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The Importance of In-House Legal Services in Legal Protection Insurance

In this article, the author discusses the claims handling framework in European legislature, describes factors which influence in-house claims handling and elaborates on the organisation of in-house legal services. He explores the effectiveness of customer protection which EU regulation intends to offer in the area of in-house legal services. He concludes that the Solvency II Directive equips in-house lawyers with a set of effective and tested measures to deal with (potential) conflicts of interest.

He further evaluates the benefits of in-house claims handling and the potential it has for access to justice.

Keywords: Legal Protection Insurance, Claims management, Legal services.

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