

















# APPENDIX A – RISK MATRIX EXAMPLE

RISK	CONSUMER	LIKELIHOOD	IMPACT	METRICS (SYSTEMIC)	METRICS
1. Pricing 2. Transparency of pricing 3. Competitiveness of market (data)	Individuals (low resourced)			1. Consumer satisfaction (surveys) 2. Consumer complaints 3. % of consumers without legal help 4. Consumer knowledge (surveys) 5. Competitiveness of market (market data)	1. Outcome along legal dimensions <ul style="list-style-type: none"> <li>• Quality of legal service (minimum quality standards)</li> <li>• Consumer satisfaction</li> </ul>
	Individuals (high resourced)				
	Businesses (low resourced)				
	Businesses (high resourced)				
Consumer fails to exercise his/her legal rights because he/she did not know they possessed that right.	Individuals (low resourced)				
	Individuals (high resourced)				
	Businesses (low resourced)				
	Businesses (high resourced)				

# APPENDIX A – RISK MATRIX EXAMPLE

Consumer overpays for a legal service.	Individuals (low resourced)			<ol style="list-style-type: none"> <li>1. Pricing</li> <li>2. Transparency of pricing</li> <li>3. Competitiveness of market (data)</li> </ol>	<ol style="list-style-type: none"> <li>1. Pricing</li> <li>2. Transparency of pricing</li> <li>3. Consumer comprehension of pricing</li> </ol>
	Individuals (high resourced)				
	Businesses (low resourced)				
	Businesses (high resourced)				
Consumer purchased a legal service not needed or not appropriate to their legal issue.	Individuals (low resourced)				
	Individuals (high resourced)				
	Businesses (low resourced)				
	Businesses (high resourced)				
Consumer does not engage with the legal services market at all.	Individuals (low resourced)				
	Individuals (high resourced)				
	Businesses (low resourced)				
	Businesses (high resourced)				