



## ***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.

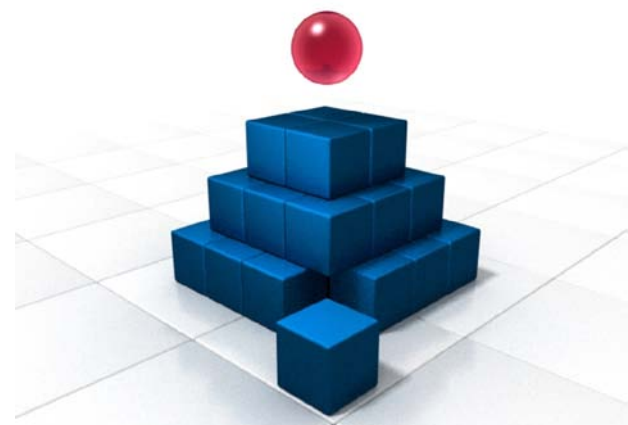
Documents outside of your package are available to try on the website before a user is charged for the downloadable version.

Please visit [www.lawassistance.co.uk/la/arc](http://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/](http://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](http://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**

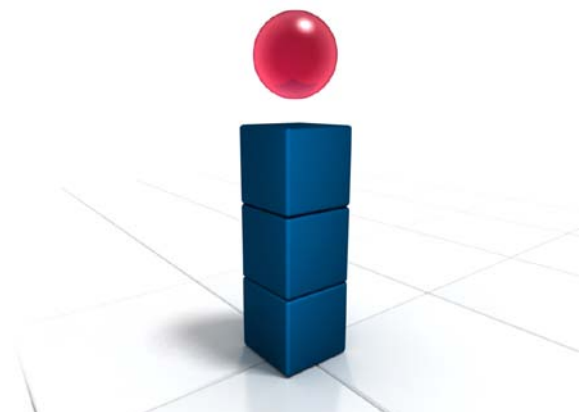
Complaint about a bill to a telephone company  
Complaint to a removal company for items damaged during removal  
Complaint to dry cleaners about garment damage

### **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

