170123 DRAFT AGENDA FOR ICLR 2017, SINGAPORE

Proposed theme for ICLR 2017: *"New Frontiers in the Regulation of Legal Services"*

S/N	Proposed topics	Proposed format of session
1	**New Regulators: Roles and Responsibilities** This session will discuss the roles and responsibilities of both emerging and mature regulators. It will seek to address issues relevant to regulators from emerging jurisdictions, where regulation of legal services is just being put in place, as well as long established regulators, who may be in the process of transformation. Topics for exploration by participants may include: - The roles and priorities of a new regulator of legal services - A new legal services regulator may be the only body of its kind in its jurisdiction. How can a new regulator build up its regulatory capability quickly and cost effectively? What resources (including within the ICLR network) are available for training and development? - What if the legal services regulator is not the only body of its kind in its jurisdiction and the regulatory functions are shared across various entities? How do you manage the relationship? - Are legal service regulators responsible for development of the profession, and promoting access to justice and legal awareness by the public? Are they best placed to do so?	Group discussion format, with sufficient time for group reps to share learning points with the room at the end of the session.

2	**Disruption in the Legal Profession: Automated/Semi-Automated Online Delivery of Legal Services** This session will discuss how online providers of legal services are proliferating and offering services across borders. Often beyond the reach of domestic regulators and un-regulated, they present a threat and an opportunity for the legal profession. • What are the issues that legal regulators need be concerned with? • Should providers of online legal services be regulated as traditional lawyers and law firms? • Do regulators have a duty to ensure a level playing field? Can the two co-exist? How can they complement each other? • What are the benefits and drawbacks of online delivery of legal services?	To be confirmed. Speakers sought.
3	**Legal Regulation in the Age of Data** This multi-segment session will start with a general introduction to the potential uses of data by legal regulators. This will be followed by a panel discussion which may cover the following: • Infrastructure and methods to become a data-driven regulator; • What data to collect and how to collect it; • What is needed to enable data analytics; • Best practices and issues for regulators working with outside researchers; • What data should be made available to consumers? How do regulators balance between the protection of public interests and the need for regulation, and to what extent does more/less data contribute to this? • How can regulators use regulatory analytics to support their work? • How do regulators contend with the need for data and data confidentiality issues?	External speaker followed by panel discussion

4	**Success Stories in Risk-Based Regulation** This session will commence with a brief introduction to risk-based regulation. - Ideally, it will be followed by a series of case studies of successful risk-based regulation in action. - Finally, the speaker/panel may wish to discuss the emerging risks currently requiring proactive regulation and the solutions being attempted, and/or seek input from the audience.	Single speaker or panel format
5	**Effective New Regulatory Responses to Complaints** Many traditional regulators have a limited suite of regulatory responses to complaints of professional misconduct or poor client care, namely warnings, fines, suspensions and disbarment. This session will explore the broader suite of tools available to legal services regulators and aims to discuss non-traditional responses to handling complaints relating to misconduct or poor client care which have proven to be successful. - What are the usual responses to complaints of misconduct or poor client care? Have these been effective? - What are other tools available to deal with such matters? How do we know they are effective? - Examples may include lessons learnt from jurisdictions which have employed new approaches to restitution, legal ombudsmen, training, counselling, supervised practice and so forth.	Panel format

6	**Anti-money laundering and Counter-Financing of Terrorism (AML and CFT)** The U.S. press has recently focused on the legal profession and how it is (or is not) addressing AML and CFT issues, with concerns about impingement on the duty of confidentiality and on the attorney-client privilege at the fore. This session will discuss the role which regulators can and should take in better educating the legal profession about its obligations and the steps that it can take in combating money-laundering and terrorist financing. It will consider: - The extent to which law practices are obliged to report to the regulators in their jurisdiction; - The sanctions for non-compliance; - Issues of client confidentiality and legal professional privilege; and - The extent to which complaints are being brought to the attention of regulators, including from other government agencies.	Panel format
7	**Mission Impossible: Access to Justice** This session will discuss whether regulators have a role to play in promoting access to justice and aims to showcase examples of regulators' efforts.	Single speaker or panel format
8	**A Fresh Look Around the Corner** In this session, we will hear from thought leaders and observers of the legal profession outside the ICLR circle, who will share their perspective on the challenges facing regulators of legal services.	Speaker(s)