



## TRISURA LEGAL ASSISTANCE HOTLINE

Your **Trisura Guarantee Insurance Company** policy includes **access to unlimited legal advice** by calling **1-866-945-5207**. If you have any questions that require the assistance of a lawyer, the Trisura Legal Assistance Hotline is available from 8 a.m. to midnight (local time), seven days per week. In emergency situations, your call will always be answered.

### What do I do if I require legal assistance?

#### 1. Have your policy number ready

By having this information ready, we will be able to quickly confirm that you are a Trisura policyholder.

#### 2. Call the Hotline 1-866-945-5207

The first voice you hear will be a customer service agent, who will take down basic information and direct you to the correct area of law. You will then either speak directly to a lawyer or schedule the most convenient time for a lawyer to call you back.

#### 3. Speak with the Lawyer

Our lawyers are knowledgeable and courteous, and will provide you with information and clearly defined next steps. There is no limit to the duration or number of calls. On the contrary, it is encouraged to call whenever you have a legal concern to help minimize risk of more complicated future problems.

### Legal Advice Examples

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There are many scenarios in which an organization can run into legal strife. Here are some examples to better illustrate the importance of obtaining legal assistance in the time of need.

#### The Harassing Volunteer (Employment Dispute)

- A non-profit environmental association uses volunteers to supplement their regular employee workforce. Staff come forward alleging a volunteer keeps harassing his colleagues. The HR Manager does not know what steps can be taken to dismiss the volunteer without exposing the association to possible charges of slander.

#### A Negligent Homeowner (Bodily Injury)

- A charity that organizes volunteers to do small repairs at individual senior homes, has an unfortunate incident whereby a volunteer is hurt due to the negligence of the homeowner striking the ladder they were on with a lawn mower. The charity wants to know if they face potential liability issues and if they can take any legal issue against the homeowner on behalf of the volunteer.

### Customer Testimonials

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*"The service was extremely efficient. Being able to run the situation by the lawyer and get help understanding the conditions of a contract let me know I was understanding all the options in my situation correctly and helped me to manage it knowledgeably which saved my family a lot of money in the long term. This service brings a lot of peace of mind."* – **Mila A**

*"Legal assistance provides me with the ability to obtain legal advice not just for the big issues but for all small ones as well. The professional and knowledgeable advice allows me to do my job with a higher level of confidence."* – **Gayle L**

*"Having telephone access to legal advice without the costly hourly rate lawyers charge is wonderful. I was able to ask a question which another lawyer quoted they would have charged \$450 per hour."* – **Michelle F**