

The web's most advanced legal service

Arc Legal Assistance now provides the legal document service Law Assistance as an addition to our legal expenses insurance products.

Law Assistance is a web based service, created by legal experts to provide users with access to range of high quality legal documents

Law Assistance provides:

- Online access to legal documents without the need to visit a legal professional
- Both family and business law documents, covering a wide range of topic areas
- Step by step walkthrough with guidance notes to help users in preparing the documents

Prior knowledge of the law or legal document drafting is not required to use Law Assistance, as Rapidocs, an innovative document drafter, provides help and assistance throughout the entire document preparation process.

Please visit www.lawassistance.co.uk/la/arc to see the service and view the range of documents available.

How to register for the Law Assistance service

On the Law Assistance home page as stated above, there is a section titled New users, click the Register button.

You will be prompted to register with a voucher code. Enter the code that has been supplied to you (**GMPE**) and click Validate voucher.



Once you have entered your voucher code, you will be prompted to enter your personal details such as name, address, contact telephone numbers and log in details.

Please note where it asks you to select where you received your registration voucher code, please ensure you select where you obtained your voucher code from the drop down menu.



Once you have filled out all of your personal details and submitted the form, you will be fully registered.

You will be taken back to the home page. You will see that where the registration box appeared before you registered will now have your account options.



You will now have access to the free documents available under your legal assistance policy. These can be found under the Family law and Business law tabs in the menu at the top of the home page.

Simply find the document you want to get started. If it is one of the free documents included within your policy, simply click Get started to begin filling in the documents. Any documents not included as part of your policy will require payment, but are instantly available after payment details have been given (N.B. an option is available to try for free).



When filling in a document, the Rapidocs document drafter will aid you at all stages. However, should you require further assistance with your document drafting or the Law Assistance service, please visit the Help page which has useful information in assisting you as well as a contact page should you need any additional help.



Please note that the log in details you entered when you initially registered should be used every time you log in for future visits. The log in screen can be found on the homepage.



Law Assistance – Online Document Service

Arc Legal Assistance now offers Law Assistance as an enhancement to our legal expenses insurance products.

We are now able to deliver a service to our Police Federation clients giving them the opportunity to draft their own bespoke legal documents via a user friendly web based system.

The document templates have been developed by legal professionals and are subject to regular review, and if appropriate, revision to accommodate changes in law or legal practice.

The high standard of the material produced does, we believe, compare favourably with more expensive dedicated services provided by law firms and other legal document providers.

Of all the documents available the most commonly produced are wills. Will writing services are now available for consumers in a variety of forms from numerous sources. You will find below a costs comparison to help illustrate the real value of the Law Assistance service. Wills are just one of a suite of over 45 different documents available for the member to create as an automatic benefit of membership at no extra charge.

Users do not need any prior knowledge of the law or legal document drafting to use Law Assistance. The service uses an innovative document drafting aid called Rapidocs. Rapidocs provides guidance and assistance continually throughout the document drafting process, ensuring that the document is drafted accurately and effectively.

As well as assistance throughout the document drafting process, the service also provides access to a range of legal law guides on related topics.

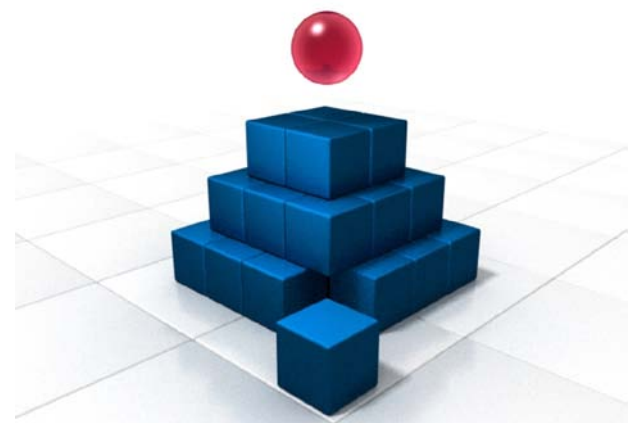
Documents outside of your package are available to try on the website before a user is charged for the downloadable version.

Please visit www.lawassistance.co.uk/la/arc to see the service and view the range of documents available.

