

Constant - legal help at the end of the phone 24/7

Constant is an exciting service from top UK law firm, **Stephensons**. **Constant** has been made available to **The Referees' Association** in partnership with **Spencer Hayes Insurance**. We've pulled together all our resources to make it easier than ever before to access the specialist legal help and guidance you need, when you need it.



By creating a special members' helpline, all the expertise of our qualified lawyers can be accessed with just one phone call.

There may be something that is worrying you or perhaps you need help sorting out the nicer things in life. Whatever the situation we're here for you. Just pick up the phone and we'll provide you with FREE initial help with any legal matter 24/7*.

As a member of Constant you are entitled to free initial legal advice on a wide range of issues, including:

- Buying & selling a house
- Consumer rights
- Relationship & child care matters
- Housing, debt & welfare issues
- Making a claim after an accident
- Complaints against professionals & public bodies
- Criminal offences
- Neighbour disputes
- Protecting & passing on wealth
- Birth & medical problems
- Motoring offences

Free legal help at the end of the phone, call us today on: 0800 694 0190

Please quote 'Constant - The Referees' Association' when getting in touch.

If you would like further information about Constant please contact:

call **0800 694 0190**
email **enquiries@stephensons.co.uk**

www.stephensons.co.uk/constant



legal help and more, for life

*Subject to full terms and conditions

Constant - Terms and Conditions

1. The telephone number is an 0800 number and cost of calls will be borne by Stephensons.
2. The helpline cannot consider or comment on documents or receive information in any format other than by telephone.
3. The maximum number of calls from any member during a calendar year may be limited.
4. Maximum length of any call is limited to 45 minutes.
5. No retainer or contract is formed between Stephensons and the member.
6. Help may be limited to signposting and referring the member to other appropriate agencies.
7. Membership and use of the helpline includes member's immediate family which will be deemed to be spouse, children, parents and grandparents.
8. In the event of conflict or potential conflict arising between members, between members and the distributor of the membership or between any of these groups and Stephensons, then Stephensons will notify the member accordingly and will give no further help.
9. The hours of the helpline are 24 hours a day, 7 days a week. However Stephensons reserve the right to amend the availability of the helpline with immediate effect without reason.
10. The helpline only deals with matters covered by the law as it relates to private individuals. It does not cover business/commercial/tax enquiries, foreign law or matters with no legal content (however these may be referred on to other reputable sources of assistance where appropriate).
11. Members consent to their calls being recorded and their personal data retained.
12. Members consent to being contacted further by Stephensons in any medium including telephone and email.
13. Some calls may result in information packs being dispatched to members.
14. The helpline will not enter into correspondence on behalf of members or contact any third parties.
15. The purpose of the helpline is to provide initial help on general legal matters to members which may include signposting to appropriate sources of information, other agencies or the provision of information packs. It may also include referral to the appropriate specialist department within Stephensons to assist with the matter under Stephensons' normal funding arrangements. The helpline and membership does not include the funding of legal cases but the helpline maybe able to assist the member with identifying the appropriate method of funding their legal case.
16. The purpose of the helpline is to provide immediate practical help and assistance and it does not cover pursuing defending or in any other way becoming involved in the member's legal or other affairs.
17. The membership of Constant shall last for a period of one year commencing upon enrolment of the member. At Stephensons' discretion Constant may be extended thereafter for periods of one year.
18. Stephensons may refuse to accept any persons or organisations into the enrolment of Constant without reason and may terminate memberships with immediate effect without reason. Constant may also be terminated as a scheme with immediate effect without reason.

