

## CLIA Not So Risky Business Roundup – April 2024

For 35 years, the Canadian Lawyers Insurance Association (CLIA) has worked to bring peace of mind to the lawyers in our subscriber jurisdictions and the clients they serve. We also want you to think of CLIA when in need of answers about your insurance or help with loss prevention.

We recently launched a blog, [Not So Risky Business](#), to help. Each Wednesday you can expect an informative post on topics to better help you manage your practice, avoid errors and understand your insurance coverage needs. To receive these posts directly in your inbox, [please subscribe!](#)

### Recent posts include:

[We Listened! Voluntary Excess Program Renewal Opening Early – May 1](#): Each year, CLIA receives overwhelmingly positive feedback from our Voluntary Excess Program (VEP) customers about the ease of our renewal process. One request we received from several customers was to open the renewal period earlier. So we listened. This year, the VEP renewal opens May 1st – a month earlier than previous years.

[To Take A File Or Not Take a File](#): When determining if you should take a file or not, you need to make sure you have two of the following:

1. You like the money
2. You like the client.
3. You like the work.

If you don't have at least two, the file will linger because you're going to hate working on it. This post contains a useful graphic to help you make the determination.

[Passing of Former CLIA Board Member, Phyllis A. Smith, KC](#): It recently came to our attention that Phyllis A. Smith, KC, former CLIA Board Member, passed away. Phyllis was a member of the CLIA Advisory Board from 1989 to 2012 and was Chair from 2000 to 2006. CLIA would like to honour her contribution our to organization and express our thanks for her many dedicated years of service.

[From the Vault: CLIA Loss Prevention Bulletin #208: Malpractice Avoidance – Some Friendly Reminders](#): At the spring 2012 American Bar Association Standing Committee on Lawyers' Professional Liability National Legal Malpractice Conference, Ronald C. Minkoff, Laura Frankel, Richard A. Simpson and Robert H. Moses presented a session on professional liability claims arising out of a family law practice. Their presentation included a Top Ten list of reasons why family lawyers are sued. As you review that list, I'm sure you'll agree that most are equally applicable to lawyers in many other areas of litigation practice.

[The 7 C's of Effective Communication](#): Often we talk about the importance of effectively communicating with our clients, but what does that mean? Here are the 7 C's of effective communication, applicable to both written and oral communication.

**Do You Need Excess Insurance?** One large claim could quickly erode the primary policy, leaving you or your firm exposed to significant personal liability. This post includes several factors to consider when determining if you need excess insurance.

**Effective Email Communication:** Effective communication with your client is key to avoiding claims. The Lawyer's Insurance Association of Nova Scotia (LIANS) has compiled several tips for improving your email communications.