

My attorney hasn't returned my call.

This is a very common concern. HR Directors and employees should be told that attorneys are often in deposition or court and as such they may not call back for two or three days. In order to remedy this issue the HR director should ask the employee when they called the attorney and if they have a court date in the next 2-3 days. If so, the employee should call LCOA for immediate intervention and/or reassignment.

The attorney or individual answering the phone says they never heard of Legal Club of America® or that they do not know if they are a part of the program.

This problem is generally a misunderstanding as a result of a new secretary answering the phone. In addition, many attorneys, like doctors, are part of many plans. As such, they sometimes forget the names of all plans, or the fee structures involved. Simply tell the member to immediately call Legal Club of America® for immediate intervention and/or reassignment. One quick call to the attorney by our legal department will do the trick.

I believe the attorney assigned to me is too far away.

This is generally not a problem at all. Employees need to understand that most legal care can be handled over the phone, by fax or e-mail. If you need to visit the attorney, a one-hour drive to save thousands of dollars, once or twice a year is well worth it. This is truly a case of not being familiar with the legal system. Unlike doctors, who must look at you when treating you, the same is not the case with attorneys. If a local attorney is not available and is needed for a court matter, the LCOA legal staff will scout the area to recruit one. In the meantime, the member can call the attorney assigned for counseling and services.

The Attorney is not following the fee schedule.

Attorneys are often part of several plans and as such they confuse fee schedules. First, make sure the employees identified themselves as Legal Club members. If so, have them call us immediately so that we can intervene, reeducate the attorney and get things moving in the right direction. If the attorney is not cooperative we will immediately reassign the employee to another attorney. In general, every attorney assigned to an employee of a company is called ahead of time so that

they are aware that they are getting a new corporate client and in fact may be receiving a bunch of new members. We reacquaint them with the program at that time if necessary. As such this is less of an occurrence than the previously mentioned occurrences.

The attorney was not nice.

Unfortunately, attorneys can be abrasive. This is not always true but it does happen. We must remind HR and the employees that when going into potential battle we want this type of intimidating person on our side.

My plan attorney won't take my case.

It needs to be explained to HR and the employee that attorneys will use their professional judgment when evaluating a case. The attorney may determine that the case lacks merit in which case they are truly trying to save the member the time and money of pursuing a potential losing case, or the attorney may in fact be too busy. In either case the employee should be told to call Legal Club of America® and request another attorney. They may use as many attorneys as they like. Results with the next attorney could differ.

Common

Occurrences

When working with corporate decision makers and HR Directors, it is important that we alert them to some of the commonalities that exist with the legal system.

Most employees have never used the legal system and as such occurrences that are common to some are foreign to most. Here is a list of occurrences and resolutions that should be explained to companies and their employees during the enrollment process.

Communications

The majority of perceived problems are usually miscommunications between the member and the attorney's office. A call to Legal Club of America® can always solve this. If a member complains to HR and the HR complains to the agent, several days or weeks are wasted. This further exacerbates the problem. When in doubt, the member should always call us first.



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Common Occurrences



Resolutions

