

Legal Service

Free and discounted legal advice is a phone call away for AFSCME members and their families.

If you think finding an attorney has to be difficult and expensive, think again! The Union Plus Legal Service makes it easy for AFSCME members and their families to get the legal help they need to avoid and solve legal problems — and usually for free!

One toll-free call puts them in touch with a nationwide network of over 2,000 law offices that offer free and discounted services to union members. In fact, three out of four members get their legal issues handled without paying a penny.

No Enrollment Charge or Annual Fee

Similar legal services can cost up to \$150 a year but the Union Plus Legal Service has no enrollment charge or annual fee, so AFSCME members are ahead of the game right from the start. And there is no enrollment form to complete. Members are automatically eligible.

Free Consultation and Follow-up

Oftentimes being able to talk to an attorney about a legal question can prevent it from turning into a legal problem. The Union Plus Legal Service lets members consult with a program attorney (in person or over the phone) about almost any personal legal concern — for up to 30 minutes — for free. A member may consult with a lawyer as many times as he or she needs provided it is about a separate matter each time. Plus, personal documents — such as leases, insurance policies or sales contracts — will also be reviewed and explained at no charge. And if the attorney thinks a follow-up letter or a phone call will resolve the situation, it will be done for free as well.

30 Percent Savings on Complex Services

Of course, some legal matters need more than 30 minutes of attention from an attorney. In such cases, members pay only 70 percent of the attorney's regular fee (except in contingency cases, where the attorney's fee is a percentage of any money recovered). Plus, members get to see the fee in writing, in advance — so they won't be faced with any surprises later on.

Quality Control

Union Plus Legal Service attorneys are continually evaluated by members who use the service. And if members ever have a disagreement with an attorney, they have access to an established set of grievance procedures to help resolve the issue. Attorneys who no longer meet the program criteria or who perform unsatisfactorily are promptly removed from the program.

The Verdict Is In — No Other Program Makes Getting Legal Advice So Easy and Affordable

Judge for yourself and we think you'll agree that no other program measures up to the Union Plus Legal Service. So the next time your members need legal advice, call us. Not only will they save money, they might even get their problem handled for free!

Who's Eligible?

All dues-paying AFSCME members, their spouses, domestic partners and dependents.

Member Access

Call **1-888-993-8886** Mon. - Fri., 9 a.m. - 7 p.m. (ET) or visit www.afscme.org for names of participating attorneys in your area.

Cost

There is no enrollment charge or annual fee, and it costs nothing to get the name of a participating attorney.

Program Advantages

- ★ Free consultations of up to 30 minutes — in person or over the phone
- ★ Free document explanation and review
- ★ Free follow-up letter or phone call
- ★ 30 percent off most other services
- ★ No enrollment forms to fill out; AFSCME members are automatically eligible for the program
- ★ No enrollment charge or annual fee
- ★ Up front written fee agreement
- ★ Special quality control procedures
- ★ Access to the nation's largest legal service of its kind — with over 2,000 offices nationwide

Union
Plus
Legal Service

Working For Working Families
www.afscme.org

AFSCME-LEG-L0410

SE HABLA
ESPAÑOL

1-888-993-8886

Questions & Answers

How do I find an attorney?

For referrals, visit www.afscme.org or call **1-888-993-8886**, Mon. - Fri., 9 a.m. - 7 p.m. (ET).

What should members say when they call a participating attorney?

Make sure members identify that they are calling for Union Plus Legal Services when they contact a participating attorney. Also, remind members to ask for a written fee agreement to avoid any unpleasant surprises.

What types of services do members get for free?

Here's what the program offers:

FREE consultation up to 30 minutes on almost any legal matter — either over the phone or in person. Members may consult with an attorney as many times as they need to, provided it is about a separate matter each time.

FREE simple document review. Under this benefit, members can have important papers, leases, insurance policies or other contracts reviewed and explained. (Written evaluations are not part of the service, nor are documents written by members or for use in a business capacity.)

FREE follow-up services. If the attorney thinks making a phone call or writing a simple letter will solve the problem, then it will be done for free.

What is not covered under the service?

Matters involving any union-related organization or union official are not handled by the service. Matters involving ownership or operation of a business are not covered. Documents written by members, such as contracts, rental agreements, etc., are not covered by the free document review benefit.

How much will I save on other services?

Members save 30 percent off the attorney's normal fee. Also, discounted flat fees may be available for some common services such as drafting a will. Smaller discounts apply to contingent or percentage fee cases. To protect members and help avoid unpleasant surprises, clients and attorneys will sign a written fee agreement in advance.

Am I guaranteed representation?

No. Participating attorneys are not obligated to take a case and may decline if they so choose.

What about confidentiality?

With the Union Plus Legal Service, all matters are handled between the member and their attorney on a strictly confidential basis. Only the attorney will know members are using the service. The union has no involvement.

What's the value of this program?

Other legal programs often charge membership fees as high as \$150 per year. But the Union Plus Legal Service costs absolutely nothing to join, which provides you an automatic advantage right from the start. (Research shows that over 75 percent of the Union Plus Legal Service cases are handled free of charge.)

There are no lawyers in my area. What can I do?

Sorry we don't have any attorneys in your area at this time. We are continuously updating our listings and searching for interested attorneys. If you have a lawyer to recommend call us at **1-888-993-8886**.

Can I call more than one panel attorney?

Yes you can contact more than one attorney. When you call for a referral we will limit referrals to two panel attorneys, and we'll try to give you the attorneys that best match your needs. You can go online and search the full list. But in general, we do ask that you limit the number of attorneys you contact.

How is quality legal service ensured?

Union Plus Legal Service attorneys are carefully selected to make sure members receive the best services available. Many of the attorneys have been recommended by local and international unions, central labor councils and state labor federations.

All firms that apply must go through an extensive evaluation and must meet certain standards of experience.

Program attorneys are continually evaluated by members who use the service. The attorney referral call center does follow-up surveys with a random selection of members. Any member who wishes to evaluate their lawyer and the program should simply contact the program's toll free number. These evaluations are reviewed by the program administrator, who also keeps track of any complaints filed by members against participating attorneys. If an attorney does not measure up to program performance standards, Union Plus can have that attorney dismissed from the panel.

Is there recourse if a member has a disagreement with an attorney?

If a member disagrees with their attorney over fees or other matters, the program will try to resolve the dispute through an informal grievance process. If a member is not satisfied with the service, they can call **1-888-993-8886** or send a letter detailing the complaint.

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