



# Aviva bid to increase Legal Indemnity usage through InfoTrack

**Aviva and InfoTrack have announced a partnership that will see Legal Indemnities Online made available through InfoTrack's innovative conveyancing services platform. It is the first time Aviva's Legal Indemnity products have been made available for conveyancers to access through a third-party channel and will include residential, commercial and bespoke policies, making InfoTrack the first conveyancing tech provider to offer Aviva legal indemnities outside of Aviva's online system, L.I.ON.**

Aviva are one of the largest general insurers in the UK. Their Legal Indemnity team has been offering legal title and search indemnities for well over 30 years and was at the forefront of developing online accessibility for busy conveyancers. With the landscape changing and many insurance and indemnity products now purchased through Case Management Systems, Aviva have taken the opportunity to extend its reach in partnership with InfoTrack, ensuring law firms have clear choice.

InfoTrack, now into their fourth year in the UK, have established a solid client base of over 1,300 law firms using the platform. Through smart integrations with various Case Management Systems they offer a fast, easy route to market for Aviva. Indemnities offered through the InfoTrack system are identical to purchasing through Aviva online in terms of offering, cover and cost, and are available immediately.

Stephen Hadfield, technical underwriting manager at Aviva, comments, "Aviva is very well established in the UK legal indemnities market. We continue to grow by offering the products our customers tell us they want, presenting them in the way they want to see them and making them quickly

accessible from where they want to find them. We're a very customer-focussed business; this, along with keen pricing from a highly-regarded brand, underpins the trust our customers place in us.

Aviva's services manager, Allison Vale, adds "From our early conversations with InfoTrack, they were clearly a natural fit for us to work with. We were impressed by InfoTrack's innovation and flexibility in the legal tech space and have established a collaboration that we believe will benefit law firms by making the whole range of our policies accessible from the same platform they use every day for other conveyancing-related activity. We're very much looking forward to working with InfoTrack to complement their 'one-stop shop' approach.

Adam Bullion, General Manager of Marketing at InfoTrack said, "It is clear the conveyancing market requires an element of choice when it comes to legal indemnities as the cover can be very different between providers.

"Aviva offers the range of comprehensive policies that conveyancers now demand, along with some excellent benefits when buying multiple policies. We are delighted to have worked with Aviva to establish this partnership; the integration gives our clients choice as well as a direct route to buying from a trusted brand. It's clear to us that Aviva's legal indemnities underwriters have the client at the heart of what they do, which is not only great to see but is crucial for our customer base. We look forward to continuing this synergy for the many years ahead."

Aviva Legal Indemnities are now available through InfoTrack. **Find out more.**



Adam Bullion

## eSignatures: A sign of the times

**These days, using the internet or a smartphone app to book a taxi, check-in for a flight or manage your personal finances has become second nature to most of us and handling legal transactions digitally should be no different. In fact, the emergence of eSignatures is making this an ever-growing reality.**

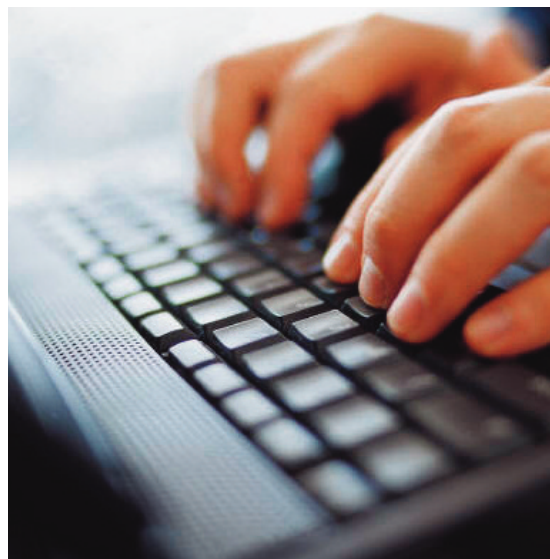
In an increasingly competitive market, where there is growing client expectation around price and service efficiency, there is a pressing need for law firms to embrace digitalisation. Electronic signatures are proving to be a key part of digitalisation, welcomed by both lawyers and their clients. By offering convenience and streamlining the transaction process, law firms can gain a professional edge. There are various types of eSignature, including ones that clients can sign directly to their electronic devices, signatures created using their devices, image uploads of their signatures or a signature that they already have saved.

There was initially some uncertainty as to whether such technology would satisfy the necessary legal requirements. However, the Law Commission confirmed in August 2018 that electronic signatures can be used to sign formal legal contracts under English law. This provided a green light to law firms to digitalise their practices further still.

Leading legal software providers, including LEAP, are helping law firms on their digitalisation journey by developing software and including digital signature capabilities throughout their extensive library of automated forms and precedents.

Through its integration with the secure document management system, LawConnect, LEAP's practice management software allows lawyers to share documents and obtain signatures via DocuSign anywhere in the world. Providing access to such technology has greatly speeded up the collaboration process with clients.

Much like traditional handwritten signatures, eSignatures are unique to each signatory. DocuSign follows a specific



protocol known as Public Key Infrastructure (PKI) that uses a mathematical algorithm to generate a pair of keys – one public and one private.

Every eSignature is created using the signatory's private key which is always kept securely by the signatory. The mathematical algorithm acts like a cipher, creating data matching the signed document and encrypting that data. The encrypted data is the digital signature and is time stamped so that if the document is subsequently changed, the digital signature is then invalidated.

The benefits of using eSignatures are three-fold as the technology offers law firms increased efficiency, security and cost-savings. As part of the ongoing drive towards digitalisation, eSignatures are an important step and the benefits of this technology are invaluable to the legal profession.

## Lexcel v6.1 and Cyber Essentials

**Lexcel England & Wales v6.1 Standard for legal practices was released in June. In light of the EU General Data Protection Regulation (GDPR) having come into force shortly beforehand, this marks the first version of the standard to impose information management and security requirements on practices—specifically, §3.1 requires that all practices '...must have an information management and security policy and should be accredited against Cyber Essentials.' It then goes on to list the controls the policy must incorporate, such as a register of information assets and personnel security training.**

The use of 'should' makes the Cyber Essentials accreditation itself optional, but what is Cyber Essentials, and why should your practice aim to achieve it regardless?

Cyber Essentials is a government scheme launched in 2014 that '...helps you to guard against the most common cyber threats and demonstrate your commitment to cyber security.' It comes in two levels: basic, which consists of a self-report questionnaire; and Plus, which follows up the questionnaire with an independent assessment to verify your answers. Achieving either grants you the right to display the appropriate badge on your company's marketing, letting clients, customers and suppliers easily see your commitment to keeping their data safe.

By joining over 9,000 companies in achieving what is rapidly becoming a de facto industry standard you can earn more business, protect yourself against many common cyber threats and potentially even reduce your insurance costs. Plus, by implementing the controls detailed in §3.1 you are already fulfilling all, or almost all, of the Cyber Essentials criteria, making it a real no-brainer.

Xyone are a Cyber Essentials Certification Body and offer either accreditation of the basic and Plus levels, or consultancy services. Get in touch with Fiona on email [Fiona.pilkington@xyone.co.uk](mailto:Fiona.pilkington@xyone.co.uk) call us at (+44) 0333 323 3981 for more information.