



Looking After You and Your Family



Usdaw
*Union of Shop, Distributive
and Allied Workers*



#LegalPlus



Usdaw's aim is all about improving workers' lives and winning for members. Usdaw Legal Plus is at the heart of that aim.

Usdaw provides a great range of legal services which have got better and better over the years. Usdaw Legal Plus is a service to be proud of.

If ever you need to make a claim you can be confident that Usdaw will be there to look after you.

Paddy Lillis
Usdaw General Secretary



Improving workers' lives –
Winning for members



Usdaw Legal Plus Gives Members Peace of Mind

Members are fully covered for:

- Any accident, anywhere in the UK, and now also for accidents/injuries and illness outside of the UK whilst on a package holiday.*
- Members' children, under the age of 18, are fully covered for any accident, anywhere in the UK, and now also for accidents/injuries and illness outside of the UK whilst on a package holiday.*
- Other family members living in the same household as the member are fully covered if they are injured in a road traffic accident.

To register a new accident, injury or disease claim, call FirstCall Usdaw on: **0800 055 6333** (see over for more details).

Saving you money

A high street solicitor is likely to take 25% of any compensation you win. Usdaw guarantees that you keep 100% of your compensation.

*Package holiday claims means accidents, injuries or other personal injury claims covered under the Package Travel, Package Holidays and Package Tours Regulations 1992.



Usdaw



Accidents, Injuries, Diseases

As an Usdaw member, you and your immediate family will have experts ready to help you, with our Legal Plus service.

It's fast-acting, effective assistance that brings real peace of mind – it's absolutely free for members:

- Any accident, anywhere in the UK, including:
 - Accidents at work.
 - Accidents outside of work.
- Accidents/illness to members whilst outside the UK on a package holiday.
- Road traffic accidents.
- Work-related conditions or diseases.
- Slipping and tripping.
- Injuries caused by violent crime or armed robbery (CICA claims).

Children

- Members' children, under the age of 18, who are injured anywhere, anytime in the UK and also if they are injured or taken ill whilst outside the UK on a package holiday.

Family members

- Family members living with you are also fully covered if they're injured in a road traffic accident.

Fast, expert help is only a free call away – 24/7. Use FirstCall Usdaw to start your claim.

FirstCall Usdaw – Free Accident Helpline 24/7

If you have an accident, disease or injury just phone FirstCall Usdaw on **0800 055 6333** to start your claim.

- Give your:
 - Name and address.
 - Phone and email contact details.
 - Date of birth.
 - Date of accident.
 - Usdaw membership number (not essential, but can speed up the call).
- Your claim will be logged immediately and you will be given a case number and put through to your Usdaw solicitor straightaway.
- Your Usdaw solicitor will ask you to confirm your details and case number. It is a legal requirement that all information is provided to the solicitor by you and not any third party (including Usdaw).
- Use FirstCall Usdaw to start all accident and injury claims.
- **Do not use this number for any other enquiries or existing claims. After your claim has been logged, use your solicitor's direct telephone number.**

Saving you money

A high street solicitor is likely to take 25% of any compensation you win. Usdaw guarantees that you keep 100% of your compensation.

Occupational Diseases

Usdaw Legal Plus covers work-related diseases and conditions like repetitive strain injury, deafness, occupational asthma and dermatitis.

Use FirstCall Usdaw to start your claim, call on **0800 055 6333**.

Violent Crime

Contact FirstCall Usdaw on **0800 055 6333** to start your claim. Usdaw Legal Plus helps members claim compensation from the CICA – Criminal Injuries Compensation Authority – which is a state funded scheme. This service is also available for member's children, who are under 18 years of age.

In order to qualify you must:

- Personally report the incident to the police within 48 hours and get a crime reference number. Usually, it's not enough if someone else reports it, such as a relative, friend or employer.
- See a doctor immediately for treatment for physical injuries as well as psychological ones such as stress or shock.



Employment Problems

Usdaw reps and officials are ready to help you resolve any type of employment problem, including:

- Redundancy.
- Dismissal.
- Discrimination.
- Contract claims.
- Equal pay.
- Family-friendly rights.
- Part-time workers' rights.
- Unlawful deductions.
- Minimum wage.

We'll try to settle the problems using your usual company procedures. By law, your employer must allow your Usdaw rep to come with you to all disciplinary and grievance hearings.

If we can't sort out the problem this way, your Usdaw team will advise you about taking the case further.

Our full-time officials (Area Organisers) and the Usdaw Legal Department provides the advice and representation in employment tribunal cases.

Tribunal claims must be lodged within strict time limits – normally within three months less one day from the date of dismissal or cause of complaint. You are responsible for making your claim in time, so speak to your Usdaw rep as soon as you know you have a problem. Make sure you always follow the company grievance and appeal procedures.

For help and advice about any employment problem, you can either contact your Union rep, call the Usdaw Helpline on 0800 030 80 30 or visit the Usdaw website www.usdaw.org.uk – **please do not use FirstCall Usdaw for employment problems.**



Pensions Issues

The Usdaw Legal Department has a specialist Pensions Section, ready to help you with any problem about your company or state pension. Where appropriate we'll also support legal action to secure your pension rights.

To contact the Usdaw Pensions Section, call **0161 413 0920** or you can find more advice on the Usdaw pensions website at www.usdaw.org.uk/pensions

Health and Safety Issues

The Usdaw Legal Department has a specialist Health and Safety advice team who will be happy to help with any health and safety problems at work. You'll find more information on the Usdaw website www.usdaw.org.uk/healthandsafety

You can contact the Usdaw Health and Safety Section on **0161 413 0927** or email healthandsafety@usdaw.org.uk



Prosecution Cases

As a member, if you're prosecuted for something in the course of your work, we'll instruct solicitors to advise on your defence. If there is a defence, we will instruct them to represent you until State Criminal Legal Aid can be arranged.

