

Attorney access, made easy

Connect with an attorney your way. Whether you prefer to communicate via phone, chat, email, or online, we take the guesswork out of finding an attorney.

1

Obtain your eligibility ID:

We will assign you an eligibility ID, a unique identifier that you provide to your network attorney.

Obtain your ID by calling our Client Service Center at **800-821-6400** or by creating an account on our website at **members.legalplans.com**.

2

Then, continue to enjoy **multichannel access**:



Client Service Center

Call our customer service representatives or chat with representatives online using the live chat feature to learn about your coverage, schedule a meeting with your attorney, and more.



24/7 access online

Log in to search for an attorney, review coverages, and access Ask an Attorney, where you can submit questions to an attorney and receive a response within 24 hours.

Additional online features:

- ✓ **Ask Lexi**
Our online chat resource, “Ask Lexi,” can provide articles and resources based on your inquiries, 24/7.
- ✓ **Self-help library**
Access 1,700+ documents for a wide range of legal topics.
- ✓ **Attorney filters**
Select a firm based on identity attributes including gender, languages spoken, race, and area of expertise.
- ✓ **Digital Estate Planning**
Create wills, living wills, and powers of attorney online in as a little as 15 minutes.
- ✓ **Dependent access**
Give spouses and dependents online access to view their covered benefits, attorney network, schedule an attorney, and more.



Questions? Call the Mercer Voluntary Benefits Service Center at 1.877.418.4559 Monday—Friday, 9:00 a.m. to 6:00 p.m., ET.

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Protection at every step

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