

Legal Aid Ontario

B3: Better Billing Bulletin

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Better Billing Web conferences

Lawyer Services and Payments organizes regional web conferences aimed at supporting your billing practices. The conferences, an hour in length, provide tips to help you address the five most common billing errors that slow down payment of your accounts. If you or your staff would like to attend a conference, please contact the Lawyer Service Centre (416) 979-9934 or 1-866-979-9934

Lawyer Services and Payments (LSP) Director

Janet Froud, LSP's Director, has accepted a new position as LAO's District Area Director, London. Jawad A. Kassab will be Acting Director. He can be reached at (416) 204-4737 or kassabja@lao.on.ca

Clients and Accounts

Please remember to send your client a copy of your detailed account at the same time you submit your account to LAO. LAO's General Terms and Conditions for Panel Lawyers require you provide copies of accounts to your clients and those who sign an agreement to contribute to the certificate cost, unless LAO authorizes otherwise. Client complaints regarding accounts not received impact how fast we're able to process your accounts and pay you.

LAO accounts, the acknowledging lawyer and agents

As the acknowledging lawyer, you are responsible for accounts submitted to LAO, regardless of who prepares them. If you are the acknowledging lawyer, we will make payments directly to you; you are responsible for paying agent accounts in a timely way.

An agent can contact LAO only to find out whether the acknowledging lawyer received payment of the agent's account. LAO cannot share with an agent information related to an account on a certificate acknowledged by another lawyer. An agent receives payment from the acknowledging lawyer, even, for example, if the lawyer is no longer with the firm. LAO does not make payments directly to agents.

Tariff and Billing Handbook p.2-9

Questions?

Please let us know if you have questions or if there are topics you'd like to see us cover by contacting the Lawyer Service Centre at pl-lsc@lao.on.ca



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