

How DAS Contract Disputes claims work

It all starts with a phone call...



YOUR ACCESS TO JUSTICE

1



Call the Legal Advice Helpline

Call the advice line and speak with a lawyer immediately. The intake agent asks you to provide brief details. If a lawyer is not immediately available, the agent asks you for a couple of options to receive a callback from a legal representative.

2



You receive legal advice

You and a legal representative discuss the legal issue you are facing. The legal representative gives you general legal advice and recommends clearly defined next steps to resolve the issue.

3



Your file is transferred to the DAS Claims department

If the legal representative believes you are facing a claimable legal event, your file is referred to the DAS Claims Department. A Claims Adjuster is assigned to your file.

4



A DAS Claims Adjuster calls you to discuss the issue

Within two business days, your DAS Claims Adjuster calls you to discuss your situation. They will also ask you to send them supporting documents.

5



You send information about the case to DAS

The requested documents could be invoices, a copy of the contract, any written communication, or digital evidence, such as pictures or videos. Your Claims Adjuster now has all the information they require to examine your legal issue and make a coverage determination.

6



DAS contacts the third party to start negotiating

If you are eligible for coverage, your Claims Adjuster starts working towards resolving your legal issue. In most cases involving a contract dispute, the first step consists of your Adjuster sending a demand letter to the third party. Most often, contract disputes are settled at this point.

7



If necessary, a legal representative is appointed to your case*

In case your Claims Adjuster is not successful in settling your legal dispute, a legal representative, chosen from the DAS panel of law firms, is appointed. The appointed representative is always chosen based on the area of law they specialize in and their geographic location.

8



Negotiations and settlement conference

The legal representative sends a demand letter to the third party and starts to negotiate. If a settlement cannot be reached, legal proceedings are issued, and the court schedules a settlement conference.

9



Your case moves to court

In the event a settlement cannot be reached following the conference, your case is listed for trial.

You are at the heart of everything we do.

At DAS, we are committed to securing the best possible outcome to your legal issue and to providing excellent service.

Your Claims Adjuster keeps you informed throughout the entire process and is there for you until your legal issue is resolved.

www.das.ca

* A \$2,500 deductible applies if the dispute cannot be resolved by DAS and requires an appointed legal representative