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10 *Attorneys for Defendant*
 11 **ROCKET LAWYER INCORPORATED**

12 **UNITED STATES DISTRICT COURT**
 13 **CENTRAL DISTRICT OF CALIFORNIA**
 14 **WESTERN DIVISION**

16 LEGALZOOM.COM, INC., a Delaware
 17 corporation,
 18 Plaintiff,
 19 v.
 20 ROCKET LAWYER
 21 INCORPORATED, a Delaware
 22 corporation,
 23 Defendant.

Case No. 2:12-cv-09942-GAF-AGR
**DECLARATION OF HONG-AN VU
 IN SUPPORT OF ROCKET
 LAWYER'S OPPOSITION TO
 MOTION FOR SUMMARY
 JUDGMENT**
 Date: October 21, 2013
 Time: 9:30 a.m.
 Judge: Judge Gary A. Feess
 Courtroom: 740
 255 East Temple Street
 Los Angeles, CA 90012
 Action Filed: November 20, 2012

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DECLARATION OF HONG-AN VU

I, Hong-An Vu, declare as follows:

1. I am an associate at Goodwin Procter LLP, counsel of record for defendant and counterclaimant Rocket Lawyer Incorporated (“Rocket Lawyer”). I submit this declaration in support of Rocket Lawyer’s Opposition to the Motion for Summary Judgment filed by LegalZoom.com, Inc. (“LegalZoom”). I am over the age of 18 years. Unless otherwise indicated, I have personal knowledge of the matters stated herein and, if called upon to do so, I could and would competently testify to them under oath.

2. Attached hereto as **Exhibit 1** are excerpts of LegalZoom’s S-1 filing with the Securities Exchange Commission dated May 10, 2012, where LegalZoom represented that it had approximately two million customers.

3. Between November 2012 and the date of this declaration, I have been printing screenshots of the website www.Rocketlawyer.com. The following are true and correct copies of www.Rocketlawyer.com, taken on the dates provided:

(a) Attached hereto as **Exhibit 2** is a true and correct copy of a screenshot of Rocket Lawyer’s free immigration forms, taken on December 3, 2012.

(b) Attached hereto as **Exhibit 3** is a true and correct copy of a screenshot of the Rocket Lawyer’s free legal dictionary, taken on September 21, 2013.

(c) Attached hereto as **Exhibit 4** is a true and correct copy of a screenshot of the free articles available on Rocketlawyer.com, taken on December 7, 2012.

(d) Attached hereto as **Exhibit 5** is a true and correct copy of a screenshot of the Pro Legal Plan free trial registration page, taken on December 6, 2012.

1 (e) Attached hereto as **Exhibit 6** is a true and correct copy of a
2 screenshot of the Basic Legal Plan free trial registration page, taken on December 6,
3 2012.

4 (f) Attached hereto as **Exhibit 7** is a true and correct copy of a
5 screenshot of the FAQ regarding Rocket Lawyer’s free trial plans, taken on
6 September 9, 2013.

7 (g) Attached hereto as **Exhibit 8** is a true and correct copy of a
8 screenshot of the option to enroll in a free trial of the pro legal plan at the end of the
9 document interview for the incorporation process, taken on December 3, 2012.

10 (h) Attached hereto as **Exhibit 9** is a true and correct copy of a
11 screenshot of one of Rocket Lawyer’s disclosures of state fees available on
12 Rocketlawyer.com prior to the incorporation interview program, taken on
13 August 27, 2013.

14 (i) Attached hereto as **Exhibit 10** is a true and correct copy of a
15 screenshot of Rocket Lawyer’s disclosure of state and county fees in the
16 incorporation interview, taken on December 3, 2012.

17 (j) Attached hereto as **Exhibit 11** is a true and correct copy of a
18 screenshot of a payment page at the end of an incorporation interview, disclosing
19 fees and other formation services purchased by a user but evidencing no charges for
20 Rocket Lawyer’s processing and filing of incorporation forms when enrolled in a
21 free trial of the Pro Legal Plan, taken on December 3, 2012.

22 (k) Attached hereto as **Exhibit 12** is a true and correct copy of
23 Rocket Lawyer’s current On Call Terms and Conditions, which have been in effect
24 since February 2013, taken on September 9, 2013.

25 (l) Attached hereto as **Exhibit 13** is a true and correct copy of
26 Rocket Lawyer’s On Call Terms and Conditions that were in effect between
27 November 28, 2012 and February 2013.

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1 4. Attached hereto as **Exhibit 14** is a true and correct copy of a screenshot
2 of a search on Google.com for “legal documents,” taken on September 9, 2013.

3 5. Attached hereto as **Exhibit 15** is a true and correct copy of a screenshot
4 of a search on Google.com for “incorporation,” taken on August 28, 2013.

