

# How to use your LegalShield<sup>®</sup> Membership

**Provider Firm Hours:** 8:30 to 5, Monday-Friday (except holidays)

## Step 1:

When you have a legal question or issue, it is important to call your Provider Law Firm as soon as possible. Waiting to seek advice may result in fewer legal options available to you. Call as soon as you realize you have a legal issue or receive a traffic ticket.

## Step 2:

When calling your Provider Law Firm, use the toll-free number for fast service. When your Provider Law Firm returns your call, a different number may appear on your Caller ID because it is an outgoing call. Remember, using the toll-free number connects you to special staff who will expedite your call to an attorney.

## Step 3:

The person answering the toll-free number will ask for your name and membership number (which is listed on your membership card). If you are calling for assistance with a third party, they will also ask you for that party's name, address and other pertinent information.

## Step 4:

You will be asked to briefly explain your legal concern. By providing these details, the firm will be able to select the attorney with experience in the area of law pertaining to your legal issue.

You will also be asked to provide the best contact number where you can be reached. Please share your cell phone number and home number so an experienced attorney can easily reach you within eight business hours.

## Step 5:

When you speak to your Provider Attorney, it is important to have your facts and documents with you for reference. If you have documents, they may be requested by the attorney for review. Please do not mail the originals to the Provider Law Firm. Fax or email them if they are requested.

## Step 6:

Please take time to review your New Member Guide when it arrives. Fill out your Will Questionnaire and mail it to your Provider Law Firm as soon as possible so your family can be protected.

# How to reach your LegalShield<sup>®</sup> Member Services

**Member Services Hours:** 7 to 7 (Central), Monday-Friday (except holidays)

If you have any questions about your LegalShield membership contract, contact Member Services at **memberservices@legalshield.com** or 1-800-654-7757.

Your Member Services Department is located in Ada, Oklahoma, at the LegalShield Home Office.

## You should call Member Services if you:

- Have a question about what's covered under your plan contract.
- Need to update information—your address, phone number or email address.
- Need to make a change in your payment method.
- Need to add or remove a family member from your coverage.
- Need a replacement contract or membership card.
- Need an additional Will Questionnaire.
- Have had a positive experience with your Provider Law Firm and would like to share your success story.

