

Family Defender Plan FAQs



HOW TO USE YOUR LEGAL SERVICES MEMBERSHIP

The legal services covered under the Family Defender are available from the Network Attorney. As soon as U.S. Legal has received and processed your membership, you will receive a Welcome Packet that includes a Welcome Letter, Member ID Card and a copy of your plan. When you first contact your Plan Attorney, identify yourself as a U.S. Legal member. You will not need to file a claim with U.S. Legal.

QUESTIONS AND ANSWERS ABOUT THE PLAN

What is a legal service plan?

It is a group plan in which legal services are made available to individuals, employees or members of an association who enroll for benefits and pay a monthly fee.

Who is providing this Plan?

U.S. Legal Services, Inc. ("U.S. Legal").

How often can I use these services?

Usually, as often as necessary. Consultation, preventative law, legal advice, correspondence and negotiations are provided without limitation at the Network Attorney's office. Other coverage, such as name changes or divorce services, are available as often as necessary.

Will this Plan cover me if I have to go to court?

Yes, this Plan offers you representation in court for defense of most criminal and civil matters. However, if a trial is involved, you will be required to bear the court costs, etc., but not attorney fees.

What types of traffic violations does the Plan cover?

The Plan includes the provision of legal services for all non-criminal moving traffic violations. The Plan also provides coverage for 1st offense DUI/DWI.

Will there be any attorney fees charged extra to me when I use the services under the Plan?

In most cases, no. However, if you appear in court, you will have to pay any costs, filing fees or any fines imposed by the court. If information must be published, you will pay the publication costs charged by the newspaper. If there are any other costs items you will have to pay those also. Costs are not services that the Network Attorney provides; therefore they are not covered by the dues.

Does it cover the members of my family?

Yes, the one low rate covers you, your spouse, all unmarried dependent children up to age 18, including unmarried dependent children under age 25 who are full-time students.

If I stop working for my employer can I continue to participate in the plan?

Yes. If you leave your place of employment, you are covered through the last day of the month for which you have paid contributions for coverage. After your coverage ends (in most cases), you may set up a direct pay method by credit card or ACH.

How do I join the Plan?

You simply fill out an enrollment form.

Who will my Network Attorney be?

U.S. Legal has selected law firms or attorneys to handle all the legal affairs of members who participate in this Plan. Naturally, all such matters are confidential between you and your Network Attorney and neither your employer nor another employee will have access to information you give your Network Attorney.

When I need services from my Network Attorney, what do I do?

When you need an attorney, simply call U.S. Legal. You will be assigned a Network Attorney based on the legal matter you need and geographic location. You may also select a Network Attorney yourself through U.S. Legal's online Member Resources.

Will I be able to use my own attorney, if I wish?

Of course, but it would be at your own expense. U.S. Legal does provide an Out of Network Benefit to any member who wishes to use their own attorney.

If I am dissatisfied with the legal services I am receiving, what can I do?

If you have a problem or complaint concerning the legal services provided by the Plan or Network Attorney, you may contact U.S. Legal to file a complaint. Most issues can be resolved quickly between the member and Network Attorney. You also have the right to file a complaint with your State Bar Association concerning the Network Attorney conduct pursuant to the membership agreement. Important to you, if you are still not satisfied, contact U.S. Legal and we will implement our Dispute Resolution procedure.

Is the information that I give my Network Attorney disclosed to my employer or U.S. Legal? No. All information and records you give your Network Attorney as a client will be kept confidential. The Network Attorney does communicate with U.S. Legal to determine if the legal matter is covered under the plan.

The questions and answers above are for information purposes only. Any conflict between the questions and answers section and the terms of the membership agreement will be governed by the terms of the membership agreement. If you have questions/concerns, please contact U.S. Legal Services at (800) 356-LAWS (5297).