



“Arc Legal’s legal helpline is provided by leading law firms and staffed by top quality lawyers who provide legal advice in plain English which our members can understand.”

City of London Police Federation

Legal Helpline

Arc Legal Assistance’s helpline is operated by specifically selected specialist, independent firms of solicitors.

Our solicitors currently receive over 30,000 legal helpline queries per annum from our customers on the telephone and e-mail. Enquiries are handled by teams of solicitors, qualified legal executives and law graduates.

Customers have unlimited access to advice on legal and tax matters 24 hours a day, 365 days a year.

We offer a ‘white label’ service to support specific branding requirements with customised call answering.

The helpline service has no restriction on call length and includes research on specific areas of law when required. Supported by referral to specialist lawyers when necessary, customers receive a seamless service with the right expert for even complex queries.

This level of in-depth support provides customers with real added value, something most other legal advice lines are not able to offer.