

# LegalShield Member Bill of Rights

*Since 1972, LegalShield has been committed to bringing over 1.6 million North Americans equal access to justice, all the while adhering to high service standards.*

## High Service Standards:



Legal consultation- within 8 business hours and for time sensitive legal matters, within 1 business hour



Document review/preparation- 3 business days



Letter/phone call on participants behalf- 3 business days



Unreachable participant- 4 attempts to reach the participant will be made in a timely manner



Speeding Ticket review/consultation- within 8 hours of receipt



Will review and preparation- within 10 business days from receiving all information



Emergency situations- 24/7 emergency assistance if:

- arrested or detained
- seriously injured due to an auto accident
- Served with a criminal warrant
- The state attempts to take their child(ren)

No matter how trivial or traumatic the legal issue, LegalShield's Provider Firms never delay or turn participants away for covered services.

The urgency of a legal matter will be determined by the lawyer's professional discretion. This document does not create contractual rights. This LegalShield Provider Law Firm Bill of Rights is intended to be a simple-to-read guide of service standards and is non-binding. For all items, some conditions and restrictions apply.

# LegalShield's Provider Law Firms

LegalShield has built and successfully maintains the only proprietary nationwide network of provider law firms.

## LegalShield's Provider Law Firms:

- Are Full Service Established Law Firms:
  - Knowledgeable in all areas of law
  - Average firm tenure with LegalShield is 18 years
  - Average attorney experience is 22 years
  - Average firm size is 36
- Are dedicated to serving the participant and never turn away services for covered matters
- Are easily accessible through the LegalShield mobile app
- Are available 24/7 for covered legal emergencies
- Respond quickly to legal needs, within 8 business hours or less



**Mike DuPont**

A LegalShield provider attorney with  
Wagner, Falconer & Judd, Ltd, since 1997.

**Our provider law firms adhere to high services standards and are paid in advance on a per capita basis, ensuring they are motivated to focus on providing the best service and retaining participants, not on billing.**



# We protect and empower.

## Who We Are

LegalShield is a pioneer in providing legal plans for over 45 years. Our mission for over 45 years has been a straightforward, practical approach. In a perfect world, you'd never need a lawyer, but in an unpredictable world it helps to have a team of lawyers on your side. LegalShield has made smart legal coverage simple - in the form of accessible, affordable, full-service coverage.

## A Team Of Lawyers

LegalShield has a network of dedicated law firms in 50 states and 4 Canadian provinces made up of seasoned lawyers with an average of 22 years' experience. Our Provider Law Firms provide legal protection to over a million members, even in covered emergency situations, 24/7/365 days a year.

## Why LegalShield

Legal coverage without the complexity because life can be unpredictable and the law can be complicated. LegalShield created a model for legal coverage in which you know exactly what you're getting and precisely how much you're paying for it. Once you sign up, you can sit back, relax, and know you're covered by an entire law firm.

Marketed by: Pre-Paid Legal Services, Inc. dba LegalShield® and subsidiaries; Pre-Paid Legal Casualty<sup>SM</sup>, Inc.; Pre-Paid Legal Access, Inc.; In FL: LS, Inc; In VA: Legal Service Plans of Virginia, Inc.; and PPL Legal Care of Canada Corporation



# What Your Legal Plan Covers

## Advice, Consultation & Representation

**Landlord not treating you fairly or maybe getting the run-around on an insurance claim? Your team of lawyers can help with these services;**

### Advice

Phone consultations with your law firm for any personal legal matter, even pre-existing matters.

### Letters and Phone Calls on Your Behalf

Available at the discretion of your Provider Lawyer

### Contract and Document Review

Contract/document review up to 15 pages each

### Representation

Representation from law firm of lawyers if you or your spouse are named defendant/respondent in a covered civil action is just another way your legal plan protects you.