The most popular documents for download on Law Assistance are the Wills, and to give you an idea of the real value of this benefit we have identified other will writing services currently available and these include:

- The Co-operative offer Will Writing Service with Wills starting from £120 inc VAT. 15% discount is available to members of The Co-operative* (Sourced from www.co-operative.co.uk/legalservices/will-writing/)
- Which?: Making a will (you) – £89, making a will (you & your partner) - £129* (Sourced from www.whichlegalservice.co.uk/our-services/make-a-will)
- HSBC: Fees start from £63.83 (not including VAT for a single Will) (Sourced from <http://www.hsbc.co.uk/1/2/personal/investments/saving-for-retirement/will-writing-overview>)

*Prices correct at the time of going to press 10.12.10





Customer Users Guide

- Users are able to register their Law Assistance account on the Law Assistance website, using the voucher code supplied
- Users will also need to enter their personal details alongside the voucher code, as well as a username and password
- Once these details have been entered and submitted, users will receive a confirmation email detailing their registration and will have access to the documents available as part of their legal expenses insurance package
- All the documents included in the users package can be found under the Family and Business tabs on the Home page
- To begin drafting a document, users select the document they wish to use, and step by step instructions are given which gives assistance throughout the document drafting process
- The documents included in the user's package are displayed as free. Documents that require additional payment will have a price displayed. An option is available to try the document for free before full payment is made
- All the documents included at no extra charge are all instantly available after the user has registered. If a user wishes to purchase a document, that document will become available to draft once full online payment has been made
- The Rapidocs document drafter software is intended to answer all questions that a user may have during the document drafting process. Should a user require any further help, there is further contact options available
- All documents drafted are available to view and amend at all times, and are available to export in Word and PDF formats

Documents available as part of membership

Consumer – buying goods

Letter notifying change of address

Consumer – restaurants

Complaint to a restaurant about unsatisfactory service

Complaint to a restaurant about a booking not being kept

Demand a refund for an unsatisfactory meal

Consumer – services

Complaint about a bill to a telephone company

Complaint to a removal company for items damaged during removal

Complaint to dry cleaners about garment damage

Consumer – utility services

Complaint about a high meter reading to a utility company

Complaint to electricity distributor for failure to meet standards

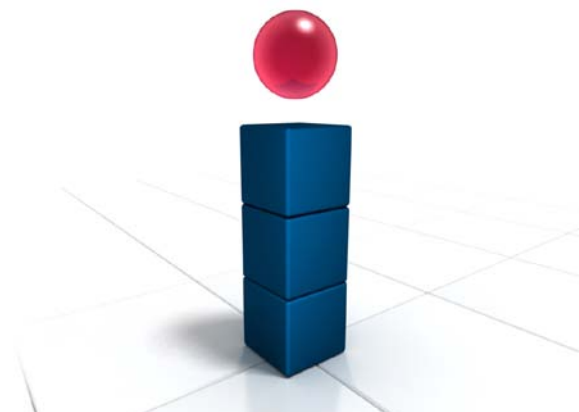
Complaint to gas transporter for failure to meet standards

Complaint to water company for failure to meet standards

Request to official bodies to investigate a complaint about water quality

Finance

Letter giving a bank authority to release information



Holiday and travel

Complaint about lost luggage
Complaint to a hotel about an unsatisfactory room
Complaint to a travel agent/agency about unrealised holiday expectations
Complaint to holiday company/tour operator for loss of enjoyment
Demand compensation from a photo processing company
Letter seeking compensation for train delay

Household building work

Complaint about delays in building work
Request an estimate or quotation from a builder

Identity theft and credit improvement

Inform a credit card company of unknown charges
Information request after rejection of credit application
Request for credit files
Unauthorised cashpoint withdrawal

Motoring

Agreement for the sale of a motor vehicle

Neighbour disputes

Complaint about a noisy neighbour
Inform neighbour of intent to trim an overhanging tree or plant
Request a neighbour to cut back a tree or plant blocking light
Request an individual to stop trespassing on your property

Pets

Agreement for the sale of a horse or pony

Renting a property

Demand for repayment of rent deposit

Wills

Comprehensive Will for a married person or civil partner
Comprehensive Will for a married person or civil partner (pair)
Comprehensive Will for an unmarried person
Comprehensive Will for an unmarried person (pair)

Workplace

Adoption leave letter
Application for flexible working
Flexible working appeal letter
Letter to change adoption leave start date
Letter to change date of return from adoption leave
Letter to change date of return from maternity leave
Letter to change maternity leave start date
Maternity leave letter
Paternity leave when adopting letter

