

B3: Better Billing Bulletin

Issue #22 | September 2009

Legal Aid Online Outage

Please see Better Billing Bulletin September 16 Special Notice for information.

Correspondence

When corresponding with LAO regarding legal accounts, please always include the Certificate number and a Client name in the Subject line, as well as the reason for your correspondence, e.g. Disbursement Request, Discretion Request, Review of Discretion Decision. This will help ensure your matter gets to the right unit as quickly as possible for processing.

BCM Appeal Transcripts

The BCM Department is now responsible for processing disbursement requests for BCM Appeal Transcripts. All BCM Appeal Transcript requests should be faxed to 416-204-4713. Contact Kristy Laverty, Program Assistant at 416 979-2352 x. 6459 should you have questions.

For all **non-BCM Appeal matters**, continue to fax your transcript requests to Lawyer Payments - Disbursements, Fax # 416-979-8562.

Please remember to provide a detailed copy of the court reporter's invoice including the name of the court reporter, the dates of the court proceedings and the cost per page when submitting your requests to amend the Certificate to reflect an appeal transcript.

Late Billing Reduction Initiative

We currently receive on average 10 late billed accounts a day. Late billed accounts result in delayed or denied payment and are costly to process. We would like to reduce the number of late billed accounts. The Lawyer Service Centre will be contacting late billers over the next three months to ensure a greater understanding of the late billing rule and to support billing on time. If you are a late biller, please review our Late Billing Rule. The rule is being strictly enforced.

Tariff & Billing Handbook

Consult our Handbook regularly for billing information.

Contact Information

Please click "*Review Your Address*" on your portal home/welcome page to verify the accuracy of your contact information and to update it if necessary. For assistance, contact the Lawyer Service Centre (416) 979-9934.

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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