For work-related prosecutions, complete our online BL6 Form at www.usdaw.org.uk/BL6 or phone the Legal Department clerical team on **0161 249 2477**.

If you and your family are facing criminal charges not related to work, you're entitled to free legal advice from an Usdaw solicitor.

To arrange this, complete our online BL3 Form at www.usdaw.org.uk/BL3 or phone the Legal Department clerical team on **0161 249 2477**.

Free Wills

It's important for your family and your own peace of mind that your affairs are in order before you die. If you want your property to pass to the people you choose, it's essential to make a will. Every Usdaw member, and their partner, can make a will free of charge through Usdaw solicitors.

Saving you money

A free will for you and your partner could save you over £250.

Members can benefit from our free will writing service as soon as they join Usdaw – saving around £250. If your affairs are especially complex the solicitors may need to charge, but they'll discuss this with you beforehand.

To take advantage of our free will writing service, complete our online BL4 Form at www.usdaw.org.uk/BL4 or phone the Legal Department clerical team on **0161 249 2477**.

Probate

Sorting out probate matters when someone dies can be stressful. Our Usdaw solicitors can provide you with sympathetic and professional initial advice at special, favourable rates.

To benefit from this service, complete our online BL3 Form at www.usdaw.org.uk/BL3 or phone the Legal Department clerical team on **0161 249 2477**.



Moving House

Buying a property is a long-term financial commitment and may be one of the most important steps in your life. Usdaw solicitors will deal with all stages of your property transaction professionally and efficiently, at favourable rates for Usdaw members. You'll receive a written quotation at the outset, so you won't have any unwelcome surprises.

To take advantage of this service, complete our online BL3 Form at www.usdaw.org.uk/BL3 or phone the Legal Department clerical team on **0161 249 2477**.



Free Initial Advice Scheme

Ushaw's Legal Plus service doesn't stop when you clock off work. You're entitled to free initial advice about any non-work related legal problem. For example, you may have:

- Bought a car or a washing machine that simply isn't up to standard and the salesperson refuses to do anything about it.
- A dispute with your landlord, the council, or with nuisance neighbours.
- A matrimonial or other family problem at home, or want advice about debts.

If there's more legal work required after you've received our solicitors' advice, they'll offer you special terms.

For non-work related problems, complete our online BL3 Form at www.usdaw.org.uk/BL3 or phone the Legal Department clerical team on **0161 249 2477**.

Our application forms can also be downloaded from our website or obtained from your rep or local office.



Ushaw

Help For Your Family

Children of members, under 18 years of age, are covered for any accident, anywhere in the UK (including where they are victims of violent crime) and also if injured outside the UK on a package holiday.

Also, Usdaw looks after your immediate family too. If a family member living with you is injured in a road traffic accident, they are fully covered by Usdaw Legal Plus. Call FirstCall Usdaw on **0800 055 6333** to make a claim.

Saving you money

Usdaw's free legal advice service could save you £100s of pounds.



Usdaw

Legal Plus



Legal Plus Rules

- You must be up-to-date with your Usdaw contributions at the time of the incident you're claiming for.
- Your contributions must remain fully paid-up throughout the case.
- You must co-operate with Usdaw and its solicitors and follow their advice.
- You must give Usdaw and its solicitors accurate and honest information.
- You must not take advice from other legal advisers at the same time.
- You will not be supported in bringing cases against the Union, its representatives or staff, or in matters that are in conflict with the Union or its policies.
- You will not be supported if the incident/accident is a consequence of your own neglect of duty, misconduct or criminal act.
- Legal help will not be granted to family members who should have been an Usdaw member.
- Cases will be supported only if they have reasonable prospects of success, they are proportionate in value to the cost of pursuing the claim, they are not an abuse of process or fundamentally dishonest and no reasonable offer of settlement has been made.
- Family members must follow the same rules.
- In any event, legal assistance is at the discretion of the Union.

You'll find these rules in detail in the Legal Plus Members' Handbook, which our solicitors give to members when they start an injury claim. You can also see the Handbook on the Usdaw website.

Once legal assistance has been granted, we'll investigate your case and regularly review it to ensure you continue to comply with the rules and that your case still has reasonable prospects of success.

Privacy Notice

The data you provide us will be used to process your request for legal assistance as well as updating any contact details held on your membership record. The data that we collect about you will be stored securely. Our policy and privacy statement pursuant to the Data Protection Act 2018 is available on the union's website – www.usdaw.org.uk/Privacy-Notice

Here Are Some of The Great Benefits of Usdaw Legal Plus for Members

- Cover for accidents and injuries, anywhere in the UK and also if injured on holiday outside the UK.
- Children of members, under 18 years of age, covered for any accident, anywhere in the UK and also if injured or taken ill on holiday outside the UK.
- Help for you and your family.
- It's free from the day you join.
- Ensures you keep all the compensation if you win – plus, there are no hidden charges.
- Works for people, not profits.
- Delivered by the Usdaw team of reps, officials and professionals in the Usdaw Legal Department, backed by a nationwide network of solicitors.
- Employs solicitors who are experts in accident and disease cases, and are committed to the work of the Union.

If you have an accident call FirstCall Usdaw to start your claim.

No forms – no fuss – no delay



To become a member of Usdaw contact your Usdaw rep in your workplace or call the Usdaw Helpline 0800 030 80 30 or visit our website www.usdaw.org.uk



Usdaw

Improving workers' lives –
Winning for members