

Client Services

The big news in Client Services was a successful return to in-person “Put Into Practice” CLE seminars. These popular 3-hour programs – presented live in communities across the state – bring legal education directly to our policyholders. Notably, 2022 saw record attendance by paralegals and staff at the seminars.

Client Services also provided topical and timely risk management content by way of our monthly “Put Into Practice” newsletters, quarterly “Common Errors” bulletins, periodic Risk Management E-Alerts on emerging threats, and more than 150 original posts on the Byte of Prevention Blog. In addition, the Client Services team participated in speaking engagements, local bar events, and in-firm presentations across the state.



JULIE D. BEAVERS
DIRECTOR OF CLIENT
SERVICES

“ *From enhanced risk management to new law practice management services, adding value to your policy is a focal point for Client Services.* ”

Underwriting

The Underwriting Department had a successful 2022, writing 179 new policies and attaining a policyholder retention rate of 90.5%. With 3,380 policies in force, the company had direct written premium of \$18.83M – up from \$18.6M in 2021.

65%

of policies are sole practitioners



KATHY FISHER
VICE PRESIDENT OF
UNDERWRITING