

Other news

Tender for claim management services (Solicitors Indemnity Fund and uninsured losses claims)

13 September 2024

We are the Solicitors Regulation Authority (SRA), the independent regulatory body for solicitors and law firms in England and Wales. We are responsible for the administration and maintenance of the Solicitors Indemnity Fund (SIF).

SIF protects consumers of legal services by helping those who might have suffered loss through no fault of their own when using legal services provided by those we regulate. Firms we regulate have compulsory insurance which covers them while they practise and for six years after their firm closes (run-off insurance). SIF applies once the six-year run off period has expired. SIF also covers claims made during, or which relate to, the period a law firm was covered by the SIF master policy.

We are looking to appoint a provider to deliver services including claims management and investigation to consider and process claims received as efficiently and effectively as possible.

The provider will be required to:

- Receive claims directly from the public and/or referred by us.
- Investigate and conclude claims received for the SIF and applications relating to uninsured losses.
- Engage with applicants and other relevant third parties to progress the claim and update interested parties.
- Maintain a case management system.
- Provide monthly management reports to support governance.

More information can be found on [Solicitors Indemnity Fund](https://www.sra.org.uk/consumers/solicitors-indemnity-fund/) [<https://www.sra.org.uk/consumers/solicitors-indemnity-fund/>] and [SIF applications](https://www.sra.org.uk/consumers/compensation-fund/resources/applications-uninsured-law-firms/) [<https://www.sra.org.uk/consumers/compensation-fund/resources/applications-uninsured-law-firms/>].

Further tender information will be provided in the request for proposal document, which will be sent on completion of a non-disclosure agreement.

We promote and support the highest professional standards. Applicants will be required to have a sound disciplinary and complaints history and an excellent record on negligence claims is also vital. Applicants should

also demonstrate their commitment to promoting equality, diversity and inclusion.

Organisations interested in this work and considering whether to participate in the tender can express their interest by [emailing us](mailto:enquiries@sra.org.uk) [\[https://www.sra.org.uk/contactus/\]](https://www.sra.org.uk/contactus/), providing relevant contact details by **30 September 2024**.

Requests for further information or reasonable adjustments should also be [sent to us](mailto:enquiries@sra.org.uk) [\[https://www.sra.org.uk/contactus/\]](https://www.sra.org.uk/contactus/).