



## How the 'MyLawyer' service works

MyLawyer.co.uk is the UK's largest "virtual" law firm, providing comprehensive legal services to individuals and businesses alike, and offering lower cost legal services with no compromise on quality or customer care. The online service allows the user to select from a wide range of legal document services to meet their needs, and complete the document to first draft by answering a comprehensive questionnaire which then intelligently shapes the document with the correct legal clauses. The document is then passed to a top-flight firm of solicitors for legal review and amendment. Finally, once the assigned solicitor is happy that the document meets the customer's legal needs, the document is returned to the customer for signature.

To summarise, the user process is as follows:

- 1) Background and document selection:** The customer begins by searching for the subject area and is provided with concise, jargon-free background information that explains the associated legal documentation. This allows the customer to accurately assess which document suits their needs, using interactive online guides if required, and also to see exactly how much each service will cost, with no hidden fees.
- 2) Online 'interview' process:** Once a document has been selected, the MyLawyer software will intelligently "interview" the customer about their issue, adjusting the final document draft to reflect the information provided during the process. The end result is a bespoke document draft which can be fully previewed online.
- 3) Document submitted to law firm:** The system will then recommend a law firm from within the MyLawyer network to deal with the matter based on both their legal specialism and the suitability of their location for the customer. If there is more than one recommended law firm that might suit, the user has the option of choosing between them. Once a law firm has been selected and the document paid for, the draft is submitted for full legal review and approval.
- 4) Email exchange/interaction with law firm:** The allocated law firm will get in touch with the customer if any further information or clarification is required, initially via email. Each MyLawyer service is sold packaged with an appropriate amount of pre-allocated law-firm review time. However, should the matter prove more complex, the law firm will contact the customer directly to arrange for any additional resources required.
- 5) Legal review and formalities:** When the legal review is complete and the managing law firm is happy that it has satisfied the legal needs of the customer, the document is securely returned with full signing instructions.

Dealing with a legal matter through MyLawyer.co.uk provides a fresh and cost-effective approach to the sometimes intimidating world of legal action. The MyLawyer philosophy is to make the entire process more transparent and to let the customer take command of their issue, while having the confidence that a leading law firm is handling the matter. There are huge advantages for the customer in this approach: information is provided to help them better understand the relevant legal background; they can decide which fixed-price documentation is right for them; they can see the document being drafted in front of them and, perhaps best of all, they can enjoy legal support from a top flight solicitor at a reduced price.

