



Panel counsel

FAQs



If you have purchased a policy of insurance from DUAL Australia which includes the panel counsel extension, then throughout the period of insurance you are entitled to receive up to one hour of free legal advice from any firm listed on our panel of solicitors.

If the policy which you have purchased doesn't contain the panel counsel extension, then you won't be able to access this service. The panel counsel extension is available in relation to matters relevant to the risks insured by the policy.

Often when a threat of litigation has been made, it can be quite a confusing and difficult time for insureds. The panel counsel extension is designed to provide insureds with a basic level of legal advice on an initial basis to assist them in mitigating potential future losses and adopt a posture which will assist in the future management of any possible claim.

If you have an enquiry for a matter relevant to the risks insured by the policy and would like to speak with panel counsel, please contact DUAL claims at claims@dualaustralia.com.au and they will put you in direct contact with a member of the panel counsel who will most suit your needs.

1. If my policy has expired, am I still entitled to receive the advice?

No, you must have a current policy with DUAL in order to be entitled to one (1) hour of free advice per enquiry for each matter relevant to the risks insured by the policy.

2. Who do I contact?

Email DUAL claims at claims@dualaustralia.com.au and they will put you in touch with the most appropriate panel counsel for your specific situation.

3. What if the person that DUAL directs me to is unavailable?

You will be redirected to an alternative solicitor within the firm who will be able to answer your query.

4. What if the firm that I have contacted has a conflict in the matter?

It is up to you and the firm which you have contacted to decide if they have a conflict in providing instructions. If a conflict is identified, then you should notify DUAL claims and they will direct you to another firm.

5. If a claim results from the circumstances I have notified under my policy, am I able to use the firm that I have contacted to defend me?

You may request that the person whom you have already dealt with assist you with your defence, however there are no guarantees that DUAL Australia will appoint the same person. The factors which we need to consider for the appointment of defence counsel include: the availability of the solicitor in question, and the location and expertise of the solicitor with respect to the specific inquiry that you have.

6. Am I able to use the services of these firms for matters not associated with matters concerning the circumstances notified to DUAL?

If you wish to utilise the services of these firms, you may choose to enter into a retainer with that firm. The terms and conditions of that retainer are a matter between yourself and that firm and don't concern DUAL Australia.

7. Am I able to utilise the services of these panel firms in circumstances where DUAL Australia has terminated their legal services agreement with the firm?

We reserve the right to change our panel from time to time. If We have amended their panel and have terminated their legal services agreement with any of our panel firms, you will no longer be able to utilise the services of that firm for free advice.

8. How many times may I utilise the free legal advice?

You may utilise this service for each and every matter relevant to the risks insured by the policy held with DUAL.



DUAL claims

claims@dualaustralia.com.au

FAQ: Panel Counsel 02.25

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DUAL Australia does not accept any liability arising out of any reliance on the information in this fact sheet.

We urge you to consult your insurance broker, the Insurance Council of Australia or the Australian Financial Complaints Authority (AFCA) for further information. If you are unable to resolve any issues that you may have, you may need to obtain independent legal advice.

