

A Closer Look Into Our *Legal Helpline*



Saving your customer time to help defend or pursue their legal rights

When your customer has a legal question, or is facing a legal issue, it can be really overwhelming. With the ARAG Legal Helpline, it's easy to talk to a lawyer and know their legal rights.

● **Step 1: Locating the Legal Helpline and Policy Number**

The Legal Helpline telephone number as well as your customer's policy number can be found on their policy certificate and wallet card.

● **Step 2: Calling to Speak with a Helpline Lawyer**

Your customer has unlimited 24/7 access to the Legal Helpline. If they have a legal question or legal issue, they should call the Legal Helpline right away.

Please note: the lawyer will not advise on coverage, make a claim decision or review documents.

● **Step 3: Getting Legal Assistance and Answering What's Next**

Our Legal Helpline lawyers are professional, courteous and will listen to your customer.

Helpline lawyers will answer your customer's questions and provide assistance to any legal issue they may have, regardless if the question or issue is covered by their policy. For example, although Family Law issues are not covered under our policy, the lawyer will be happy to assist with questions on such issues.

If the legal issue appears to be covered by their policy, the lawyer will then pass their information to our Claims Department, so they can contact them for more information or to make a decision regarding coverage.

Sample questions your customer can ask our helpline lawyers

"I hired a contractor to renovate my office kitchen, but the work is substandard. How can I rectify this?"

"What should I put in a work contract for my graphic design business to make sure I get paid properly?"

"I received a demand letter from a client who slipped and fell on my property. What are my next steps?"

"I want to let go of an employee but make sure I do it in a way that complies with the law. What are the steps?"

"My business is being audited by the Canada Revenue Agency. What steps should I take to ensure it goes smoothly?"

"The neighbouring business built a fence on my property and refuses to move it. What should I do?"

"I would like to create a will. How do I do this, and what are the legal requirements of a will?"

"The landscaper I hired went over budget and the work was not what we agreed on. How can I rectify this?"

Important things to remember

■ Calling the Legal Helpline means your customer will receive information that will help determine their legal rights under provincial or federal laws of Canada.

■ The lawyer cannot conduct case-specific research, contract or legal document reviews, draft letters, make claims determinations or respond to a claim status inquiry.

■ We encourage your customer to call for any potential or in-progress legal situation, so that they can be confident and empowered in exercising their legal rights.

■ Our process ensures that they receive the legal information and support that they need. Even if we are not able to cover their claim, they may still utilize the services of the Helpline.

Assistance that ensures your customer's legal risks are **Well Managed.** • [ARAG.ca](https://www.arag.ca)

For full details regarding the Legal Helpline, please read the policy wording. ARAG Legal Solutions Inc. (ARAG) legal expense insurance policies are underwritten by HDI Global Specialty SE.