

## DENTAL RISK MANAGEMENT HOTLINE ENGAGEMENT AGREEMENT

### Privileged Attorney-Client Communication

**Re: Request for Advice Dentists Choice Risk Management Hotline Consultation Program**

Dear Dr. \_\_\_\_\_:

Thank you for your hotline inquiry. As risk management hotline counsel to Dentists Choice and its insureds, Hinshaw & Culbertson LLP responds to requests for advice from insureds to help avoid or mitigate potential malpractice claims or liability (hereafter "risk management advisory services"). *To get a quick response from us, you must read this letter and sign and return the Dental Risk Management Hotline Consultation Consent as soon as possible.*

*Our services are paid for entirely by Dentists Choice.* Because we enter into a formal attorney-client relationship with each insured dentist who seeks our advice, *your communications with us are protected by the attorney-client privilege.* I will not disclose our communication with any outside party. If you wish me not to disclose any information to Dentists Choice or to Aspen Insurance, I will honor that request. However, we apply a team approach to Risk Management, and I will likely summarize our conversation into an email where a representative of Dentists Choice will be included.

To enable Dentists Choice to track potential claims statistically, we may collect certain demographic information from you and provide Dentists Choice with the following general information: the size of the dental practice requesting advice; the practice area involved; the insured's years of experience; the state in which the insured is located; and a short description of the issues discussed.

To avoid issues beyond the scope of our authorized risk management services and to prevent conflicts of interest, we cannot advise either you or Dentists Choice on issues concerning your professional liability policy, coverage or requirements to protect that coverage.

**IMPORTANT: Notice or information provided to Hinshaw & Culbertson LLP of a claim or circumstances likely to give rise to a claim is not notice to Dentists Choice nor Aspen Insurance and does not constitute notice of claim. To protect your insurance coverage, you must give written notice of such situations directly to your insurance agent.**

Although we are entering into an attorney-client relationship with you to provide risk management advisory services, we are not associating with you on the underlying matter for which you are seeking our advice or representing you in any dispute you may have with any patient or third party. You are not obliged to accept our representation or follow our advice. Our representation ends with our advice unless otherwise agreed in writing.

By signing and transmitting this form to you agree that our engagement with you is taking place in the jurisdiction in which the risk management lawyer is located and licensed, and acknowledge that our services are being rendered from that jurisdiction. Our risk management lawyers are

knowledgeable about principles and techniques of loss prevention and risk management. Hinshaw & Culbertson LLP has offices, and its attorneys are licensed, in several jurisdictions including Arizona, California, Washington DC, Florida, Illinois, Indiana, Louisiana, Massachusetts, Minnesota, Mississippi, Missouri, New Jersey, New York, Rhode Island, Texas, and Wisconsin.

Before we can provide advisory services, Hinshaw & Culbertson LLP must know the identity of all potential adverse parties giving rise to your concern so we can determine whether conflicts exist because of present or past representations of these parties by our firm. If so, ethical considerations may require that we refer your representation to another lawyer. ***Thus, please refrain from providing us any substantive information that is confidential as to your client until we have completed our conflicts check.***

Attached to this Engagement Agreement is the Dental Risk Management Hotline Consultation Consent. Please complete sign and return the Consent as soon as possible. We will notify you as soon as our conflicts check is completed, after which you may describe your circumstances to us in detail. We will try to respond to your inquiry within one hour of receiving the signed Dental Risk Management Hotline Consultation Consent and completing the conflicts check.

If you have any questions regarding the above terms, please contact me. We look forward to speaking with you.

Sincerely,

**Hinshaw & Culbertson LLP**

**Thomas L. O'Carroll**