YEAR	PRE-TRIAL TIME	TRIAL TIME	TOTAL
1	2.5	57.5	<b>60</b>
2	3	117	<b>120</b>
3	3.5	176.5	<b>180</b>
4	4	236	<b>240</b>
5	4.5	295.5	<b>300</b>

## 24/7 Emergency Assistance

**Legal Emergency? Yes, your legal team even services you 24/7/365 days a year.**

**Yes, your legal team even services you 24/7/365 days a year in the following emergency situations:**

- Arrested or detained
- Seriously injured in an auto accident
- Served with a criminal warrant
- State attempts to take your child(ren)

## Family Matters

**Relationships can be complicated so let your team of lawyers work out the details.**

### Uncontested Name Change Assistance\*

Preparation and if required, representation at the initial hearing by your Provider Law Firm for uncontested name change.

### Uncontested Adoption Representation\*

Representation by your Provider Law Firm for uncontested adoption proceedings

### Uncontested Separation/Divorce Representation\*

Representation by your Provider Law Firm for uncontested legal separation, uncontested civil annulment and uncontested divorce proceedings

## Document Preparation

**Let your law firm assist with getting your legal paperwork in order before a problem arises. Your membership provides document preparation from a lawyer for:**

### Standard Will Preparation

- Will preparation/annual reviews and updates
- Living Will
- Health Care Power of Attorney
- Financial Power of Attorney

### Residential Loan Document Assistance

Mortgage documents (as required of the borrower by the lending institution) prepared by your Provider Law Firm for the purchase of your primary residence

## Traffic

**Accidents happen. So, do speed traps. Your LegalShield membership provides lawyer assistance when you are faced with the following situations:**

### Moving Traffic Assistance

- Non-criminal moving traffic violation assistance
- Motor vehicle-related criminal charge assistance
- 2.5 hours to help with driver's license reinstatement
- 2.5 hours to help with property damage collection assistance of \$5,000 or less per claims
- Available for members with a valid driver's license and driving a non-commercial motor vehicle

## IRS

**IRS and taxes don't have to be frightening with a team of lawyers on your side.**

### IRS Audit Assistance

- 1 hour of advice, consultation and assistance

when notified of an audit

- 2.5 hours of additional assistance if a settlement is not achieved in the first thirty days
- 46.5 hours of assistance if your case goes to court
- Coverage for this service begins with the tax return due April 15th of the year you enroll

## Additional Benefits

**Additional legal coverage needed? Don't worry, your legal membership has that too!**

### 25% Preferred Member Discount

- 25% preferred member discount is provided off the providers standard hourly rate. You can live more and worry less knowing you may continue to use your Provider Law Firm for legal situations that extend beyond what is already outlined. Your law firm will let you know when the 25% discount applies, so you are never surprised with an unexpected bill.

## Who We Cover:

### Legal Plan:

- The member
- The member's spouse/domestic partner
- Never-married dependent children under age 26 living at home
- Dependent children under age 18 for whom the member is legal guardian
- Never married, dependent, children who are full-time college students up to age 26
- Physically or mentally disabled children living at home

\*These services are available 90 consecutive days from the effective date of your membership. This plan provides personal legal assistance; however plans providing business services are also available.

## Access LegalShield on the go!

### Access LegalShield on the go!

The LegalShield app puts your law firm in the palm of your hand. Tap to call your law firm directly, access free legal forms, and send info directly to your law firm with features like Prepare Your Will and Snap (for speeding tickets). The LegalShield app makes it easy to access legal guidance you can trust.

**Download the free app from the App Store or Google Play.**

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FOR MORE INFORMATION, CONTACT YOUR INDEPENDENT ASSOCIATE:

**Soaring Eagle Business Solutions LLC / Harvey Fox**  
[www.protectwithharvey.com](http://www.protectwithharvey.com)  
[harvey@soaringeaglesolutions.com](mailto:harvey@soaringeaglesolutions.com)  
 717.467.4646