



Assistance Call Centre: 087 330 2563

Website: <http://www.legaleye.co.za/>

support@legaleye.co.za

Table of Contents

Tax Assist.....	2
Legal Assist.....	2
Debt Counselling.....	5
Credit Assist.....	5

Tax Assist

Service description

This help line offers guidance and information on your personal tax. The line operates during normal working hours and qualified and experienced experts respond to queries.

- Benefits to member
- Tax advice includes:

You simply log your request for assistance with the service provider and an expert tax or financial consultant will call you back at no cost to you.

Access to the service is unlimited and available during normal office hours.

We provide efficient and accurate tax advice on any issue related to:

- The completion of income tax returns
- The calculation of taxes payable
- Allowable deductions
- Administrative issues and new tax amendments

Terms and conditions:

- The service is only available to validated members.
 - Any assistance other than telephonic tax and financial advice will be for the members account.
-

Legal Assist

Territory

Legal Assist is available to validated Client members, within the borders of South Africa.



The Service

- The Legal Assist service is a broad-based service that affords members legal assistance.
- It is a legal service provided to members by admitted attorneys whether they are the service provider's own internal advisors or whether they are external practising attorneys.

The service comprises:

A 24-hours telephonic legal advice line

- The 24 hours advice line, in the first instance serves as a portal for members who have legal enquiries.
- Upon receiving a call an advisor, based on the nature of the matter, is able to consider a number of alternatives. For example, the advisor may
 - Deal with the matter expeditiously by providing advice and dispensing with it;
 - Inform the caller that the matter is of such a nature that the advisor requires an opportunity to research the law or to discuss it with a colleague who may be more knowledgeable on the topic after which, the advisor would return the member's call;
 - Forward a standard legal document to the Member for the latter to use in the matter at hand;
 - Recommend that the member attend at an attorney who, or whose firm is a member of the service provider's national panel of attorneys who render such services for a 30 (thirty) minute free consultation.
 - The 24 hours advice line is 365 days a year service and all calls are logged for future reference should a party have a valid reason that a call be retrieved.
 - The service is provided through state-of-the-art technology that includes telephony and applicable hardware and software.
 - Legal Assist will ensure that a sufficient number of advisors are available to conduct the 24 hours advice line at all relevant times.
 - Equally, for the 24 hours advice line purposes, Legal Assist has the obligation and duty to have quality control measures in place to monitor whether the advice proffered was current and correct.

A document service; and



The document service includes providing Members with papers or documents for routine legal needs which contain guidance charts that explain documents' applications. Advisors are able to forward the documents to Members without delay.

Examples of documents that are available are:

- A Small Claims Court kit (including guidelines as to whether a matter falls within the jurisdiction of the Small Claims Court),
- A Domestic Workers Agreement,
- A Maintenance Kit.

A direct legal consultation service

- The free 30minute consultation service is available to Members provided it takes place at a firm that is within the magisterial district within which the Member resides. Upon a Member consenting to attend such meeting, the relevant advisor will arrange the meeting and revert back to the Member to confirm.
- If requested to, the panel attorney may draft a letter of demand or make one telephone call on a Member's behalf, both of which will be free of charge.
- If, after the consultation the Member wishes to mandate the attorney, it will be the Member's prerogative to do so.
- A Member will be responsible not to exceed the 30 minutes time limit as any attorney's costs that may accrue for the extended period will be for the Member's own account.

Terms and conditions

- In order to validate members and provide the services, the service provider will need to collect and process members' personal information. The service provider undertakes to only collect and process members' personal information to the extent that is necessary to provide the services and will take appropriate steps to protect such information from unauthorised access.
 - The service provider undertakes to comply with the provisions of the Consumer Protection Act, Protection of Personal Information Act and Electronic Communications and Transactions Act in all respects as well as all Legislation which may be applicable to the parties and the services they offer.
-



Credit and Debt Assist

Credit and Debt Assist is South Africa's leading consumer financial wellness solution using real time credit bureau information from a credit bureau to help you build, manage and protect your credit status. The service provider provides expert advice, education, access to tools and alerts to help build your improve your financial standing.

With tools like the debt assessment and unique status simulator Credit and Debt Assist will show you how to improve your credit scores and affordability while helping you to decrease your debt utilisation.

Members get:

- 1 x 1 Bureau Credit report per year
 - Credit and Debt Assists makes understanding your credit history simple with all your credit information in one easy to read comparative report
- Credit Status
 - Your status is a ranking which plots you from A+ (Excellent) to an F (Poor) which will help you understand and manage your creditworthiness
- Credit Scores
 - See your credit scores and how you rank
- Free expert advice
 - Our consultants will advise you on how you can improve all elements of your credit standing and how to get there
- Professional Services
 - Dependent on each members requirement and financial position the following services are available to where member will be directed:
 - Debt Counselling or Mediation:
 - Our qualified and registered Counsellors will:
 - Provide debt advice
 - An over-indebtedness assessment
 - Restructure debt



- Negotiate with creditors
- Draft a restructure proposal to creditors
- These services are member to pay.

Terms and conditions

- The benefit allows for 1 Free 1 bureau credit report per year with expert consultation during the contract period.
- Outside of the contracted benefit, other financial assistance products or services will be for the members own account.
- Operating hours: Mondays to Fridays 8:00am – 5:00pm.