

— L I P C O —  
LAW  
FOR  
ALL

# A Handy Guide for Panel Attorneys

2024



“We are excited to make justice more accessible through our collaboration with you!”

It is an honour to have you join our Panel of Attorneys.

This guide will provide you with information and try to help you understand the process..

It should be read with the Service Level Agreement you signed ([available here](#)).

## Meet the Attorney Relationship Team



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## Feedback

We love to hear from you, please click here to share your experience with us.

# A little about us

LAW FOR ALL's mission is simple: to make the law affordable and accessible for everyone. Our award-winning team of talented legal professionals go above and beyond to ensure our policyholders have access to justice and that their rights are protected.

**LIPCO Group (Pty) Ltd. is an Underwriting Management Agency (UMA) and registered Financial Services Provider (FSP number - 7508). We are an alternative legal service company, offering innovative justice solutions through an insurance framework.**

As we do not have the right of appearance, we partner with a panel of attorneys across South Africa to represent our policyholders in litigation matters.

We work with firms that subscribe to our values, and believe in making justice a reality for South Africans. We choose firms who are passionate about justice, and who treat our policyholders with professionalism.

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# Our corporate partners

**We partner with insurance companies and corporate partners to deliver a host of different legal expense insurance policies. These are some of our partners:**





# How does the process work?

At LAW FOR ALL we open cases on behalf of our clients. Our team of Legal Professionals tend to legal advice and try to resolve their disputes through Alternative Dispute Resolution.

In instances where we can't resolve matters, we submit the file to our Merit Assessment Committee to approve the matter under the insurance framework.

**Once a claim has been approved, we appoint you, as a Panel Attorney, to deal with the matter.**

1.

## **Initial Instruction**

When a case (or 'claim') is approved, a Litigation Claims Consultant appoints a Panel Attorney and sends them an instruction that clearly stipulates what has been approved.

2.

## **Managing Matters**

The Panel Attorney should manage the case with the utmost professionalism, and render a human-centric service to our policyholder. The Panel Attorney must send the Litigation Claims Consultant regular progress reports.

3.

## **Requesting Additional Fees**

When dealing with the matter, the Panel Attorney can request additional fees to be covered on the matter.

4.

## **Payment**

Invoices will be paid within 4 weeks of receiving them. It is encouraged to send invoices throughout the case journey, and to follow the process carefully to avoid unnecessary delays.

# 1.

## Initial Instruction

**Before a file can move forward to litigation, it first needs to be approved as a claim. This process is akin to receiving approval from a medical aid provider prior to a hospital admission. As our Panel Attorney, you will only start working on the case after the claim has been approved.**

Our Litigation Claim Consultant will present the case to our Merit Assessment Committee for initial claim approval. Upon approval, the Litigation Claim Consultant will assign a Panel Attorney to the case and provide clear instructions regarding the approved aspects, as outlined in the instruction letter.

If a claim is not approved, we will still extend a referral to our policyholder at their own expense. In such cases, we advise you to negotiate an all-inclusive fee based on our tariffs.

We will notify our policyholder of your appointment as their Panel Attorney.

**Please note that we will only pay pre-approved fees, and these fees will be clearly specified in the initial instruction letter.**



**Important!**

**Take note of Own  
Cost Referrals.**



# 2.

## Managing Matters

**Important!**  
Please send us  
progress reports  
every  
**28 days.**

As one of our valued Panel Attorneys, we know you'll bring top-tier professional service with a warm and friendly approach. We appreciate your dedication to upholding high standards in legal expertise and ethical conduct.

Clear and open communication with both our policyholders and our team is essential.

To help everyone stay in the loop, we kindly ask that you send us progress reports at least once every 28 days. These updates should include the work you've done, any challenges you've faced, and what you're planning next for the case.

**If new facts emerge or the merits of a case changes, you need to notify us immediately. This is very important as it can influence cover approved for the specific case.**

By consistently delivering outstanding service with a friendly touch and keeping everyone informed, we can work together to make a real difference in the lives of our clients.





# 3.

## Requesting Additional Fees



**As a Panel Attorney, if you need further fees approved for a case, or if the step you need to take is not specifically states in the instruction letter, it's important to communicate with the Litigation Claims Consultant assigned to your matter.**

To facilitate a smooth approval process, please provide clear details about the fees involved and their purpose.

Additionally, it would be helpful to give a thorough update on the case, outlining any progress made, challenges faced, and the reasons for the additional requirements.

By maintaining open communication and providing comprehensive information, you enable the Litigation Claims Consultant to make informed decisions, ensuring that we continue to work collaboratively and effectively to serve our clients' best interests.

**Important!**

Only approved fees will be paid, so please request additional fees when needed.



# 4.

## Payment

**Important!**  
Please ensure your  
invoice adheres to  
SARS requirements.

Please ensure you follow the instruction letter, and our Service Level Agreement carefully. To prevent any undue delays, kindly make sure to send us regular invoices that correspond with the instruction letters.

We adhere to the Service Level Agreement by settling all invoices within four weeks.

Please note that we will only pay for items approved in writing.

You can submit your invoice to [accounts@lawforall.co.za](mailto:accounts@lawforall.co.za) and the Litigation Claim Consultant.

