

Legal Assistance Helpline & Claims Handling Service

Insurance for your reputation



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Services

The MFL Professional Partnerships PII Scheme provides the following services:

- claims handling
- legal assistance helpline

Benefits to you

- the advice is free
- the advice you receive is from experienced and qualified professional indemnity litigation lawyers, from the outset
- the MFL Professional Partnerships Scheme Managers have taken great care to select lawyers with a proven track record in this role

Claims handling

On receiving a claim or becoming aware of a circumstance which may give rise to a claim, you will need to make an initial notification to MFL Professional Partnerships and provide them with full details of the matter.

Following this you will be contacted by PI Protect Legal Services who will provide a 'cradle to grave' claims handling service. They will assess and monitor your claims and provide you with advice and assistance as appropriate.

We would ask that you provide them such co-operation and assistance as they may require, which may include preserving documents that may be relevant to the claim or circumstance.

In some cases, PI Protect Legal Services may appoint a Solicitor or Loss Adjuster to act in the investigation, defence and settlement of any claims. MFL Professional Partnerships will also be on-hand to provide any additional guidance and support you may require at any time during the claims process.

Legal assistance helpline

PI Protect Legal Services provides fast, efficient telephone assistance for one-off queries relating to the conduct of your business. The aim of the service is to point you in the right direction in relation to matters of concern. It is not a substitute for full legal advice from your own solicitor. Common enquiries relate to:

- construction problems in the construction industry
- problems encountered on site
- procedures for pursuing/defending claims
- copyright issues
- Party Wall Act issues
- certification issues

Claims notifications:

MFL Professional Partnerships
Barlow House
Minshull Street
Manchester
M1 3DZ

T: 0161 236 2532

F: 0161 236 2583

Legal Assistance & Claims Handling helpline:*

PI Protect Legal Services
King's House
42 King Street West
Manchester
M3 2NU

T: 0161 838 6998

F: 0161 838 4389

*(This helpline will not be able to assist with your insurance requirements. Your insurance requirements should be directed towards MFL Professional Partnerships on: 0161 236 2532)