



## MYADVICE.LEGAL

### What is it?

MyAdvice.Legal is an online marketplace, where registered clients type in their legal problems for registered lawyers with relevant expertise and experience to bid for their instructions. MyAdvice.Legal is not a law firm and does not give legal advice.

### Why would clients be drawn to MyAdvice.Legal?

- Clients can find the best lawyer with the expertise and experience to fix their legal problems on MyAdvice.Legal;
- Clients will have the peace of mind that all lawyers registered on MyAdvice.Legal adhere to the **10 customer promises**;
- Clients can be confident of the best price as lawyers have to bid for their instructions.
- Clients do not pay for the use of MyAdvice.Legal – they will only pay for the legal services which they have accepted a bid on.
- Clients get their own encrypted portal to safely store their documents and legal advice.
- Clients can use the VidCon facility to easily speak to their chosen lawyer, even if they are remote, rural or regional.
- Clients can access lawyers on MyAdvice.Legal\_who are prepared to give pro bono advice.
- Clients can review and rate lawyers they have used on the site.

### What are the 10 customer promises?

Lawyers registered with MyAdvice.Legal must adhere to the following customer promises:

1. Will provide the first hour of legal consultation to the client for free;
2. Will agree a budget with the client which they will not exceed without express permission;
3. Will provide weekly briefing reports on progress with the legal advice;
4. Will respond to any client calls within one working day;
5. Will let the client know if they get any other lawyer to work on the client's matter;
6. Will adhere to the principle of transparency with the client;
7. Will write and communicate in plain English and assist client to understand the legal advice;
8. Will ensure any advice they provide is filed in the client's encrypted portal on the site;
9. Have a current practising certificate, and are qualified to practice on their own account or have a supervising partner or principal who is so qualified; and
10. Will provide pro bono advice to at least one client a year.