

MyLawyer



As part of the *Trigger* Platinum Plan, the subscription includes access to Lawyer-on-Call, which is provided by My Lawyer. The services encompass:

1. My Lawyer Legal Advice Services

The My Lawyer Legal Advice Service is a powerful, dynamic product through which My Lawyer Legal Assistance (Pty) Ltd, (hereafter referred to as My Lawyer), provides a comprehensive legal assistance service to the individual and his/her immediate family.

2. Services Provided

The service comprises:

- A 24-hour telephonic legal advice line
- A legal document service
- 30-minute free consultation
- Letter of demand
- Find a Lawyer
- Bail payments of up to R5 000 per member per incident.

Advice

My Lawyer members and their immediate family, have on-going access to a 24-hour legal advisory service *on any aspect of the law* such as criminal law, family law, insurance law, child law, labour law, motor law, etc. The member and his/her immediate family are entitled to utilize the advice service as frequently as required provided that the assistance shall be furnished to the member directly and only on legal matters pertaining to the member, and in his or her personal capacity.

Free standard legal documents

If a member requires a purchase/sale, lease agreement, power of attorney, will & testament etc, we will provide these free of charge at his or her request. The member will also be advised on the application of each of these documents and the procedures and principles that apply.

30 Minute Free Consultation

This service involves a free 30-minute direct consultation with an attorney who forms part of our national network. This free consultation service is available at the attorney's office that is situated within the magisterial district where the member resides. This consultation facility is limited to one consultation per matter.

Letter of demand

My Lawyer will write a letter of demand on behalf of the member. This is limited to one letter per event.

Find a Lawyer

When necessary and if litigation is the only option left to the member, My Lawyer will further investigate the matter and suggest two top attorneys' firms to the member, which My Lawyer believes would be the best attorneys to handle the member's particular problem.

Bail Assistance

If a member is arrested, My Lawyer will advise the member about the bail procedures and the member's rights regarding bail. If bail is granted to the arrested member, My Lawyer will then pay up to R5 000 (five thousand rand) bail money per member per incident.

3. Our hassle – free service procedure

In the event of the My Lawyer call centre receiving a call, the lawyer who attends to the call, will:

- Assess the situation and inform the member of the procedure pertaining to the service; and
- Advise the member; or
- Forward a standard legal document to the member if such was needed; or
- Refer the member to a lawyer for a 30-minute free legal consultation if necessary; or
- Inform the member that the nature of the matter necessitates more research after which, a lawyer would return the member's call with the requested advice; or
- Send a letter of demand on behalf of member if necessary; or
- When necessary and if litigation is the only option left to the member, My Lawyer will further investigate the matter and suggest two top attorneys' firms to the member which My Lawyer thinks would be the best attorneys to handle the member's problem: and
- Advise the member regarding the bail assistance where necessary. My Lawyer will then pay the bail money to the person indicated by the caller or to any service provider that My Lawyer may appoint to assist with payment thereof to the relevant State Department.

4. Contact Details

In order to make use of this legal service, please call 0861 333 118 and provide your Name, Surname and your telephone number. Once you are validated as an active *Trigger* subscriber, you will be entitled to the above-mentioned legal benefits.