

STUDENT LEGAL PROTECTION UWGSA, UNIVERSITY OF WATERLOO

Q: What portion of legal expenses are supported by this service?

A: If the issue a student is facing, or is trying to resolve, results in formal legal proceedings, this service covers 100% of the lawyer's fee, as well as experts' fees (up to \$1,000 per expert, per case), and other relevant disbursements (court fees, witness expenses, etc.).

Q: How many cases per year can I use this service for?

A: There is no limit to the number of cases you can use this service for.

Q: Is there a maximum on expenses that will be supported for each case?

A: This service covers 100% of lawyer's fees associated for approved cases in the three service categories outlined by Student Legal Protection, for enrolled student. There is no cap on approved expenses.

Q: What are the three service categories outlined by Student Legal Protection?

A: The three categories covered by Student Legal Protection are: housing law, employment law, and academic issues with your institution such as academic & non-academic disciplinary matters.

Q: What resources are available to me concerning legal issues I am facing that do not fall into the service categories mentioned above?

A: The Legal Information/Advice Hotline, the second component of Student Legal Protection, provides students with access to legal information and advice on any area of the law (e.g. immigration law, traffic law, etc).

Q: Am I restricted to a maximum number of calls to the Legal Information/Advice Hotline?

A: As long as you are enrolled in the Student Legal Protection program, you have unlimited access to the hotline.

Q: When I call the Legal Information/Advice Hotline, will I be speaking to a lawyer?

A: Yes.

Q: After I call the hotline, how long will I have to wait to hear back from a lawyer?

A: A maximum of 72 hours.

Q: What privacy standards are in place during my phone calls with the Legal Information/Advice Hotline?

A: Your call is protected by solicitor-client privilege.

Q: Are my interactions stored in a database?

A: Studentcare maintains a record of the incoming call, but nothing beyond that.

Q: How much does Student Legal Protection cost per student?

A: \$28 per student, annually.

Q: When does the service period begin and end?

A: The service period begins September 1st and ends August 31st of each year. The dates applicable to you may be dependent on your enrolment status with the University of Waterloo. Any issue arising within the service period qualifies for the financial support and legal resources provided by the service, even after the student has graduated.

Q: Can I opt-out of this service?

A: Yes. The GSA and/or its partner Studentcare, in advance of the opt-out period, will communicate the dates and times that you will be able to opt-out of the service.

Q: How will I be able opt-out of this service?

A: You will be able to opt-out of this service online.