**The most common cause of payment delays is incorrect invoices, so please follow the steps outlined on the next page carefully to ensure a smooth payment process.**



# Invoicing

Please ensure that you follow the instruction letter carefully to avoid unnecessary delays in payment of your accounts. Make sure your invoices are **SARS compliant**, by including the below. You can also use this online invoice generator to help you.

**Make sure that ALL your invoices contains the following:**



Clearly states the words "Tax Invoice", "VAT Invoice" or "Invoice"



The invoice indicates your firm's registered name, address and your VAT registration number (if applicable)



**All Invoices must be made out to:**

LIPCO Group (Pty) Ltd

Registration Number 2001/014508/07

VAT Registration Number: 4540209105

Address: 2 Oxbow Crescent, The Estuaries, Century City, 7441

Postal: PO Box 1802, Milnerton, 7435



Invoice should have a number and date



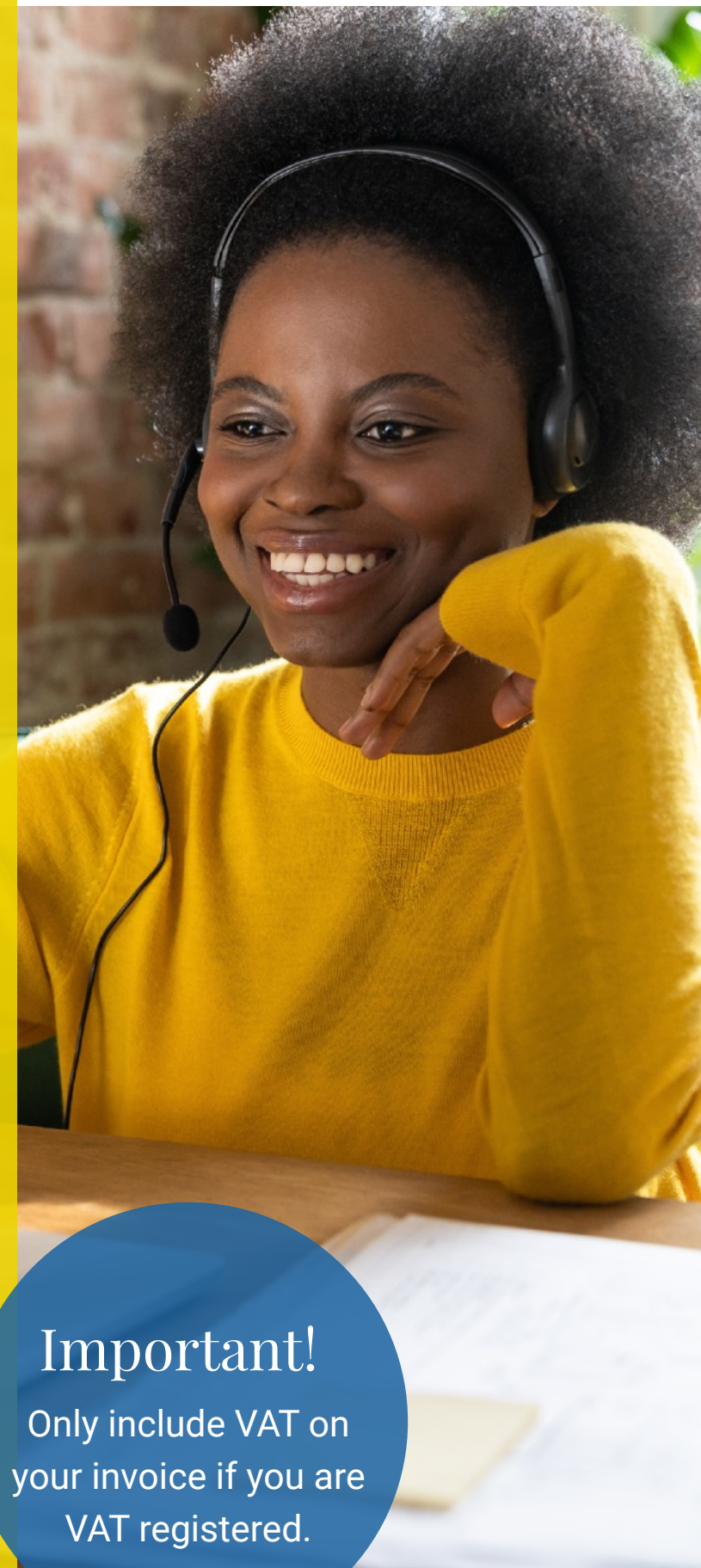
Indicate the description of services (this must correspond to the instruction letter)



Clearly state the value of the services and the amount of tax charged

**Important!**

Only include VAT on your invoice if you are VAT registered.







## Towards the future

As we look to the future, we are excited about the potential growth of our collaboration. LAW FOR ALL has ambitious plans in store for our panel, aiming to provide even greater benefits and value to both our attorneys and clients.

We are committed to making the law friendlier, more human, and efficient for all South Africans. By working together, we can continue to innovate and improve the legal landscape, ultimately creating a more accessible and supportive environment for everyone.

**We are thrilled to have you on board and eagerly anticipate the positive impact our combined efforts will have in the lives of those we serve.**

