



## Legal Case Studies

CiC have worked with Law Express since 2008 to provide a legal advice line for customers of the CiC EAP.

CiC have used this resource to expand user experience and offer even more resource for clients presenting with mental health issues that may be linked to their need for legal advice.

**LAWEXPRESS**  
Legally speaking

### Legal Care

Offering efficient and practical advice on a full range of often complex and sensitive legal and tax issues.

Our legal and tax advisors are fully equipped to answer queries, with the team comprising barristers, solicitors and executives with legal, accountancy and banking backgrounds, who share access to an extensive law library and online legal research materials. The legal helpline is available 24 hours a day, and tax advice is provided from 9 am to 5.30 pm Monday to Friday (excluding Bank Holidays).

### Case One

A caller rang because he had purchased a used car and was told by the dealer that he was entitled to change his mind within a month and return it to obtain a full refund. He had had a number of mechanical problems with it in the two weeks since he had bought it and wanted to get his money back. However, despite a number of phone calls to the dealer, he was not getting anywhere and was worried about what he should do next.

The advisor put him in touch with one of our legal experts who was able to explain his legal rights to him in a straight-forward, easy to understand manner. This enabled the caller to gather all the relevant information he needed to present his case clearly to the dealer, who in turn, gave him a full refund on the vehicle.

Continued overleaf

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### Case Two

A caller was involved in a road traffic accident. She had stopped at a red traffic light and was hit from behind by another car. Having not been in this situation before, she didn't know what they should do next.

When she called the adviceline, the legal advisor was able to take the individual through what they should do in step-by-step way, so that she was able to approach the situation clearly.

This included contacting her insurance company and making considerations about her no claims situation and payment of an excess. They also talked through how to seek compensation for damage to their car, injury, additional travelling expenses, loss of wages, petrol and damage to clothing and possessions and how to prove these factors.

The caller was able to make a satisfactory claim relatively quickly and without stress, having been given sound information about her rights and advice on how to deal with the various parties involved.

### Examples of Enquiries

*"A customer has not paid me for goods. I do not want to bother about court proceedings and have been told that I can go to the customer's premises and take the goods back. Is this correct?"*

*"My neighbour has a tall conifer, which is blocking the light into my house. I've made him aware of the problem but nothing has been done. What can I do?"*

*"My husband and I lived together prior to our marriage. My husband made a will leaving everything to me. Is the will still valid following our marriage? Is it correct, as he suggests, that as his wife everything will automatically pass to me?"*

*"My ten year old son is dyslexic. The Education Authority refuse to recognise this and have refused our choice of school, they say that he should attend a school for under-achievers. I believe he should remain in mainstream education with additional support for his dyslexia. Can I challenge the Authority's decision?"*

*"My neighbour has informed me that her property has subsidence. Her insurers have advised that the roots of the trees on my land are the likely cause. What is my position?"*

