

A message from  
**LSS Outside Counsel  
Management & Pricing Team**

**Important Update: Changes to Our Discount Program in  
the Policyholder/Customer Space**

As many of you may be aware, for almost 15 years, Liberty Mutual's fee discount programs in the policyholder/customer space have remained unchanged. The programs involved either a 3% quick pay approach or a 5% volume approach, both applying to billed fees only. In order to bring uniformity to our discount approach and a more current alignment with standard industry practices, we are retiring the quick pay program and aligning to one discount percentage in this space, 5%. An accelerated payment approach will no longer be used.

As a result of this update, all Liberty Mutual preferred and specialty panel firms handling policyholder/customer matters, as well as firms handling such matters under a special arrangement approval, will have their billed fees subject to a 5% discount. Customary bill pay procedures will be utilized. If your firm is already on the 5% discount program, then nothing has changed for your firm. These changes do not apply to any separate discounts on non-policyholder/customer matters, e.g., direct defense Home Office Legal referrals involving Liberty Mutual.

We greatly appreciate your partnership and the quality legal services you provide to our policyholders and customers. The continued commitment to ensure that partnership and those services are rendered in the most effective and efficient manner is shared. Bringing our discount program current and applied uniformly, without raising the ceiling to the percentage being used, attempts to find the right balance to those shared responsibilities owed.

The universal 5% discount program in the policyholder/customer space will be effective January 1, 2024, and apply to all eligible invoices received after that date.

If you have any questions about this update, please reply to: [Outside Counsel Communications](#).

Thank you for your ongoing partnership with Liberty Mutual and its policyholders and customers.

Very truly yours,

**Outside Counsel Management & Pricing Team**

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