

# Legal Services overview

Employees and household members receive 30-minute phone or face-to-face attorney consultations for each new issue for an unlimited number of issues. Beyond the initial 30 minutes, they can also receive a 25 percent discount with the attorney. We provide help with a wide variety of issues.

Mediation services are covered in the same fashion. Employees also have access to “do-it-yourself” legal forms and document preparation in addition to a comprehensive website that provides legal and financial forms and other tools.

Feature	Benefit	Covered issues
Phone or face-to-face attorney consultations	30 minutes per new issue with an unlimited number of issues	<ul style="list-style-type: none"> <li>• Domestic/family</li> <li>• Criminal</li> <li>• Civil</li> <li>• Landlord/tenant</li> </ul>
After-hour phone attorney consultations	30 minutes per new issue with an unlimited number of issues	<ul style="list-style-type: none"> <li>• Criminal</li> <li>• Incarceration</li> <li>• DUI</li> </ul>
Phone or face-to-face mediation consultations	30 minutes per new issue with an unlimited number of issues	<ul style="list-style-type: none"> <li>• Domestic</li> <li>• Contractual disputes</li> <li>• Landlord/tenant</li> </ul>
Free online will for all members and eligible dependents	Free and unlimited access on the website	<ul style="list-style-type: none"> <li>• Civil</li> <li>• Real estate</li> <li>• Collections</li> </ul>
Additional forms	Free and unlimited access on the website	<ul style="list-style-type: none"> <li>• Simple will</li> <li>• Advance directive</li> <li>• Power of attorney</li> <li>• Living will</li> </ul>
Legal Information	Articles available to users	<ul style="list-style-type: none"> <li>• Family and divorce</li> <li>• Bill of sale</li> <li>• Business documents related to small business, intellectual property, consultants and more</li> <li>• Bankruptcy</li> <li>• Civil rights</li> <li>• Internet</li> <li>• Landlord and tenant</li> <li>• Consumer finance</li> <li>• Consumer protection</li> <li>• Motor vehicles</li> <li>• Names</li> <li>• Neighbors</li> <li>• Credit, debt, identity theft, fraudulent transfers</li> <li>• Criminal law</li> <li>• Personal property</li> <li>• Divorce and family</li> <li>• Small business</li> <li>• Pets</li> <li>• Elder law</li> <li>• Estate law</li> <li>• Sports</li> <li>• Taxes and audits</li> <li>• Legal system</li> <li>• Immigration</li> <li>• Intellectual property</li> <li>• Travel law</li> </ul>

## Identity theft

A certified fraud resolution specialist (FRS) provides a phone consultation for up to 60 minutes per new issue, with an unlimited number of issues. The FRS conducts seven emergency response activities and assists members with restoring their identity and credit rating. Each FRS is a qualified customer service professional, certified under the Fair Credit Reporting Act.

Employees also receive an emergency response kit by email, mail or fax. The kit outlines actions and suggestions regarding identity theft prevention and restoration.

Feature	Benefit	Covered issues
Phone fraud resolution consultation	60-minute per new issue with an unlimited number of issues	Coaching and direction on prevention and restoring credit for victims of identity theft
Identity theft emergency response kit	Free emergency response kit	<ul style="list-style-type: none"><li>• Contact numbers</li><li>• Sample documents</li><li>• Instructions and more</li></ul>

Members can call 24/7 to get started with a legal consultation and for emotional support with legal issues.



### The EAP is administered by Resources For Living, LLC.

All EAP calls are confidential, except as required by law. This material provides a general overview of the topic. Information is not meant to replace the advice of tax, financial or legal advisors. EAP instructors, educators and participating providers are independent contractors and are not agents of Resources For Living. Provider participation may change without notice.