

LEGAL HELPLINE FOR ATTORNEYS

WHEN YOU'RE FACED WITH A POTENTIAL LEGAL MALPRACTICE SITUATION, WHERE DO YOU TURN?

As a StarStone policyholder you are not alone when a potential malpractice situation arises. In addition to hands-on support from our team of in-house claim experts, we provide a confidential **Legal Helpline** where you can obtain legal advice and general information on how to address a potential claim. This helps you to determine whether the facts presented must be reported to your insurer.

StarStone created its confidential **Legal Helpline** in conjunction with Cozen O'Connor, to help law firms reduce the risk of claims from clients or other parties. Cozen O'Connor is a leading national law firm with 24 offices and more than 600 attorneys across the United States. They regularly counsel attorneys with respect to risk management issues and claims, defending attorneys when claims arise.

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FREQUENTLY ASKED QUESTIONS

Is the Legal Helpline free?

Yes. Policyholders are provided with up to two hours of legal service at no cost.

What do I need when I call the Legal Helpline?

A caller must provide his/her name, the law firm name, the StarStone policy number, and the caller's e-mail address, mailing address and telephone number. A Cozen O'Connor attorney will then ask for a description of the situation and take note of the caller's question.

After I contact the Legal Helpline, when can I expect to receive a response?

Cozen O'Connor will return a Legal Helpline call on the day they are received or within one business day of receipt. A Cozen O'Connor attorney will get in touch if they need further information about the situation and the caller's question.

If there is a problem or delay in receiving a Legal Helpline call, what should I do?

The Legal Helpline is a popular service and at busy times you may experience a delay in a response. If so, please contact Cozen O'Connor partner, Gary L. Gassman at 312-474-7994 or via email ggassman@cozen.com.

What if my question requires specialist knowledge?

The attorneys who respond to the Legal Helpline questions are experts across a range of law specialisms. However, if your question requires highly specialized knowledge we can refer you to an expert.

CONTACT

To access the Legal Helpline

t: 844-392-2723

e: StarStoneLPL@cozen.com

To report a claim

e: Claims@StarStone.com

f: 201-743-7704

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