



# Legal Helpline

## Saving You Time To Help Defend or Pursue Your Legal Rights

When you have a legal question, or are facing a legal issue, it can be really overwhelming. With the DAS Legal Helpline, it's easy for you to talk to a lawyer and know your legal rights.



YOUR ACCESS  
TO JUSTICE



### STEP 1 | Locating your Legal Helpline and Policy Number

- The helpline telephone number and your policy number can be found on your policy certificate and wallet card.



### STEP 2 | Calling to speak with a lawyer

- You have **unlimited** access to the helpline
- The helpline is available from 8:00 am to Midnight local time, 7 days a week
- In emergency situations, a lawyer will be provided 24/7  
You will speak to a lawyer right away or you can schedule a time for them to call you back when it's convenient



### STEP 3 | Getting legal assistance and answering what's next

- Our legal helpline lawyers are professional, courteous and will listen to you
- They will answer your questions and provide assistance to any legal issue you may have, regardless if the question or issue is covered by your policy. For example, although Family Law issues are not covered under our policy, the lawyer will be happy to provide answers to questions on such issues.

If the legal issue appears to be covered by your policy, the lawyer will then pass your information to our Claims Department, so they can contact you for more information or to make a decision regarding coverage.

### Some important things to remember

- Calling the Legal Helpline means you will receive information that will help determine your legal rights under provincial or federal laws of Canada
- The lawyer cannot conduct case-specific research, contract or legal document reviews, draft letters, make a claims determination or respond to a claims status inquiry
- We encourage you to call for any potential or in-progress legal situation, so that you can be confident and empowered in exercising your legal rights

If you would like to know more about DAS Legal Expense Insurance and our Legal Helpline, please contact your Broker.



# Sample Legal Questions

**Here are some sample questions clients have asked and received information to assist them:**

- I am thinking of terminating an employee, and I want to make sure I do it in a manner that complies with the law. What steps should I follow?
- I recently separated with my spouse, and I want to take my kids on vacation down south. What legal steps should I take to avoid troubles at the border and with my ex?
- I have a supplier that constantly delivers damaged products and is always late. They refuse to do anything and say it's my problem. What are my rights?
- My child is being bullied at school and online. I want this to stop. What can I do legally to make it so?
- I received a letter from the CRA saying my business will be audited. How should I reply and what are my rights during an audit?
- The bar next to my business is telling their customers it's OK to smoke in front my store. My customers are complaining and I want to know if there is anything I can do legally?
- A friend of mine told me that if I pass away without a will, the government could give part of my inheritance to my ex? Is that true?
- My teenager was fired from their summer job on the spot for being late. This was the first time they were ever late, as I drop them off at work every day. Can their boss do that?
- Can I get in trouble for taking a photo I really like off the internet and use it in my marketing brochure?



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