

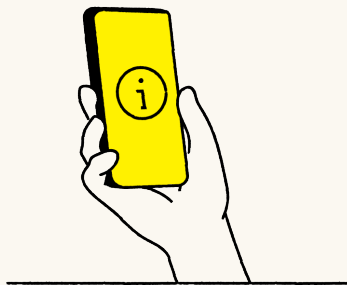
# Your Guide to Our Legal Helpline, Legal Services, and HR Assistance



TRISURA



As a Trisura client you have access to a Legal Helpline, Legal Document Review and Simple Legal Letter Drafting services, as well as HR Assistance service. Through our dedicated Legal Helpline, you can speak to a lawyer about any issue – **even if it's not covered by your policy**. Our helpline lawyers are here to provide guidance, assistance, and information to help you navigate your legal concerns. You are encouraged to call as often as you need, as this service is unlimited and available to you 24 hours a day, 7 days a week. Helpline lawyers are here to support you with any legal matter, big or small. The Trisura Legal Helpline number is **1-866-945-5207**



## Before you call:

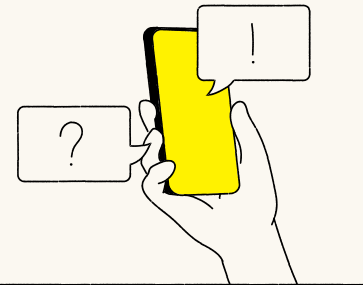
Have the following information ready:

- ✓ Your name
- ✓ Your full address
- ✓ Your ARAG program number (or name of program)
- ✓ The name of your broker/insurance company
- ✓ Your policy number
- ✓ Your contact number

Think about the type of service you require:

- ✓ Legal Helpline
- ✓ Legal Document Review
- ✓ Simple Legal Letter Drafting
- ✓ HR Assistance

*Note: To access these services, simply call the Legal Helpline.*



## When you call:

An intake agent will ask you for:

- ✓ Your name, address, and phone number
- ✓ Your policy number
- ✓ The nature of your legal inquiry
- ✓ Your consent for a lawyer to leave you a voice message (should the need arise)
- ✓ You will be given a Case Number

Connecting with a lawyer:

If a lawyer isn't immediately available, they'll call back within **24-72 hours**, attempting up to three times if consent is given\*.

If all attempts are missed, you can call the Helpline with your Case Number to reopen your request.

If you encounter any issues or have not yet received a response within the expected timeline, please contact ARAG Customer Relations at [customerrelations@arag.ca](mailto:customerrelations@arag.ca). Make sure to include your helpline case number in your email.

### Important things to remember

*The lawyer will not advise on coverage, or make a claim decision.*

- Calling the Legal Helpline means you will receive information that will help determine your legal rights under provincial or federal laws of Canada.
- If you believe you may need to report a claim, you should contact your broker or reach out to the Trisura claims team at [claims@trisura.com](mailto:claims@trisura.com).

\* Callback calls from the helpline will appear as 'Legal Assist' on caller ID. For full details regarding the Legal Helpline, please read the policy wording.

Did you know?



TRISURA



# You have access to a wide range of legal support services, including:



## Unlimited Legal Helpline Access

If you have a legal question or legal issue, you should call the Legal Helpline right away. You have unlimited access to a general Legal Helpline through which lawyers provide information and assistance for any legal question.

Examples of questions that you can ask a helpline lawyer:

- *"I hired a contractor to renovate my office kitchen, but the work is substandard. What are my next steps?"*
- *"I'm being audited by the CRA. What steps should I take to ensure it goes smoothly?"*
- *"I would like to create a will. How do I do this, and what are the legal requirements?"*



## Legal Document Review

A lawyer will review a simple legal document, and provide you with an annotated copy of the document with their notes. This will assist you in understanding the general impacts that the document may have for you.

You must submit the entire document for the lawyer to review, up to 8 pages, single-sided. This service is not intended to review documents which the insured has drafted on their own.

This service cannot review documents which are a part of any ongoing litigation, procedures or active ARAG legal expense insurance claim determination or handling.

This service can be accessed **a total of 12 times per year.**



## Simple Legal Letter Drafting

A lawyer will draft a simple legal letter for you to send. This service is intended to assist you with drafting simple documents, such as a demand letter, a complaint letter, a travel consent letter for a child, a resignation letter, or a warning letter to an employee.

This service can be accessed **a total of 12 times per year.**

This service is not intended for complex legal documents, such as wills, power of attorney documents, contracts, loan agreements, documents related to the lease of a property, or cohabitation or separation agreements. This service cannot be used to draft letters if the issue is part of an ongoing litigation, procedure or active ARAG LEI claim handling.



## HR Assistance

ARAG will provide you with access to Human Resources Assistance where you can speak to an HR professional who can provide you with information regarding HR issues impacting your business. The HR Assistance service is available **Monday to Friday from 9:00 a.m. to 6:00 p.m. Eastern Standard Time (EST)**. To access this service, all you need to do is to call the exact same telephone number as the Legal Helpline.