



Family Legal Solutions

Statement of Customer Demands and Needs

Please consider the following questions in order to decide whether ARAG Family Legal Solutions meets your demands and needs.

- Would you like to be able to access free legal advice by telephone or online, or to download legal documents such as a will free-of-charge?
- Would you like to be protected against legal or other expert costs that could arise from the events described below?
 - An employment dispute – legal costs to make an employment tribunal claim if you have been unfairly treated at work or where there has been a breach of your contractual rights.
 - A dispute about buying consumer goods or services, privately selling goods or buying and selling your main home. (Please note that the contract disputes cover available under Family Legal Solutions may not fully meet your demands and needs if you wish to be covered for legal costs arising from building disputes of more than £6,000 or to buy/sell vehicles. There are further limitations on the type of contracts covered which are listed in full in the policy wording.)
 - A dispute arising from damage, nuisance and trespass to your property – including vehicle damage.
 - A bodily injury following an accident or medical negligence for which you are seeking compensation.
 - An HM Revenue & Customs enquiry into your self-assessment return.
 - A prosecution, regulatory investigation or disciplinary hearing brought by a professional body that arises from your work, or a motoring prosecution.