



CCPOA Benefit Trust Fund

COVERING THE MEMBERS OF CCPOA

March 15, 2017

To Our Legal Plan Members,

This is to notify you that beginning January 1, 2017 we have a new phone number for contacting your CCPOA Legal Plan.

We have included your **new membership card** in this mailing.
This replaces your existing card.

The important things for you to remember are:

- Use the **new phone number** when contacting your legal plan by phone
- U.S. Legal Services is still the plan Administrator
- Website access and your ID number are unchanged

We are working now to enhance your legal plan, and bring you a higher level of legal benefits. Look for more information, coming in Spring 2017.

As always, if you have any questions call the Trust.

Sincerely,

Michael E. Smalley
Administrator
CCPOA Benefit Trust Fund

We've Got You Covered.

CCPOA Benefit Trust Fund

Welcome to the CCPOA Family Defender Program

NAME
ADDRESS
CITY, STATE ZIP



Dear CCPOA Member,

Enclosed is your new member ID card and Summary Program Document that will explain your **CCPOA Family Defender Program** coverage in detail and help you most effectively use the program.

Obtaining legal services, financial coaching and identity protection is as easy as calling the dedicated toll-free number: **1-844-896-LAWS** and identifying yourself as a CCPOA Member.

A Customer Care Specialist from U.S. Legal Services will assist you in finding a Participating Attorney for your specific legal need.

U.S. Legal Services will oversee and administer the Program to assure quality. Should you have any questions, do not hesitate to call the toll-free Member Services line at **1-844-896-LAWS**.

If you have any questions regarding your benefit program, call the Trust.

We've Got You Covered.

1-800-In-Unit-6

1-800-468-6486

CCPOA Benefit Trust Fund
FAMILY DEFENDER PROGRAM



Family Defender Program: 1-844-896-LAWS

John Q Public
J123456PUB

For On-the-Job "Course and Scope" issues:

CCPOA Legal Defense Fund 24 Hour Hotline: 1-(800) 882-9906

2515 Venture Oaks Way | Suite 200 | Sacramento, CA 95833-4235 | 1-800-468-6486

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Important Tips to Help You Use Your U.S. Legal Services Program More Effectively

Attorney Assignment

Attorneys are designated based on your location, needs or request. If you need an attorney more conveniently located to you or for other reasons, please call 1-844-896-LAWS to determine availability and designation.

Telephone Consultation with Your Attorney

Remember that your attorney is a busy professional like all others. He or she may not be able to take your call immediately. Ask to speak to the attorney's assistant and tell them that it is your desire to speak to the attorney personally about a legal matter and that you are a member of the U.S. Legal Services Program. Inform that person if you believe your matter can be handled with a telephone consultation with the attorney.

Attorney's Returning Your Calls

It is important that you leave telephone numbers and the approximate times that you may be reached at those numbers and the attorney should be able to reach you within 1-2 business days, or the attorney will have one of their support staff contact you within the above mentioned time frame.

This is important as most attorneys set aside certain times of the day to return telephone calls due to court appearances and office appointments.

Making Office Appointments

If you desire to make an appointment with your attorney, simply call the attorney's office and speak to his or her secretary and tell them that you are a member of U.S. Legal Services and that you desire an appointment for a consultation concerning a legal or personal matter. Tell the assistant the times that you are available for an appointment and agree upon a mutually convenient time. Most office appointments can be scheduled within 72 hours, while there can be some exceptions.

Emergency Calls to Your Attorney

If you feel that your problem is of an emergency nature, inform the person to whom you are speaking that you believe it is an emergency and then briefly describe the nature of the matter and why it is an emergency. The attorney's support staff can recognize different needs and make arrangements for you to speak to the attorney or schedule you an appointment.

Attorney Contact During Case

If your attorney is representing you in a civil or criminal proceeding and you wish to be kept informed on a regular basis as to the progress of your case, ask the attorney to keep you updated as to such progress either verbally or in writing at least every 30 days.

Court Appearances

If you learn you are to appear in court, please contact the attorney as soon as you receive any information to be sure the attorney's calendar provides for such an appearance.

How to Use Your WEB-ID

To use the CCPOA portal, you will log on to the U.S. Legal website uslegalservices.net/ccpoa and follow the instructions on the log-in page. If all of the information entered matches your member record on file, your program information will be displayed.

Who To Contact

- Employer related issues (CDCR), contact CCPOA's Legal Department: **1-800-821-6443**.
- Criminal or Civil defense for a work related matter, contact CCPOA's Legal Defense Fund's Hotline at **1-800-882-9906**.
- Personal legal matters, contact U.S. Legal Services at **1-844-896-LAWS (5297)**
- If matter still unclear and not covered by U.S. Legal, contact the CCPOA LDF Hotline at **1-800-882-9906**.

Should you have concerns, U.S. Legal Services and your Participating Attorney are ready to serve you. However, it is important that you let us know if you have a problem so that we can help you quickly and expeditiously.

USL / CCPOA Member Services: 1-844-896-LAWS

Benefit Trust Fund: 1-800-468-6486

U.S. Legal Services
8133 Baymeadows Way
Jacksonville, FL 32256

uslegalservices.net/ccpoa

CCPOA Legal Department:
1-800-821-6443
LDF Hotline:
1-800-882-9906

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