

FOR IMMEDIATE RELEASE

LAWPRO® Implements Korbitec Inc.'s GhostDraft Software for Custom Claim Documents

LAWPRO is using GhostDraft from Korbitec Inc., developer of Automated Civil Litigation (ACL) software, to automate the creation of customized claims correspondence, cutting the time required to manage a claim and reducing the cost of claims administration.

Toronto, Canada, July 10, 2014 – **Korbitec Inc.**, developer of Automated Civil Litigation (ACL) software, today announced that **Lawyers' Professional Indemnity Company (LAWPRO)**, a provider of errors and omissions insurance to lawyers in the province of Ontario, has implemented GhostDraft software to standardize and shorten the process for creating customized claim documents.



As a provider of liability insurance for lawyers, all of LAWPRO's claims are related to legal cases and require processing by experienced claims professionals, almost all of whom are lawyers. These personnel spend a significant amount of time creating correspondence, so streamlining and standardizing document production can pay dividends in reduced time and cost.



"We needed a system that would standardize our claim letters while allowing our claims professionals the leeway to personalize each letter for the specific situation, and we wanted this to be a fast and simple process so we could free our claims professionals to focus on the more substantive elements of the claim handling function," said Jack Daiter, Vice-President, Primary Professional Liability Claims, at LAWPRO.

"It's a more efficient system with more flexibility than our old copy-and-paste process."

GhostDraft enables LAWPRO to quickly create standardized correspondence templates with common content that can be shared across documents. LAWPRO can now control messaging, while giving claims professionals the flexibility to create a situation-specific letter for any client.

"GhostDraft is easy to use. I came up to speed quickly and have already built a substantial library of document templates. It's a more efficient system with more flexibility than our old copy-and-paste process," said Donna Pellicori, Administration Manager at LAWPRO.

LAWPRO's template library is stored in the cloud, while all of their corporate data stays on LAWPRO servers in-house. The templates have been integrated with the company's new claims system front end, so correspondence is created automatically from within the claims workflow. This has reduced the involvement of claims administrators and cut the time required to generate correspondence.

"We continue to see insurers investing time and resources to modernize core systems, while overlooking the document automation component. We're pleased that LAWPRO recognizes the importance of its customer communications and chose to integrate GhostDraft with their claims system to generate personalized correspondence," said Kurt Jackson, Executive Vice President at GhostDraft.

About GhostDraft

GhostDraft provides enterprise-class cloud-based document creation and management for insurance, financial services and the legal profession. With over 30 years of experience in complex regulated documents, and deep domain expertise in these industries, GhostDraft helps companies deliver customer communications without compromise, combining affordability, compliance, and a personalized customer experience. GhostDraft is a Korbitec Inc. company, developer of Automated Civil Litigation (ACL) software.

About LAWPRO

Lawyers' Professional Indemnity Company (LAWPRO) is owned by the Law Society of Upper Canada and licensed to provide professional liability insurance and title insurance in numerous jurisdictions across Canada. Through its malpractice insurance program, LAWPRO insures about 25,000 practising lawyers in Ontario, as well as providing them with risk and practice management programs to assist them in their law practices under the practicePRO banner. LAWPRO's TitlePLUS® title insurance program is available to more than 4,500 lawyers across Canada and Quebec notaries to better meet their clients' needs for professional legal advice and superior protection for their real estate transactions.

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