



Online Legal Document Service

arc
legal assistance

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As an addition to the Legal Expenses cover, Arc Legal Assistance provides access to an Online Legal Document Service

This service allows Police Federation members 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 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 this service, which 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 the document package are available to try on the website before a user is charged for the downloadable version.

Please visit www.arclegal.co.uk/legaldocuments to see the service and view the range of documents available.

The most popular documents for download are 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 Will Writing Service: Wills starting from £125 plus VAT* for a Single Will and £195 plus VAT for a Mirror Will (Sourced from <https://www.co-oplegalservices.co.uk/making-a-will/>)

Which?: Wills starting from £99 for single Wills, £156 for mirror Wills* (Sourced from <http://wills.which.co.uk/whichwills/>)

*Prices correct as of 15.11.16

Customer Users Guide

- Users are able to register their account on the Document Review 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 law tab 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 drafting 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 a Technical Helpline and email service 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

Building Work

Request an estimate or quotation from a builder
Complaint about delays in building work
Request faulty building work to be fixed

Buying and selling

Demand a refund for goods purchased with credit card
Request a refund for goods not fit for purpose
Request a refund for goods not matching their description
Request a refund, replacement or repair for faulty goods
Sale of goods contract
Agreement for the sale of a motor vehicle
Agreement for the sale of a dog or puppy

Complaints & Disputes

Demand a refund for goods purchased with a credit card
Request a refund for goods not matching their description
Request a refund, replacement or repair for faulty goods
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
Complaint about lost luggage
Complaint to a hotel about an unsatisfactory room
Complaint to travel agent/agency about unrealised holiday expectations
Letter seeking compensation for train delay
Complaint about substandard vehicle servicing
Demand a refund from a car dealer for a faulty vehicle
Complaint about a high meter reading to a utility company
Complaint to a telephone company about a bill

Complaint to an 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
Complaint to a restaurant about unsatisfactory service
Complaint to restaurant about a booking not kept
Demand a refund for an unsatisfactory meal
Complaint to a removal company for items damaged during removal
Complaint to dry cleaners about garment damage
Demand for repayment of rent deposit
Letter giving a bank authority to release information
Letter notifying change of address
Letter requesting access to view medical records
Refuse a denial of responsibility by an insurance company

Identity Theft & Credit Improvement

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

Motoring

Letter to challenge a parking fine
Agreement for the sale of a motor vehicle
Complaint about substandard vehicle servicing
Demand a refund from a car dealer for a faulty vehicle
Pothole damage claim letter

Personal Finance

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

Probate & Confirmation

Probate letter to bank or building society

Wills

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

Workplace

Application for flexible working
Flexible working appeal letter
Adoption leave 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 letter for adoptions