



Zurich Litigation Management

Strategic support to help optimize claim outcomes

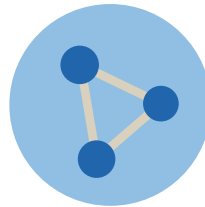


Navigating the complexities of claims litigation takes knowledge and strategy. At Zurich, we have our customers covered in both areas.



Knowledge

Our in-house Litigation Management Group professionals average over 20 years of experience and the team includes attorneys and paralegals who are passionate about their field. They stay up to date on litigation trends and issues that can affect a claim and mine data and analytics for insights that can aid in defense.



Strategy

Our team is committed to delivering a centralized and coordinated response to litigated claims across a wide variety of industries, verifying cases are staffed appropriately and defense dollars spent wisely. We build strong relationships between customers, distributors and defense counsel to help resolve litigation with transparency and efficiency.

Here's how we deliver for customers



Ensuring quality counsel

Through our Panel Law Firm Partnerships, we manage law firm performance and facilitate panel meetings. We can also approve use of non-panel law firms if needed. We perform law firm quality audits and thoroughly evaluate defense counsel performance and outcomes. All this is done so customers can access a nationwide network of proven law firms with the specialized experience they need.



Regional litigation management

Reaching the best resolution possible means having the right people in the right areas — a team ready to work with customers and claims defense counsel as litigation progresses.



Legal bill review

We have a dedicated team of in-house auditors to audit invoices submitted by defense counsel. They work from Zurich's custom Litigation Management Guidelines for defense counsel and partner with front-line Claims specialists to support compliant legal billing. Defense counsel's case management plan and budget are also in scope to minimize duplicative, administrative and excessively billed activity. Our auditors also collaborate with law firms to deliver effective training on simplifying billing processes.

Zurich Litigation Management audits \$500 million in legal bills annually.

Common audit drivers:

- Improper expenses
- Administrative tasks
- Inefficient staffing
- Task duplication
- Excessively billed time

We keep an eye on all this and more to help customers keep control over legal expenses.



Knowledge + strategy = RESULTS

Based on actual Zurich Claims data:



Our Bankruptcy Sweeps Program searches for bankruptcy filings by claimants who did not disclose their bankruptcy status to Zurich. In May of 2021, this resulted in a **\$2.5 million dollar savings on one claim alone**. To date, this automated program has produced close to **\$30 million in savings** in legal expenses and indemnity costs.

Our Complex Trial Counsel program resulted in the retention of a high-profile defense attorney in a liability claim involving death due to burn injuries. The attorney's involvement resulted in a **settlement \$14.5 million below the plaintiff's last demand**.

Putting the power of data and analytics to work



The Litigation Management Group and Zurich Staff Legal are collaborating with our Data & Analytics team on a tool to help identify attorneys with a record of preferred outcomes based on:

- Indemnity performance
- Expense performance
- Claim life cycle performance
- On-time reporting

We're also leveraging analytics to garner insights on major and evolving litigation issues, including:



- Social inflation
- "Reptile theory"
- Litigation funding
- COVID-19 updates
- Trends in court cases
- Novel programs (e.g., bankruptcy identifications)

Supporting customers means supporting diversity

Zurich's company-wide Diversity, Equity and Inclusion initiative includes working to ensure the law firms we work with reflect our commitment to developing policies, practices and ways of working that support diversity.



When legal challenges related to an insurance claim arise, you need a team ready to go into action...a team that's always there for you. That's Zurich's Litigation Management Group.

For more information, contact us at zurich.litigation.management@zurichna.com or visit zurichna.com/claims/litigation-management.

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