



How many claims did LIANS see in our 2011 policy year?



**A:** 196

**B:** 216

**C:** 232

**D:** 256

What was the most common cause of claims in Nova Scotia?



**A:** Failure to properly apply the law

**B:** Poor communication with clients

**C:** Inadequate review/preparation

**D:** Poor communication with others

A lawyer provides professional services for a client with respect to a real estate development worth \$5 million. How much professional liability insurance should the lawyer carry?



**A:** The amount they are required to carry by regulation



**B:** \$1 million



**C:** \$5 million

**D:** None

Which of the following is NOT  
a tool used to improve client  
communication?



**A:** Electronic intake forms

**B:** Virtual meetings

**C:** Free long distance

**D:** Ignoring phone calls

# Which is Jocelyn's #1 practice management tip?



**A:**

Create an office procedures/practice disruption manual



**C:**

Don't lie ... don't steal ... and talk to your clients



**B:**

Document EVERYTHING: notes to files, advice to clients, telephone calls

**D:**

Use technology to make your life easier (PCLaw, etc.)

What was the most common area of law involved with claims in Nova Scotia?



**A:** Commercial



**B:** Real property



**C:** Criminal

**D:** Matrimonial and family

What was the most common error LIANS saw among claims?



**A:** Statutory limitation/deadlines

**B:** Failure to protect client's interest

**C:** Advice and protection

**D:** Failure to protect non-client's interest

Which of the following is NOT  
a form of free long distance?



**A:** Skype

**B:** Google talk

**C:** Apple talk

**D:** None of them are free

Which company provides insurance coverage for your work as a Director?



**A:**

LIANS



**C:**

CBIA



**B:**

CLIA

**D:**

IHNI

To avoid missed deadlines through calendaring errors, Stacey advises that an office should have a shared calendar and practices in place that include:



**A:** Back-up calendar, either through paper calendar or the computer



**C:** Ability to compare the master and backup calendar to catch errors



**B:** An off-site calendar backup system

**D:** All of the above!

What was the average cost among paid indemnity claims in Nova Scotia?



**A:** \$6,417

**B:** \$6,783

**C:** \$7,444

**D:** \$7,928

What is the limitation period for MVA claims in New Brunswick?



**A:** Same as Nova Scotia

**B:** 2 years

**C:** 3 years

**D:** 1 year

Which of the following activities IS COVERED under your LIANS Policy?



**A:** Trademark agent

**B:** Financial advice

**C:** Brokerage services

**D:** Real estate development

Which of the following will  
NOT help with  
client communication?



**A:** Assume the client understands

**B:** Be up front about costs

**C:** Provide regular updates

**D:** Spell out your policy on  
returning calls and emails

# Which is Barney's #1 practice management tip?



**A:** Ask for money. Few things are less useful than accounts receivable.



**B:** Hire a real office/business manager.



**C:** Slay the email dragon. Daily.

**D:** Use forms to manage client expectations.