

## It's great to hear

*that you've partnered up with us.*

*To help you get this great news to your members/clients we've put together some content for you. Feel free to put this information on your website or send it out to your members with the Helpline Number.*



Below are case studies to reassure your members of what they can call about and our quality of service.



### Procedure for redundancy

A Client wanted to check that they were following the correct procedure for a Redundancy. It is an ongoing situation, but they now have more confidence to continue the process.

*"By talking through the situation and discussing generally the presenting problem, I was also able to have specific points that I raised resolved."*



### Employee welfare issue

A Member rang in to ask about an Employees health. Due to the nature of the illness they wanted further information on how to proceed. The Member followed the advice given and the problem has now been resolved.

*"Overall it's a great service and is helpful and effective. I automatically use you for any issues we may have."*

## Promote your new benefit

*To help you promote this supported telephone advice and guidance service to your members. We have laid out some useful content which you can use within your webpage, intranet or emails.*

We've partnered with Law Express to give our members access to free telephone legal advice and guidance.

The LAWEXPRESS logo is displayed in white, uppercase letters on a dark teal rectangular background.

Law Express provides advice on all sorts of problems and queries including:

- Employment issues within the workplace
- Commercial and Company law
- Data protection (GDPR)
- Housing (owner occupied and rented)
- Consumer issues
- Family and relationship difficulties
- Personal injury
- Road traffic accidents and Motoring Offences
- Small claims court proceedings
- Pensions, Tax and welfare benefit
- Neighbour issues
- Criminal law
- Power of attorney, Wills, Probate and Bereavement

### How to use the service.

All Law Express advisors and call handlers are based in the UK (and cover all UK jurisdictions). When you call Law Express, a call handler will ask you some questions about the nature of your enquiry so that they can match you to the best adviser.

An experienced legal advisor who specialises in the area of law that you need will call you back, usually within 2 hours. If you wish to speak to an advisor straight away the call handler will do their best to help you.

### Call the helpline (insert your number here)

Call the Law Express helpline to speak to an advisor. Lines are open from 8am-8pm, Mon-Fri and 9am-12pm, Sat-Sun (GMT). Please tell the call handler that you're a member.

## Send an Email *Get the message out.*

*Your members may have a few questions about the new benefit. These frequently asked question will help.*



## Frequently asked questions about the New Telephone Legal Advice Service

### **What is the Telephone Legal Advice Service?**

The Law Express Legal Advice Service is a free helpline service for everyone who is a member.

### **What does the Telephone Legal Advice Service Provide?**

We have partnered with Law Express to give you free access to legal advice and information. This arrangement entitles you to unlimited calls with qualified advisers. You can call them about any business or personal legal issues and they will be able to provide advice and further information on your particular issues.

### **What can I call the Advisers about?**

You can contact Law Express about any subject affecting you. Most frequently callers wish to discuss issues concerning commercial, company and employment. Other popular topics include: divorce, separation, children, driving offences, wills, probate and property issues.

### **How can I contact Law Express?**

Our helpline is available 8-8 Mon-Fri ,9-12 Sat and Sun. Please have your membership number at hand when you call. A Law Express call handler will take your details and arrange for one of their advisers to call you back within 2 hours.

### **Will I be talking to a solicitor?**

Advisors have at least five years post qualification experience as a practising solicitor or who hold a high level legal degree and are experienced in providing legal advice. All the advisers at Law Express are recruited for their ability to explain the law in a way which is easy to understand.

### **Is the Service confidential?**

Any contact you make is completely confidential. The details of your conversation remain personal to you and will not be released to anyone else.

### **Do I have to pay for any advice?**

This is covered within your membership.

Please call **'Insert your number here'** for professional advice on any of the following legal issues: Family, Motoring, Wills & Probate, Property, Consumer, Landlord and Tenant, Employment, Tax Information, Commercial and Company law, Data protection, Debt, Medical negligence, Motoring and more...

## Write a letter

*Explaining about the new Telephone Legal Helpline available to them.*



### Dear Member

Whenever you are faced with a legal problem or require information on a legal matter, no matter how small it may seem to you, please call our team of legal advisers and they will explain your rights and work towards giving you the best solution available.

Our helpline is available 8-8 Mon – Fri, 9-12 Sat and Sun. Please have your membership number to hand when you call. This invaluable service is for all members and is provided by Law Express the UK's leading specialist provider of telephone legal advice, online information and legal services.

We help over 1.5 million people with their family and employment law issues as well as offering property, motoring and bereavement advice. Our advisers handle every call with confidentiality, sensitivity and respect.

We look forward to your call.

Please call **'Insert your number here'** for professional advice on any of the following legal issues: Family, Motoring, Wills & Probate, Property, Consumer, Landlord and Tenant, Employment, Tax Information, Commercial and Company law, Data protection, Debt, Medical negligence, Motoring and more...

## LAWEXPRESS

*"It was even better than I expected. An advisor called me back so quickly and explained everything very clearly."*