

# Legal Advice

Legal problems can seem daunting, complex and seemingly impossible to resolve but it needn't be that way. Our legal team have years of knowledge and experience and can help guide you through even the most intimidating scenarios.

You have 24/7 access to a helpline for expert legal advice on matters such as; property disputes, consumer disputes, personal injury, neighbour disputes, breach of contract of employment including unfair dismissal and much, much more. A team of experienced solicitors will be ready to assist you, protecting your legal rights to ensure you get the justice you deserve.

The advice line can be used by you and your spouse or partner; children under the age of 21; parents and parent-in-laws who live at your permanent place of residence.

## General Information

Products & services will be administered by ULR Additions, Kircam House, 5 Whiffler Road, Norwich.

The membership will be valid for one year and should you have any queries regarding your membership or the products and services provided please contact ULR Additions on 01603 420000.

Calls may be recorded for training and monitoring purposes

We suggest you keep this document in a safe place as you will need to refer to it in the event that you require access to one of the services detailed in this leaflet.

## Important Telephone Numbers

### 24/7 Motor Claims Line

0844 557 3117

### 24/7 Legal Advice

01603 420033

### The Legal Alliance

0845 002 0795

### 10% Discount on worldwide car hire

0845 070 0111 quoting 10% car



# Legal Assistance Club

As an Express Legal Assistance Club member you have access to an array of services;

- 24/7 Claims Helpline
- 24/7 Legal Advice
- The Legal Alliance
- 10% Discount on worldwide car hire

In the event of an accident call us immediately

**0844 557 3117**

We can be contacted 24 hours a day, all year round

# The Legal Alliance

As part of our commitment to provide you with great value additional products, we've teamed up with The Legal Alliance to offer you discounted rates on legal work\* including will-writing, buying or selling property, following an accident or even getting divorced.

The Legal Alliance firmly believes in the value and importance of having access to local legal services, and has member firms which operate from more than 150 locations in England and Wales, providing local services to more than 75% of the population. We have been able to offer on average 10% discount to clients seeking legal services.

In turn, this means that The Legal Alliance is able to provide you with a personal service and, because they're local, are available to meet with you face-to-face should you need it.

Once you are in contact with a local solicitor who specialises in the type of legal work you require, they will: Work to a clearly defined Service Charter, which means there are clear expectations as to the service you will receive

- Provide you with a fixed price quotation wherever possible - so there are no hourly charges
- Give you clear timescales and details of the information they need to complete your work
- Communicate with you by e-mail, telephone or post - whichever you prefer
- In addition to all of the above, you can access your firm via a 24hr call centre, or via the web.

In order to ensure that you receive excellent service levels, all member firms are subject to an annual Quality and Compliance Review to ensure that they continuously surpass your expectations.

\*Legal Alliance only applies in England and Wales and excludes Criminal work

# Motor Claims Handling

If you are involved in an accident or need to make any claim on your motor policy then we are here to help you 24 hours a day, 7 days a week, 365 days a year.

By reporting your claim immediately we will be able to provide you with the best possible service. We have made the process of reporting a claim as simple as possible by removing the need to complete a claim form.

## Involved in a non fault accident?

We will be able to pursue your claim against the person that caused the incident, and assist in recovering your uninsured losses. Uninsured losses could include the cost of repairing or replacing your vehicle, your policy excess, personal injury and other out of pocket expenses.

For many people the use of their vehicle on a day to day basis is essential. In the event that your vehicle is unroadworthy following an accident or whilst your own vehicle is being repaired we offer like for like vehicles ensuring that you have the use of a motorbike, car or van which is familiar and comfortable to ride or drive.

In the unfortunate event that you or anyone in your vehicle was injured as a result of the accident we would refer your case to a specialist solicitor. Our panel of solicitors specialise in all areas of motor related injuries. Our solicitors will guide you through the injury claims process and arrange appointments with medical experts in your area at a time to suit you.

Motor accidents can be complex. With a wealth of road traffic collision knowledge we aim to provide you with the best possible service.

# Discounted Car Hire

You have access to a guaranteed 10% off the price of a hire car. This excludes other offers applicable at the time. There is no limit to how frequently you are able to use this service and no restrictions on the car that you hire.

Access to small city cars and people carriers for great family trips to the comfort and style of our large luxury cars, ideal for that special weekend or for your next business trip.

Prestige vehicles are also available offering a wide range of Executive Luxury, 4x4, High Performance and Sports cars to hire, e.g. Aston Martin, BMW, Mercedes, Audi, Mini, VW and Porsche and Bentley which have all been chosen for their reputation and status.

## TERMS AND CONDITIONS FOR DISCOUNTED CAR HIRE

- Valid for all participating rental locations worldwide
- Offer may not be used in conjunction with any other coupon, promotion or mileage offer.
- Taxes, concession recovery fees, vehicle licence recovery fee, customer facility charges may apply and are extra.
- Optional products such as collision damage waiver and refuelling are extra.
- Renter must meet standard hirers age, driver and credit requirements.
- Offer is subject to vehicle availability at the time of rental
- Car rental return restrictions may apply.
- Minimum age may vary by location.
- An additional daily surcharge may apply for renters under 25 years old.

