



LEGAL
DEFENCE

AFFORDABLE

Legal Help For All

ANYTIME,
ANYWHERE





EQUAL PROTECTION UNDER THE LAW *Why not you?*

Are you one of the **33%** of people in the UK that needed legal support in the past two years, but didn't seek legal advice? Finding the right help, when you need it can be daunting for anyone.

Perhaps you're experiencing a problem at work or have questions over your employment rights, harassment from neighbours, a speeding ticket dispute or a legal matter like buying or selling a house, preparing a will or a will dispute. Your LegalDefence Membership will be with you **through all of life's ups and downs**.

You can enjoy the peace of mind of having an award-winning law firm Slater and Gordon at your fingertips.



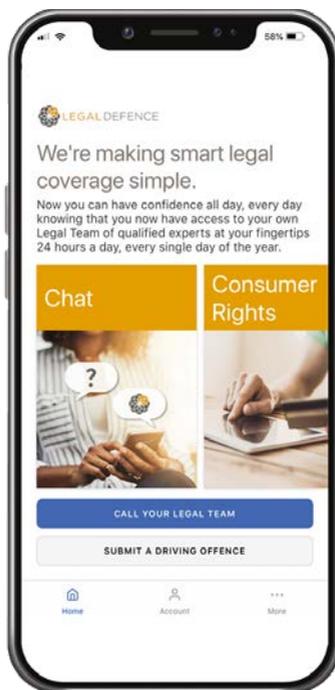
LAW FIRM AT YOUR FINGERTIPS

The LegalDefence App enables you to get in contact with your law firm Slater and Gordon. Just tap the blue button and you're on your way!

Quickly snap a photo of your speeding fine or Notice of Intended Prosecution and send directly from the App to your Law Firm. You will receive a call back within 24 hours, with advice on your best course of action to take.

You can also ask Gordon, the LegalDefence chatbot, for advice on frequently asked legal matters.

Worry less







I DON'T NEED A LAWYER!

Think back over recent years – do you think that if you had a subscription to a 24/7 Legal Advice Team you would have got a professional opinion on an issue? Some may think that seeking professional advice is exclusive to the wealthy, or only when you're in trouble – but the truth is that getting the right advice at the right time can help you take the best course of action on many areas of life.

WHY LEGALDEFENCE?



Access to legal services: Don't wait for legal issues to arise before getting legal help for you and your family – imagine the peace of mind that would.



Free Online Will: you and your family members are entitled for a free online will.



Essential document library: letters and legal documents for conveyancing, wills, landlords and motor vehicle owners.



Legal hotline: From £25 per month you'll have access to a friendly Legal Team.



Legal document library: Online library of legal letters and documents for you to download and personalise.



Consultation with Slater and Gordon Legal Expert: Should your legal adviser assess that your situation would benefit from a consultation with a solicitor, this initial consultation will be included within your membership.



In the event of a dispute: Slater and Gordon will write a letter, on your behalf, to try and find a resolution, should they believe that legal intervention will help your matter.



Member discount of legal fees: You receive a significant cost saving of 25% off Slater and Gordon standard legal fee.

HOW IT WORKS

Accessing your Membership account could not be simpler! When you join as a Member, you will have **immediate access** to your Legal Advice Team. You have exclusive access to the LegalDefence mobile app which enables you to keep your law firm readily available at your fingertips.

WHAT'S THE CATCH?

There is no catch! LegalDefence is affordable, accessible and accountable to you, the Member. We believe that everyone should be able to benefit from the protection of the law - not just those that can afford the hourly fees.