5 6. Attached hereto as **Exhibit 16** are screenshots of Lawdepot.com with
6 similar services to those of Rocket Lawyer and LegalZoom, taken on August 28,
7 2013.

8 7. Between November 2012 and the date of this declaration, I have been
9 printing screenshots of the website www.Legalzoom.com. The following are true
10 and correct copies of the www.Legalzoom.com, taken on the dates provided:

11 (a) Attached hereto as **Exhibit 17** is a true and correct screenshot of
12 LegalZoom’s package of real estate documents, taken August 26, 2013.

13 (b) Attached hereto as **Exhibit 18** is a true and correct copy of a
14 screenshot of LegalZoom’s personal plan, taken September 5, 2013.

15 (c) Attached hereto as **Exhibit 19** is a true and correct copy of a
16 screenshot of LegalZoom’s business plan, taken September 5, 2013.

17 (d) Attached hereto as **Exhibit 20** is a true and correct copy of a
18 screenshot of LegalZoom’s “how it works” page showing its postal mail, hard-copy
19 process, taken August 26, 2013.

20 (e) Attached hereto as **Exhibit 21** is a true and correct copy of a
21 screenshot from archive.org of LegalZoom’s website from January 16, 2010,
22 showing an advertisement for incorporation without mentioning state fees, taken on
23 September 9, 2010.

24 (f) Attached hereto as **Exhibit 22** is a true and correct copy of a
25 screenshot from archive.org showing LegalZoom’s website from January 16, 2010,
26 confirming that state fees were charged with LegalZoom’s incorporation service,
27 taken on September 9, 2010.

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1 (g) Attached hereto as **Exhibit 23** is a true and correct copy of a
2 screenshot of LegalZoom’s pricing for incorporation, taken on September 14, 2013.

3 (h) Attached hereto as **Exhibit 24** is a true and correct copy of
4 LegalZoom’s Supplemental Terms of Service for Corporate Center, printed on
5 September 11, 2013.

6 (i) Attached hereto as **Exhibit 25** is a true and correct copy of
7 LegalZoom’s webpage relating to incorporation that contains a statement regarding
8 its “A” rating with the Better Business Bureau, taken on September 6, 2013.

9 8. Attached hereto as **Exhibit 26** is a true and correct screenshot of an
10 article with simultaneous advertisements for Rocket Lawyer’s and LegalZoom’s
11 incorporation services, where LegalZoom has published that it has an “A” Rating
12 with the Better Business Bureau, taken on September 6, 2009.

13 9. Attached hereto as **Exhibit 27** is a true and correct copy of the better
14 Business Bureau’s website, www.la.bbb.org, showing no “A” rating for
15 LegalZoom.com, Inc., taken on September 6, 2013.

16 10. Attached hereto as **Exhibit 28** is an article dated March 12, 2013
17 relating to the Better Business Bureau’s expulsion of the Los Angeles Organization,
18 printed on September 9, 2013.

19 11. Attached hereto as **Exhibit 29** is a true and correct copy of the email
20 communication I had with the Better Business Bureau relating to the expulsion of
21 the Los Angeles Organization, the revocation of ratings, and the notification to
22 businesses about the revocation of ratings, available at
23 [http://losangeles.bbb.org/article/better-business-bureau-expels-los-angeles-](http://losangeles.bbb.org/article/better-business-bureau-expels-los-angeles-organization-for-failure-to-meet-standards-40711)
24 [organization-for-failure-to-meet-standards-40711](http://losangeles.bbb.org/article/better-business-bureau-expels-los-angeles-organization-for-failure-to-meet-standards-40711).

25 12. Attached hereto as **Exhibit 30** is a true and correct copy of an article
26 dated September 16, 2011, found at
27 [http://upstart.bizjournals.com/news/wire/2011/09/16/legalzoom-introduces-](http://upstart.bizjournals.com/news/wire/2011/09/16/legalzoom-introduces-subscription-based-access-to-attorneys.html?page=all)
28 [subscription-based-access-to-attorneys.html?page=all](http://upstart.bizjournals.com/news/wire/2011/09/16/legalzoom-introduces-subscription-based-access-to-attorneys.html?page=all), containing statements made

1 by LegalZoom regarding its decision to begin to offer legal plans in 2011, printed on
2 August 26, 2013.

3 13. Attached hereto as **Exhibit 31** is a true and correct copy of a blog entry
4 from June 2013, found at <http://iterationz.com/2013/06/25/creating-a-formal->
5 [business-structure-with-the-help-of-online-legal-services/](http://iterationz.com/2013/06/25/creating-a-formal-business-structure-with-the-help-of-online-legal-services/), printed on September 14,
6 2013, comparing Rocketlawyer.com and LegalZoom.com

7 14. Attached hereto as **Exhibit 32** is a true and correct copy of the image of
8 the analysis of LegalZoom’s incorporation page, found at
9 http://iterationz.files.wordpress.com/2013/06/legalzoom1_2.png.

