



+



STRONGER TOGETHER

IN PROVIDING CANADIANS ACCESS TO JUSTICE

We now manage

the legal risks for over

835,000

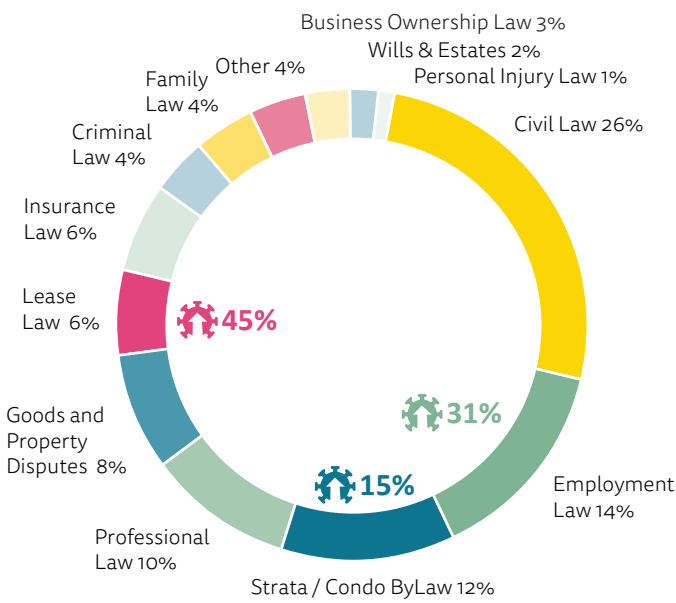
policyholders

In 2020 Our Shared Access to Justice Mission Started With:

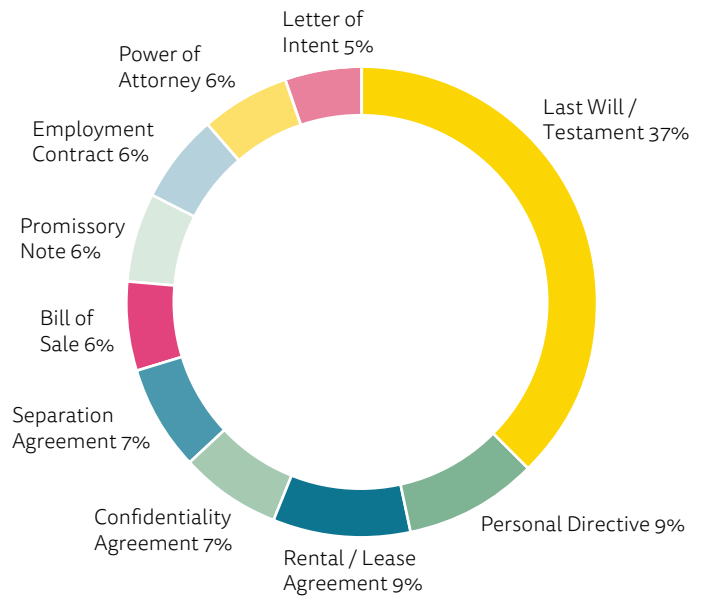
+14,900

 individual legal issues being handled by our Helpline Lawyers

Types of Legal Helpline Issues Handled:



Types of Documents Accessed from the Legal Document Centre:



- Increase driven by COVID-19

What Else Did We Do **To Help Canadians** During COVID-19?

1. Contract Disputes
2. Employment Disputes
3. Property Disputes

+2,490 New claims received **14%** versus 2019

+3,900 claims handled **22%** versus 2019

+2,280 claims resolved **30%** versus 2019

Plus We Protected Family and Small Business Budgets By Saving Them:

+\$3,000,000
in legal fees with unlimited
Legal Helpline and Legal
Document Centre access

+

+\$5,800,000
in legal bills we paid
in claims

+

+\$13,600,000
for future legal bills with
claims reserved

Stand Out From The Crowd [ARAG.ca](https://www.arag.ca)