

# LegalShield Member Bill of Rights

*Since 1972, LegalShield has been committed to bringing over 1.75 million North Americans equal access to justice, all the while adhering to high service standards.*

## High Service Standards:



Legal consultation- within 4 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- 2 attempts to reach the participant will be made in a timely manner



Speeding ticket review/consultation- within 4 business hours of receipt



Will review and preparation- within 5 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. See a plan contract for complete terms, coverage, amounts, conditions and exclusions.