

## **Legal Assistance – Hyatt Legal Plans/MetLaw**

MetLaw, administered by Hyatt Legal Plans, is a legal services plan that provides legal representation for you, your spouse and dependents for important, everyday legal services and/or unexpected legal matters. MetLaw participants may receive legal advice and fully covered legal services for a wide range of legal matters, including:

- ❖ Unlimited telephone advice and office consultations on virtually any personal legal matter with a plan attorney of your choice
- ❖ Document Review & Preparation
- ❖ Debt Collection Defense
- ❖ Preparation of wills, codicils and living trusts
- ❖ Preparation of living wills, powers of attorney, affidavits, deeds, demand letters, notes and mortgages
- ❖ Immigration Assistance
- ❖ Family & Real Estate Matters
- ❖ Representation for:
  - Purchase, Sale or Refinancing of your Primary Residence
  - Debt Collection Defense and Identity Theft
  - Consumer Protections and Small Claims Assistance
  - Traffic Ticket Defense (except DUI)
  - Tenant Negotiations and Eviction Defense (tenant only)
  - Name Change
  - Personal Bankruptcy
  - Civil Litigation Defense including Administrative Hearings and Incompetency Defense
  - School Hearings
  - Juvenile Court Defense
  - Pet Liabilities
  - Premarital Agreement
  - Uncontested Adoption, Guardianship or Conservatorship
  - Protection from Domestic Violence
  - Tax Audits
  - Boundary – Title Disputes, Property Tax Assessments and Zoning Applications

The MetLaw program includes a nationwide network of more than 9,000 participating Plan Attorneys from which to choose. If you stay within the

network, qualifying legal services are fully covered, with no additional attorney fees. (Third party costs such a filing fees or court costs are not covered by the plan.) Hyatt plan attorneys must meet stringent criteria before joining Hyatt's network and are regularly reviewed. Plan attorneys have an average of 22 years of legal experience.

### ***Out-of-Network Option***

In addition to the in-network benefit, participants have the option to select an out-of-network attorney. Covered out-of-network services are reimbursed according to a set fee schedule. To receive out-of-network reimbursement, employees should first call Hyatt's Client Service Center at **(800) 821-6400** and request a Fee Reimbursement form. Employees should complete the form, attach the attorney's bill and submit the form directly to Hyatt:

**Hyatt Legal Plans  
1111 Superior Avenue, Suite 800  
Cleveland, OH 44114**

If the out-of-network attorney's charges are in excess of the maximum amount payable, the excess is the responsibility of the employee. The average turnaround time for claims is two weeks.

### ***Excluded Services***

Excluded services are legal services that are not provided under the plan. No services, not even a consultation, can be provided for the following matters:

- ❖ Employment-related matters, including company or statutory benefits
- ❖ Matters involving St. John's University, MetLife and its affiliates, and/or plan attorneys
- ❖ Matters in which there is a conflict of interest between the employee and spouse or dependents, in which case services are excluded for the spouse and dependents
- ❖ Appeals and Class Actions
- ❖ Farm and business matters, including rental issues when the Participant is the landlord
- ❖ Patent, trademark and copyright matters
- ❖ Costs or fines

- ❖ Frivolous or unethical matters
- ❖ Matters for which an attorney-client relationship exists prior to the Participant becoming eligible for plan benefits.

### ***How to Utilize Plan Services***

Before using a plan attorney's services, employees should visit Hyatt's website at [www.legalplans.com](http://www.legalplans.com) or call Hyatt's Client Service Center at **(800) 821-6400**. The CSC hours of operation are Monday – Thursday, 8 am – 7 pm; Friday, 8 am – 6 pm. All times are EST. The CSC representative will:

- ❖ Verify the caller's eligibility for services
- ❖ Make an initial determination of whether and to what extent the employee's case will be covered
- ❖ Give the employee a Case Number
- ❖ Provide the employee with the name and telephone number of the Plan Attorney most convenient to the employee
- ❖ Answer any questions the employee might have about the plan.

After receiving a Case Number, the employee may call the Plan Attorney for an appointment. Appointments are available evenings and Saturdays.

*Note: This benefit is available for full-time staff, administrators and law faculty only.*