



**U.S. LEGAL
SERVICES**
EST. 1974

Member Experience

Upon enrollment, the member will receive, via email, a Welcome Kit including an ID card, policy documents, FAQs, and instructions on registering their online member portal. If the member enrolls in the Identity Defender® plan, they will receive a secondary email from IdentityForce® with a link to activate their monitoring services.

Utilizing the Family or Identity Defender®

ACCOUNT VERIFICATION

Member initiates a matter by calling **1-800-356-LAWS**. A Member Care Representative verifies membership. Matters for Identity Defender® plan, call 1-877-694-3367



ATTORNEY ASSIGNMENT

Representative will assign attorney based on member location and matter type. Email will be sent to both member and attorney with legal matter type, coverage, and contact information.



QUALITY ASSURANCE

Representative initiates a 3-step outreach process to ensure successful connection between attorney and member. For Identity Defender® matters, Fraud Resolution Specialist will remain in contact until full restoration has been completed.



LEGAL MATTER DESCRIPTION

Member provides pertinent information about their legal matter to aid in attorney assignment.



INITIAL CONSULTATION

Members schedule phone or office consultation with assigned attorney. Consultation provides member with legal options and next steps including further representation, if needed.



Member Care Hours: M-F 8:30am-5:00pm EST

24/7 emergency line available in event of arrest.

All calls are answered by a live representative.

In collaboration with
 **IdentityForce®**
A TransUnion® Brand