

LEGAL ASSIST

1. This service is a broad based service that affords beneficiaries with legal assistance.
2. It is a legal service provided to beneficiaries by admitted attorneys albeit internal advisers or external practising attorneys.
3. The service comprises:
 - 3.1 A 24-hours telephonic legal advice line;
 - 3.2 A document service; and
 - 3.3 A direct legal consultation service.
4. The 24 hour advice line initially serves as a portal for beneficiaries who have legal enquiries.
5. Upon receiving a call an adviser, based on the nature of the matter, is able to consider a number of alternatives. The adviser may:
 - 5.1 Deal with the matter expeditiously by providing advice and dispensing with it;
 - 5.2 Inform the caller that the matter is of such a nature that the adviser requires an opportunity to research the law or to discuss it with a colleague who may be more knowledgeable on the topic after which, the adviser would return the beneficiary's call;
 - 5.2 Forward a standard legal document to the beneficiary for the latter to use in the matter at hand; and
 - 5.4 Recommend that the beneficiary attend at an attorney who, or whose firm is a beneficiary of a national panel of attorneys who render such services for a 30 (thirty) minute free consultation.
6. If a beneficiary chooses the free consultation in 5.4, the relevant adviser will explain to the beneficiary that, after the consultation, it will be the beneficiary's prerogative to further instruct the attorney. If he does instruct the attorney, he will be in a position to negotiate his fees with the attorney. Types of fees between attorneys and clients vary, but they include regulated fees, attorney/client fees, fees at commercial rates and contingency fees. If a beneficiary has any doubt as to what type of fees he should agree to, he will be entitled to get in touch with ACCESS HEALTH again to take the necessary advice.
7. This is 24 hour service and all calls are logged for future reference should a party have a valid reason that a call be retrieved.
8. A sufficient number of advisers will be available to conduct the advice line at all relevant times.
9. ACCESS HEALTH makes use of quality control to monitor whether the advice proffered was current and correct.
10. The document service referred to in 3.2 includes providing beneficiaries with papers or documents for routine legal needs which contain guidance charts. Advisers are able to forward the documents to beneficiaries without delay.
11. Examples of documents that are available are:
 - A Small Claims Court kit (including guidelines as to whether a matter falls within the jurisdiction of the Small Claims Court);
 - A Domestic Workers Agreement;
 - A Maintenance Kit.
12. The free 30-minute consultation service is available to beneficiaries provided it takes place at a firm that is within the magisterial district within which the beneficiary resides. Upon a beneficiary consenting to attend such meeting, the relevant adviser will arrange the meeting and revert back to the beneficiary to confirm. All of the documentation and services are provided free of charge, except for the fees referred to in paragraph 6.

13. If requested to, the panel attorney may draft a letter or make one telephone call on a beneficiary's behalf, both of which will be free of charge.

