

## 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 **01275 405 600** 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...