

Client Information Sheet

You have been referred to Pro Bono Law of BC (PBLBC) for help with your legal problem. In order to receive assistance or representation from a PBLBC volunteer lawyer, you must:

- Meet the financial guidelines for the PBLBC Roster Programs;
- Have a legal problem that falls within the description of the PBLBC Roster Programs;
- Have a legal claim that shows some merit;
- Send requested documents to PBLBC in a timely fashion; and
- Be honest with PBLBC staff and lawyers.

No Guarantee of Assistance

If you qualify for a PBLBC Roster Program, PBLBC staff will do their best to locate a volunteer lawyer to assist or represent you in your case. Unfortunately, PBLBC cannot guarantee that it will find a volunteer lawyer to assist or represent you. Successful matches are usually made within a week or two of PBLBC receiving a referral. Occasionally, successful matches are made after a few weeks or months.

We therefore encourage you to proceed with your case as if PBLBC will not succeed in finding a volunteer lawyer to assist or represent you. You may rest assured that PBLBC staff will notify you as soon as a potential volunteer lawyer is located.

The Initial Consultation

If PBLBC succeeds in locating a potential volunteer lawyer for your case, either PBLBC staff or the lawyer will then contact you to schedule a consultation. This means that the lawyer will meet with you and talk to you about your legal problem. This does not necessarily mean that the lawyer will decide to represent you or assist you beyond answering some of your questions during the consultation.

The Service Agreement

Hopefully, after the consultation, you and the lawyer will agree as to how the lawyer will assist you with your legal problem. The lawyer may decide to assist you with a few distinct issues, or he or she may decide to represent you on a broader basis. Whatever is decided, the terms of your agreement should be written down in an agreement (PBLBC provides a standard Service Agreement if needed). Once the agreement is signed, you and the lawyer enter into a solicitor-client relationship. Please note that unless alternative arrangements are established by PBLBC, you will be responsible for paying all court fees and disbursements as they come due.

Your Case

During your case, you must act according to the terms set out in your agreement with the lawyer. You must also abide by the PBLBC Client Code of Conduct available at http://probononet.bc.ca/content/pdf/Client_Code.pdf or by request over the telephone at (604) 893-8932. In unusual situations, however, you may have some questions or complaints. In such situations, we ask that you fill out the Client Complaint Form available at <http://probononet.bc.ca/content/pdf/Complaint.pdf> or by request over the telephone at (604) 893-8932, and then send or e-mail the Form to:

Pro Bono Law of BC
P.O. Box 103
845 Cambie Street
Vancouver, BC
V6B 4Z9

After Your Case

Once your case is completed, we would very much like to hear from you about your experience with your lawyer and PBLBC. Please fill out the Client Closing Survey available at http://probononet.bc.ca/content/pdf/Client_Closing.pdf and send or e-mail the Survey to the above address. Taking the time to do this will help us to improve our Programs.

For more information on how the PBLBC Roster Programs work, please visit the PBLBC website at www.probononet.bc.ca.

Thank you and good luck!