

FBA Solutions

Legal assistance service

Consult a lawyer by phone

What is legal assistance?

The legal assistance provided by FBA Solutions is a telephone service that connects you with a lawyer¹. You can use the service as many times as you like to discuss legal questions of a private or professional nature².

The goal?

To help you better understand your rights and tackle your private and professional projects with more confidence, as well as to offer guidance.

Benefit from personalized legal information on:

- ✓ Child custody rights
- ✓ A conflict with a neighbour
- ✓ Estate settlement
- ✓ An individual dispute with a customer or an employer
- ✓ Much more

Legal information covering many areas



Your personal life

- > Family law (separation, divorce, mediation, custody, etc.)
- > Property (sales, purchase, hidden defects) and relationships with neighbours
- > Estate settlement
- > Consumer goods and contracts
- > Personal injury
- > Problems related to Highway Safety Code violations
- > Labour law, immigration
- > Much more!



Your professional life

- > Professional order
- > Trustees
- > Customers
- > Conflicts of interest



How the legal system works

Have a question about the legal system? Get advice and support to help you understand it, whether at the municipal, provincial or federal level.

Advantages of the FBA Solutions service



Answers regarding your particular situation



Access to lawyers



Unlimited calling and service in English and French



Confidential and secure phone consultation

How can you benefit from these services?

1 Sign up

Sign up for an eligible offer and enjoy these services for free. Visit nbc.ca/legal-assistance for details.

... Already benefiting from our Privilege offer? Go to step 2.

2 Call legal assistance

Talk on the phone with a lawyer from FBA Solutions, as often as necessary.

Hours of operation: 8 a.m. to 6 p.m., excluding holidays (ET), Monday to Friday

Call 1-844-783-7604

FAQ

> **Is there a limit to the number of calls?**

No. You can call the legal team as often as necessary. The length of your calls is also unlimited.

> **How can I ensure my calls are kept confidential?**

FBA Solutions lawyers have an ethical duty of confidentiality. We also take every measure to ensure the confidentiality of your discussions.

> **What is the difference between professional life and professional activity?**

Professional life concerns ethical issues, or the relationship with a professional order. Professional activities concern all your business activities not related to the relationship with your professional order.

> **If I need to go to court, can I retain the services of the lawyer who assisted me?**

No. If you need to go before the courts, you must retain the services of another lawyer to represent you.



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To enjoy these services free of charge, you must be a National Bank privilege offer holder. You are, however, responsible for any fees that may be billed to you by your telecommunications provider. If you are not a privilege offer holder, the services provided by FBA will end.

2 Excludes any questions about any commercial or criminal activity.

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