



## Attorney Addendum FAQs

Texas Legal offers a legal "hotline" to members to have general legal questions answered over the phone by a licensed attorney. The Legal Access Line will try to route calls to Participating Attorneys that practice in the specific area of law needed and in close proximity to the member. Although Participating Attorneys may not bill for these calls, attorneys may be able to convert some of those callers into clients. Listed below is additional information about the process. The included Addendum to the Participating Attorney Agreement should be signed and returned should you wish to participate.

- The Legal Access Line will verify Texas Legal members prior to routing the call to an attorney so you can assume the callers are Texas Legal members. The Legal Access Line will also request each member's location and a brief statement of his/her issue to ensure that you are receiving calls nearest you and in your specified area.
- That said, caller questions will cover a broad range of practice areas. The Legal Access Line will do its absolute best to route callers to your practice area. If you receive a call outside of your area of expertise Texas Legal highly encourages you to do your best to answer caller questions, so feel free to assist the member if you are able. However, if you are uncomfortable answering a call for any reason, feel free to reroute the caller back to the Legal Access Line so that they may direct the member to a more suitable attorney.
- There are no "assigned, must be at your desk or else" time frames. If you are unable to take a call please let the Legal Access Line know and they will reroute the call accordingly.
- If a member leaves a message with you or your office, please return the message within *one business day*. If for some reason you cannot return the call within one business day, please let the Legal Access Line know via email to [helpline@texaslegal.org](mailto:helpline@texaslegal.org). This allows the Legal Access Line assist Texas Legal members in a timely manner.
- In some instances, calls from the Legal Access Line may convert into clients; however, please keep in mind that the top priority of the Legal Access Line is answering member questions. Converting callers into clients is secondary.
- If a caller wishes to make an appointment or retain you for services beyond the Legal Access Line, please contact Texas Legal directly to confirm member benefits. This is to confirm that the benefit or coverage requested has not already been used for that policy year.
- All Legal Access Line questions and concerns should be directed to [helpline@texaslegal.org](mailto:helpline@texaslegal.org).

If you are interested in joining the Legal Access Line, please read over the attached addendum, sign it and email it back to [attorneys@texaslegal.org](mailto:attorneys@texaslegal.org). The areas of practice listed on your online attorney finder profile will be provided to the Legal Access Line. Please include any variations when you send in the signed addendum.

**ADDENDUM No. 1**  
**TO**  
**PARTICIPATING ATTORNEY AGREEMENT BETWEEN**  
**TEXAS LEGAL PROTECTION PLAN, INC.**  
**AND**  
**APPLICANT**

THIS ADDENDUM No. 1 ("**Addendum**") effective \_\_\_\_\_ ("**Addendum Date**"), is by and between Texas Legal Protection Plan, Inc. ("Texas Legal") and Applicant (collectively "**Parties**") to amend that certain Participating Attorney Agreement ("Agreement") effective \_\_\_\_\_.

A. Parties entered into the Agreement pursuant to which Applicant participates as a Participating Attorney for rendering Covered Services to Participants or Insureds as set forth in the Agreement;

B. Parties desire to enter into this Addendum for Applicant's participation in the Texas Legal Access Line;

C. To that end, Parties wish to amend the Agreement by adding this Addendum and incorporating it into the Agreement as follows:

**SECTION 18 – Texas Legal Access Line – Legal Access Services**

1. Applicant agrees to accept calls that are routed from Texas Legal's toll-free telephone number for Legal Access Services as described in one or more of the prepaid legal services plans issued by Texas Legal. Applicant will provide Participants and Insureds telephone advice which, within applicable standards of professional care and conduct, may be rendered by Applicant in one or more conversations ("Telephone Advice"). The Telephone Advice is not intended to provide for legal representation and/or replace the attorney-client relationship when legal matters are complex enough to justify retaining an attorney for representation, and Applicant may reserve the right to refuse further services in those instances.
2. Applicant understands that these calls will be routed to Applicant through a third-party vendor or any successor so directed by Texas Legal in writing. The Access Line is available to Participants and Insureds, as those terms are defined under the Texas Legal prepaid legal services plans, from 8:00 A.M. through 6:30 P.M. Central Standard Time on any day other than a Saturday, Sunday, legal holiday in the State of Texas or other day of the year on which commercial banks in the State of Texas are authorized or required by applicable law to close. Applicant understands that if Applicant is not available, such a call may be routed to the next available Access Line attorney. Applicant agrees to return any message by an Access Line caller within one business day of the call.

3. Neither Texas Legal nor the third party vendor will compensate or reimburse Applicant in any way for accepting individual calls from Texas Legal's Access Line, nor is the Applicant guaranteed a certain number of calls from the Access Line or any further business that will result in compensation to the Applicant. Applicant desires to have and agrees to accept such calls for and in consideration of potential client development opportunities. Applicant agrees not to bill Participants and Insureds or any other person for Access Line calls, and Applicant is solely responsible for ensuring compliance with applicable professional responsibilities and standards of the Texas State Bar and any other laws or regulations.
4. In the event of a conflict between the terms of the Agreement and this Addendum to the Agreement, the terms of this Addendum shall govern. Other than as provided in this Addendum, any and all terms of the Agreement remain in full force and effect.
5. All terms not defined in this Addendum shall have the meaning ascribed to them in the Agreement or if not in the Agreement, in the prepaid legal service plans issued by Texas Legal.
6. All other provisions of the Agreement shall remain unchanged and have full force and effect.

**IN WITNESS WHEREOF**, the Parties have executed this Addendum on the date set forth below, but to be effective as of the Addendum Date for all purposes.

**TEXAS LEGAL PROTECTION PLAN, INC.**

**APPLICANT**

By:

\_\_\_\_\_  
Hilary Bentsen, President

By: \_\_\_\_\_

Date:

\_\_\_\_\_

Date: \_\_\_\_\_