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FAMILY LEGAL EXPENSES

# Help with the problem behind the claim

Practical support when work, home or a consumer dispute becomes difficult.

A guided front door. Access to specialist advice. Active Assistance with a route to formal legal support when needed.

Insurance that works.



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# Legal cover needs a visible route to help.

The customer needs to know what happens next when a legal problem starts.

## Uncertainty

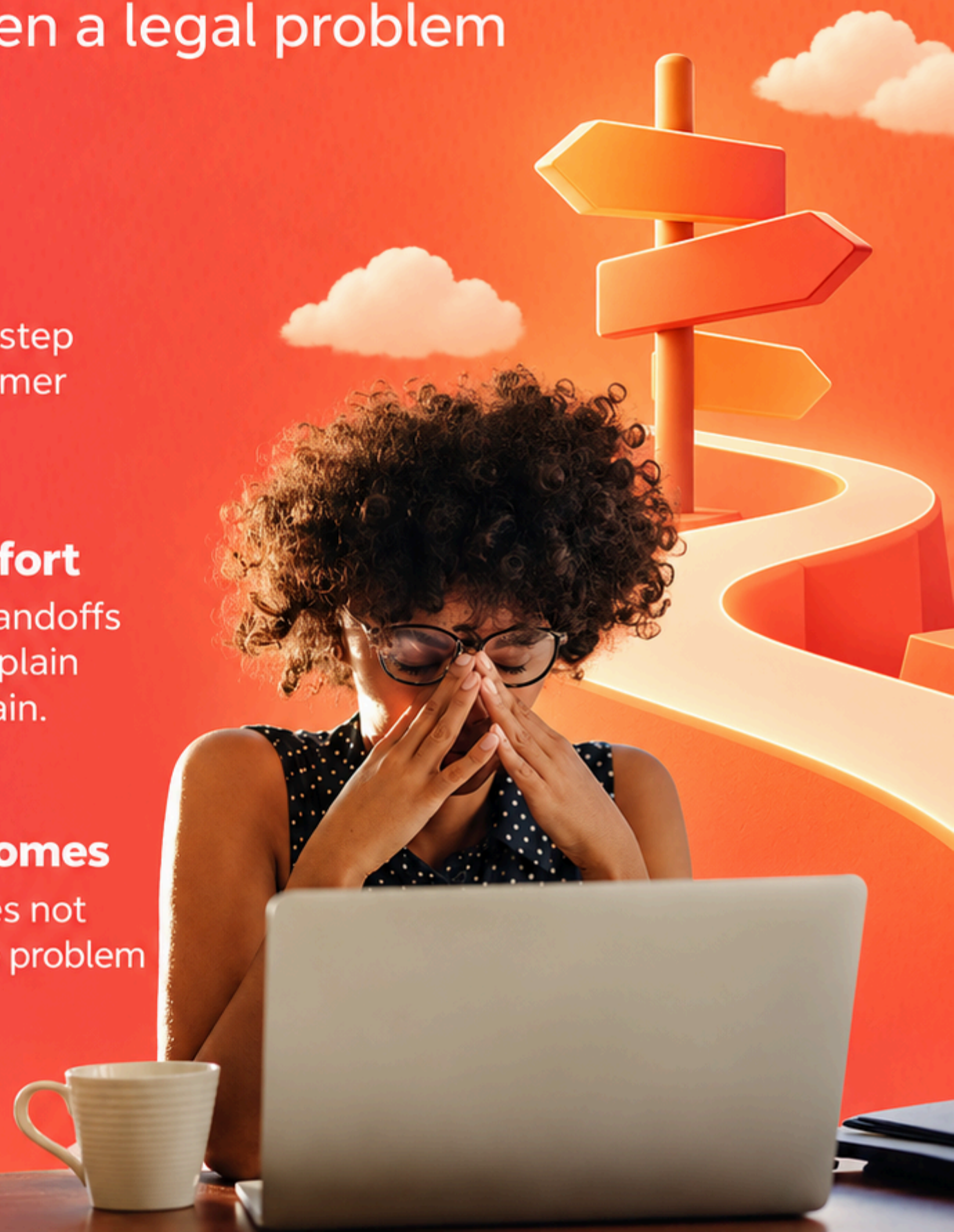
An unclear next step leaves the customer waiting.

## Repeated effort

Disconnected handoffs make people explain the problem again.

## Unseen outcomes

A closed file does not establish that the problem was solved.



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# Earlier help changes the customer journey.

The point of intervention matters as much as the eventual legal decision.

## CONVENTIONAL FUNDING JOURNEY

Initial advice → Claim submission → Cover and prospects → Legal support if approved

## ELEVATE SERVICE DESIGN

Guided intake → Legal advice → Active Assistance → Resolution or legal action

Practical intervention can begin before a dispute needs proceedings.



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# Advice becomes a practical intervention

We agree the next action with the customer and check whether it worked.

01
**Understand**
What result does the customer need?

02
**Agree**
What action can help, within the service?

03
**Act**
Contact, negotiate or mediate with consent.

04
**Verify**
Check the result or agree the next legal step.

**Routine assistance must not create delay.**

