



# ARAG Legal Helplines Service

You now have access to a Legal Helplines Service which provides support ranging from legal and tax advice to counselling.

## Who provides this service

The Legal Helplines Service is provided by ARAG Law Limited and/or a range of specialist providers on behalf of ARAG Legal Expenses Insurance Company Ltd. Company Number 03457887. ARAG Law Limited head and registered office: ARAG Legal Expenses Insurance Company Ltd, Unit 4a, Greenway Court, Bedwas, Caerphilly CF83 8DW. Registered in England and Wales, Company Number 5417859.

Website: [www.araglaw.co.uk](http://www.araglaw.co.uk)

ARAG Law Limited is authorised and regulated by the Solicitors Regulation Authority (registered number 423113).

## Your agreement to these terms and conditions

As part of your purchase you agree to the ARAG Legal Expenses Insurance Company Ltd terms and conditions.

## Service availability

You can contact the ARAG UK-based call centre 24 hours a day, seven days a week while you are a Post Office Home customer. Please be aware a callback may need to be arranged depending on your enquiry. To help check and improve service standards, calls may be recorded. When calling, please have your Home documentation available, and you may need to mention that you purchased this service from Post Office. ARAG cannot accept responsibility if the helpline services are unavailable for reasons that they cannot control.

**To access the Legal Helplines Service, please call 0344 8939 029. Further information about these Helplines are found below:**

## Legal advice and employment law advice

Confidential advice over the phone on any personal legal issue, under the laws of the United Kingdom of Great Britain and Northern Ireland, any European Union country, the Isle of Man, Channel Islands, Switzerland and Norway. Advice about the law in England and Wales is available 24 hours a day, seven days a week. Legal advice for the other countries is available 9am-5pm, Monday to Friday, excluding public and bank holidays. If you call outside these times, a message will be taken and a return call arranged within the operating hours.

## Tax advice

Confidential advice over the phone on personal tax matters in the UK. Tax advice is provided by tax advisers 9am-5pm, Monday to Friday, excluding public and bank holidays.

## Health and medical information service

Information over the phone on general health issues and advice on a wide variety of medical matters. Information can be provided on what health services are available in your area, including local NHS dentists. Health and medical information is provided by a medically qualified person 9am-5pm, Monday to Friday, excluding public and bank holidays. If you call outside these times, a message will be taken and a return call arranged within the operating hours.

## Identity theft service

If you are a resident in the UK or the Channel Islands, detailed guidance and advice over the phone about being or becoming a victim of identity theft. This Helpline is open 8am-8pm, seven days a week.

## Counselling service

Confidential counselling service over the phone if you are aged 18 or over (or aged between 16 and 18 and in full-time employment). This includes, where appropriate, referral to relevant voluntary or professional services. Any costs arising from the use of these referral services will not be paid by us. This Helpline is open 24 hours a day, seven days a week.

## **ARAG Householdlaw**

Visit [www.araghouseholdlaw.co.uk](http://www.araghouseholdlaw.co.uk) where you can find plenty of useful legal advice and to help you manage a range of day-to-day legal issues. You can also buy legal documents from the site, ranging from simple consumer complaint letters to wills.

### **How much does this service cost?**

Value Added Tax is charged for the Legal Helpline service and has been included in your Home Insurance price at the appropriate rate.

### **How to make a complaint**

We always aim to give you a high-quality service. However, if ARAG have not met your expectations and you would like to make a complaint, you can do so by contacting ARAG directly. Please have your policy and claim number handy to quote if you call, or to include in an email or letter.

Telephone: 0344 893 9013

Email: [customer-relations@arag.co.uk](mailto:customer-relations@arag.co.uk)

Visit our website: [www.arag.co.uk/complaints](http://www.arag.co.uk/complaints)

To write to us: ARAG Legal Expenses Insurance Company Ltd, Unit 4a, Greenway Court, Bedwas, Caerphilly CF83 8DW.

Further details of our internal complaint-handling procedures are available on request.

### **Your data protection and how your information will be used**

ARAG holds data in accordance with the current Data Protection Regulations and Legislation. ARAG Law will use any personal information, including special categories of personal information as defined in the Data Protection Act 2018, for the purpose of giving advice and assistance, and to update ARAG group records. ARAG holds data in accordance with the current Data Protection Regulations and Legislation.

For full information on how ARAG will process your data please visit: [www.arag.co.uk/privacy](http://www.arag.co.uk/privacy)

To understand how ARAG use your information, any requests, questions or objections should be made in writing to: Data Protection Officer, ARAG, Unit 4a, Greenway Court, Bedwas, Caerphilly CF83 8DW or by email: [dataprotection@arag.co.uk](mailto:dataprotection@arag.co.uk)