

FAQs: Rocket Lawyer Legal Benefits

What does Rocket Lawyer do?

Rocket Lawyer is an online legal services company that connects people to the legal help they need. We make the law simple and affordable with thousands of easy-to-create legal documents, quick access to independent local attorneys, and much more. As a Rocket Lawyer Legal Benefits member, you now have access to all the best that Rocket Lawyer has to offer.

Who can use Rocket Lawyer Legal Benefits?

All employees and their immediate family members (including your spouse/partner and minor children) are covered under the plan.

How do I sign up?

To claim your Rocket Lawyer Legal Benefits, click the link sent to you by your plan administrator. Be sure to use your company email address when you create your profile, so we can verify your eligibility. Your coverage will start as soon as you complete your account. Please note that Rocket Lawyer Legal Benefits cannot be used in connection with legal matters with your employer under any circumstances. For more information, please see our Terms of Service at www.rocketlawyer.com.

How much will this cost me?

100% of the membership cost is covered by your employer. If you choose to purchase additional services not covered by your membership, you will be responsible for any applicable fees yourself.

What do I get as a member?

- Unlimited legal documents
- Unlimited Ask a Lawyer questions
- Discounts on representation fees when you hire a lawyer in our attorney network (up to 40% off hourly rates or as low as \$125/hour)
- 30-minute attorney consultations on each new legal matter
- Two document reviews per month, up to 10 pages each

How do I create a document?

Log in to your account at www.rocketlawyer.com. Use the search bar to look up a document by name, or use the Explore tab on your account home screen to browse the document library. Once you've

chosen a document, follow the on-screen instructions to create your own. You can stop and come back to your document at any time from your computer, smartphone, or tablet. Documents you create will be saved to your secure account. You can also copy, print, share, and sign your document online.

How do I contact an attorney?

There are several ways to get in touch with a lawyer:

1. For simple questions, you can submit a short request online via our Ask a Lawyer service. One or more lawyers are expected to respond within approximately one business day.
2. For more complex matters, you can request a 30-minute consultation with a lawyer. To make your request, contact customer service or submit an Ask a Lawyer request and indicate that you'd like a response by phone. You can also click the red "Speak With A Lawyer" button from your logged in dashboard panel.
3. You can hire a lawyer for ongoing representation. Rocket Lawyer On Call® attorneys generally offer Rocket Lawyer members 40% off their normal rate.
4. Alternatively, you can speak to your Rocket Lawyer customer representative or call us at (877) 881-0947. We'll contact you within one business day and connect you to a local lawyer. Please submit no more than three lawyer connection requests at one time.

Will my employer be able to see my legal information?

Although your employer will be notified that you have activated your membership, the actions you take with your membership, including documents you create and conversations you have with attorneys, will not be shared with your employer. For more information, see our privacy policy at www.rocketlawyer.com/privacy.rl.

How long will I be covered?

Your coverage may end when either you leave the company, or your company cancels the program. Check with your benefits administrator for more information. In either case, you can continue to receive Rocket Lawyer benefits by converting your legal benefits account into a personal membership. If you choose to convert your account, you'll still have access to everything you created as a legal benefits member, but you'll be responsible for any ongoing membership costs yourself.

I have other questions. Where should I go?

Please email benefitssupport@rocketlawyer.com or call (877) 881-0947, 6 a.m.-6 p.m. PST.