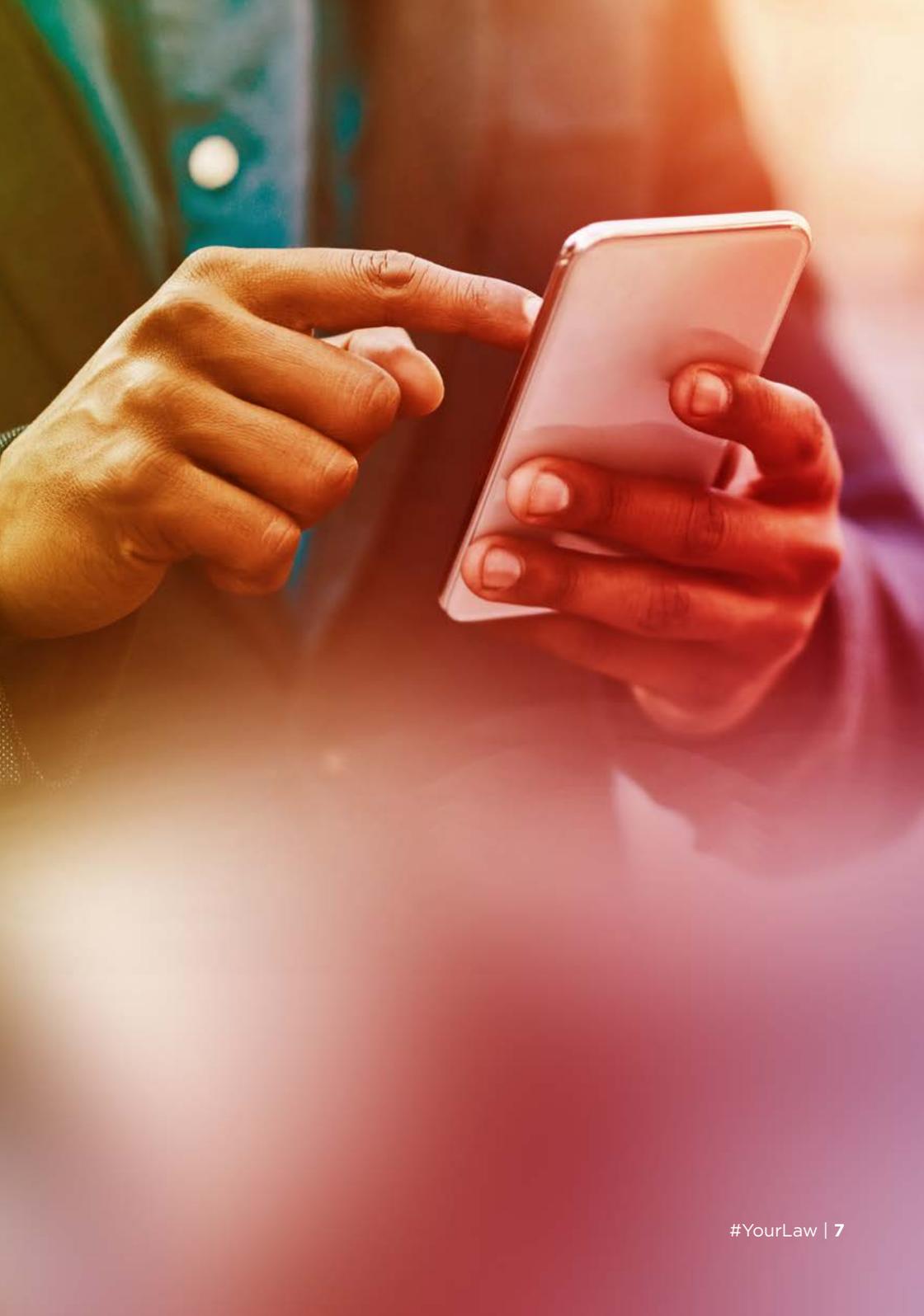
EVERYDAY LIFE EVENTS AND UNSURE WHERE TO TURN OR WHAT TO DO?

Consumer and criminal law covers a very broad and complex range of subjects, and Slater and Gordon will be on hand to give you advice on any of them for advice.

Below are just some of the scenarios that you could contact them about - day or night:

- Employment dispute
- Landlord or tenant problems
- Buying or selling your home
- Issues with your neighbours
- Unusual activity on financial accounts
- Been sold faulty goods
- Had a traffic violation or accident
- Need a will preparing or amending
- Debt recovery issues
- Divorce or relationship breakup
- Personal injury or accident
- Had your property damaged
- Accused of a criminal offence
- Filed for bankruptcy

If your case qualifies as no win, no fee, Slater and Gordon will tell you what success fee they will receive before they start any work on your behalf (maximum 25%).



OUR SERVICE COMMITMENT TO OUR MEMBERS

(a) Each call to the Legal Advice Team Hotline shall be answered by a Legal Adviser within 30 seconds.

(b) The Legal Advice Hotline will endeavour to answer all the Member's questions on the same call. Where the Legal Hotline Adviser is required to research more complex enquiries, the Member will receive a call back within 24 hours.

(c) The legal hotline advisor will also provide legal information and documents where relevant to wills, landlords and motor vehicles.

(d) If the Member is unavailable at the time the first attempt to provide a call-back is made, the Legal Hotline Adviser will make two further attempts to call the Member at intervals of 24 hours. If the Legal Hotline Adviser is unable to speak to the Member, an email will be sent to the Member, asking them to make contact with the Legal Advice Team.

(e) Where a matter is time sensitive (for example, imminent court dates or approaching statutory deadlines), the Legal Hotline Adviser will flag the urgency to Slater and Gordon's legal team to ensure that the Member receives a call-back within one hour.

(f) Where a matter is an emergency (for example, an arrest, receipt of a warrant, or bailiff visit) the Legal Hotline Adviser will ensure that the Member receives a call-back from a suitably qualified criminal lawyer within thirty minutes.

(g) Any email enquiries received by the Legal Hotline Adviser shall be responded to within two hours of receipt by the Legal Hotline Adviser.

(h) Should the Legal Hotline Advisor assess that a solicitor consultation will be required, the consultation shall be no more than one hour in duration and will be carried out in person or by telephone.

(i) At each such Consultation the applicable solicitor shall:

(i) consider the legal issues in relation to the matter which is the topic of the Consultation;

(ii) answer, to the best of such solicitor's knowledge and/or ability, the Member's questions in relation to such matters;

(iii) advise the Member as to the best course of action.

(j) Each Third Party Communication shall be made within 10 Business Days of the applicable Consultation.

(k) The Member will receive a telephone response to any written correspondence within 2 hours of receipt if received during Helpline office hours (Monday to Friday 8am to 8pm and Saturday 9am to 5pm). Written correspondence received from a Member after such office hours will receive a telephone response within two hours on the next Business Day.

(l) In respect of traffic matters, the Member shall photograph their Notice of Intended Prosecution ("NIP") and their driving licence (if deemed a requirement). The Member shall be required to send to Slater and Gordon the photograph of the NIP and their driving licence through the LegalDefence app. The Member shall receive a call-back within 24 hours from the Legal Advice Team who shall assess their circumstances before connecting them to a specialist solicitor in the Slater and Gordon Road Traffic Defence Department, who shall provide appropriate legal advice to the Member.



**LEGAL
DEFENCE**

We'll be with you



0330 124 4350

legaldefence.co.uk

