



Over half (56%) of consumers expect good law firms to offer legal services online

Epoq survey reveals consumer demand for more convenient legal service delivery

London, 12th April 2010 – A majority of consumers expect good law firms to offer their services online in the next couple of years, a survey of over 2,000 people has shown.

The online poll, carried out by YouGov* on behalf of Epoq Legal (www.epoq.co.uk) also revealed that nearly half (47%) of consumers would be more likely to choose a law firm that offered the convenience of online access to legal services and documents over one that had no online service capability.

Some 56% said they expected good law firms give customers the ability to use their services online in the next couple of years.

Consumers see online services as a chance to reduce their legal fees. Over two fifths (43%) agreed that they would change law firms if an alternative firm offered a reduced fee in return for the consumer providing initial details about their matter online.

The research uncovered no significant differences in attitudes between age groups, with only the over 55s being less concerned with online service delivery. Slightly more men (50%) than women (45%) said they were more likely to choose a law firm which offered online services.

Grahame Cohen, CEO of Epoq Legal, comments: “Our research has shown that more and more consumers are expecting legal services to be delivered online. As the Internet has become an ever increasingly popular way for both consumers and businesses to access and buy a range of goods and services, the legal profession is finding it too needs to address client demand for convenient and affordable services.

“Our DirectLaw product is helping law firms of all sizes do just that. It provides them with a cost-effective online capability, which allows them to offer their clients a convenient way of drafting legal documents online and at a fixed or reduced fee, whilst maintaining control of the final document execution”.

- Ends -

For further press information, quotes or interviews, please contact Emma Hopson or Grahame Cohen on **020 8731 2424** or email **press@epoq.co.uk**

Editor's Notes

*All figures, unless otherwise stated, are from YouGov Plc. Total sample size was 2266 adults. Fieldwork was undertaken between 2nd and 4th March 2010. The survey was carried out online. The figures have been weighted and are representative of all GB adults (aged 18+).

About Epoq Legal Ltd

Since 1994 Epoq Legal (www.epoq.co.uk) has been developing new and innovative legal solutions; we are a trusted provider to many of the world's leading financial institutions and now provide intelligent legal document services to over 1 million of their customers.

Epoq Legal has invested over £10 million in technologies and relationships to fully manage the delivery of legal services, we have developed over 200 individual award winning solutions (including Wills, Divorce and Employment), and work with our network of highly respected legal call centres in the UK.

Launched in 2009, our DirectLaw (www.directlaw.co.uk) product is leading the way in giving law firms an online service capability to help them meet client demand for convenience and affordability, as well as improve the efficiency and profitability of their practice.