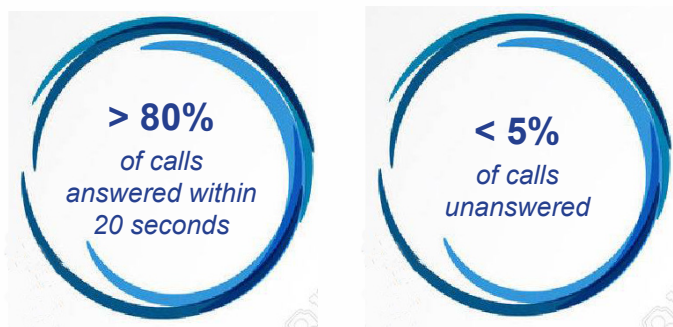
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Where all Legal Advisers are engaged on other calls, we aim for a Legal Adviser to return the customer call within 1 hour in over 80% of cases (unless otherwise agreed with the customer).

Outside of these core hours, calls will be answered by the FRU Team who will arrange for the 'on-call' Legal Adviser to call the customer at an agreed time.

Service levels

The existing service levels as set out below will continue to be maintained:



Innovation

The Arc Legal Assistance digital portal

Whilst providing legal assistance to customers over the telephone remains, in most cases, the customers' preferred method of access, there are customers that would prefer to access legal assistance digitally.

In conjunction with in-sourcing the telephone LAH, we are launching our new online Arc Legal Assistance Portal (LAP), which provides customers with the option to:

- Obtain pre-written advice on the most common legal issues the LAH has traditionally been contacted about
- Dynamically draft letters and other legal documents that may help customers to resolve their legal issue, without having to seek assistance from a solicitor
- Arrange for the LAH to call the customer at a pre-agreed time slot during core hours
- Directly access Arc Legal's innovative Online Claims System (OCS)
- Online chat with a member of our FRU Team

Details of how to access the LAP will be provided to the customer when they contact the LAH. Details will also be available to include within the customers' policy documentation.

Customer service questionnaire (CSQ)

Customers will be invited by SMS message to participate in our CSQ (which is administered on our behalf by Survey Monkey), after they have used the LAH service (unless they have informed the Legal Adviser that they do not wish to be included).

The CSQ outcomes will be included within your current Management Information Pack.



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Vulnerable customers

If our LAH Team identify a customer requiring reasonable adjustments, a note is immediately added to the customers' record and appropriate adjustments are made to ensure there are no barriers preventing access to our services – such as providing legal assistance via the LAP, email etc.

Technology

Call management and recording

As part of the in-sourcing project, we have developed our own in-house LAH management system that records customers details via a unique case reference, along with the advice and assistance provided.

This enables our teams to access details of customers' previous calls, if returning to the service on the same legal matter. The system also directly feeds into the Arc Management Information Portal to ensure that usage data will continue to be reported to you.

Telephony

Our feature-rich internet-based communication tool, MiCollab, operated by Elite Group, enables our teams to operate seamlessly by allowing them to connect, communicate and collaborate across multiple devices including computers and mobile devices.



Management information

The current legal helpline management information will continue, with the addition of the CSQ outcomes. We are now also able to include helpline usage trend data in our PowerBI dashboards



Disaster Recovery and Business Continuity

Physical location

Our Legal Advisers are home-based, with a number of allocated 'office days' in line with their continued Professional Development Programme.

Our FRU Team operate a hybrid home-based and office-based system. Both our Legal Advisers and FRU Teams are not dependent on having access to a physical office location.

Our business operates seamlessly across four sites, Colchester, Brierley Hill, Cardiff and London. In the event that one of our physical locations becomes inaccessible, the activity from that office is transferred to our other locations.

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Technology

MiCollab is hosted at Elite's Data Centre in London. In the event of failure, there is instant fail-over to an alternative server within Elite's London Data Centre allowing our applications to migrate and immediately re-boot onto an alternate host.

If there is an applications failure within the Elite host server, the MiCollab system will switch over to a replicated system allowing continued full telephone functionality.

Under the terms of our service contract, Elite will manually deploy an engineer to restore service from back-up within 1 hour, 24 hours a day, 365 days a year.

Data protection and privacy

Arc Legal is registered with the Information Commissioner's Office (ICO).

We treat all customer information as private and confidential and will not release information to anyone else except where:

- The customer gives us permission
- As required under our authorisation by the FCA or the individual Legal Adviser's authorisation by the SRA
- As required by law

Data is kept in a secure environment whether on computer or manual records, and our Information Security and Systems Manager is responsible for maintaining adequate controls. Any required data will be necessary and explicit, and data will not be kept longer than is strictly required.

Transition arrangements

We have transferred a number of previously outsourced legal helplines to our in-house service and are therefore experienced in dealing with the transition requirements.

Where a customer has already spoken to the outsourced legal helpline about a matter, we will advise the customer that there has been a change in service provider and, where appropriate, 'warm' transfer their call back to the outsource legal helpline.

In practice, in the vast majority of cases, the in-house LAH can seamlessly 'pick up' where the outsourced legal helpline 'left off', avoiding the need to transfer the customer.

For further details on our products and services, please contact your Partnerships Manager or email marketing@arclegal.co.uk.