10 15. Attached hereto as **Exhibit 33** is a true and correct copy of the image of
11 the analysis of LegalZoom’s incorporation page, found at
12 http://iterationz.files.wordpress.com/2013/06/rocketlawyer1_4.png.

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I declare under penalty of perjury under the laws of the State of California
that the foregoing is true and correct. Executed on this 23rd day of September, 2013.

/s/ Hong-An Vu
HONG-AN VU

EXHIBIT 1

EXHIBIT 1

Use these links to rapidly review the document

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[LEGALZOOM.COM, INC. INDEX TO CONSOLIDATED FINANCIAL STATEMENTS Years Ended December 31, 2009, 2010 and 2011](#)

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As filed with the Securities and Exchange Commission on May 10, 2012

Registration No. 333-

**UNITED STATES
SECURITIES AND EXCHANGE COMMISSION**
Washington, D.C. 20549

FORM S-1
REGISTRATION STATEMENT
Under
The Securities Act of 1933

LegalZoom.com, Inc.

(Exact name of Registrant as specified in its charter)

Delaware

(State or other jurisdiction of
incorporation or organization)

7370

(Primary Standard Industrial
Classification Code Number)

95-4752856

(I.R.S. Employer
Identification Number)

**101 North Brand Boulevard, 11th Floor
Glendale, California 91203
(323) 962-8600**

(Address, including zip code, and telephone number, including area code, of Registrant's principal executive offices)

John Suh

**Chief Executive Officer
LegalZoom.com, Inc.**

**101 North Brand Boulevard, 11th Floor
Glendale, California 91203
(323) 962-8600**

(Name, address, including zip code, and telephone number, including area code, of agent for service)

Please send copies of all communications to:

**C. Thomas Hopkins, Esq.
Louis P.A. Lehot, Esq.**

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1901 Avenue of the Stars, Suite 1600
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Fred Krupica

**Chief Financial Officer
Chas Rampenthal, Esq.**

**General Counsel and Secretary
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(323) 962-8600

Steven B. Stokdyk, Esq.

Latham & Watkins LLP
355 South Grand Avenue
Los Angeles, California 90071
(213) 485-1234

Approximate date of commencement of the proposed sale to the public: As soon as practicable after this Registration Statement becomes effective.

EXHIBIT 1 -6-

BUSINESS

We believe that everyone deserves access to quality legal services so they can benefit from the full protection of the law. Our mission is to be the trusted destination where small businesses and consumers address their important legal needs and to be our customers' legal partner for life.

Overview

LegalZoom is the leading online provider of services that meet the legal needs of small businesses and consumers in the United States. We believe that we are transforming the small business and consumer legal services market by leveraging the power of technology and people. Our online legal platform enables us to deliver services at scale with a compelling combination of quality, customer care and value. Our services include a portfolio of interactive legal documents that are personalized by our customers through our dynamic online processes, as well as subscription legal plans and registered agent services.

We developed our easy-to-use, online legal platform to make the law more accessible to small businesses and consumers. Our scalable technology platform enables the efficient creation of personalized legal documents, automates our supply chain and fulfillment workflow management, and provides customer analytics to help us improve our services. For small businesses and consumers who want legal advice, we offer subscription legal plans that connect our customers with experienced attorneys who participate in our legal plan network.

We have served approximately two million customers over the last 10 years. In 2011, nine out of ten of our surveyed customers said they would recommend LegalZoom to their friends and family, our customers placed approximately 490,000 orders and more than 20 percent of new California limited liability companies were formed using our online legal platform. We believe the volume of transactions processed through our online legal platform creates a scale advantage that deepens our knowledge and enables us to improve the quality and depth of the services we provide to our customers.

The Small Business and Consumer Legal Services Market

The Law Provides Numerous Benefits and Protections

The law provides numerous benefits and protections to businesses and consumers. Businesses use patents and trademarks to protect their intellectual property and help them achieve the full potential of their ideas and innovations. Entrepreneurs incorporate their businesses to shield personal assets, limit liabilities and help raise capital. Consumers use wills, trusts and other estate planning tools to ensure their assets are distributed according to their wishes, to minimize tax liabilities and to avoid or limit probate process and expenses. The law also provides a framework for resolving disputes and navigating life's challenges, including bankruptcy and divorce.

Significant Legal Services Market for Small Businesses and Consumers

According to the U.S. Census Bureau, in 2009, there were approximately 26 million small businesses with fewer than ten employees. We estimate that in 2010, approximately two million new businesses were formed in the United States. According to the U.S. Bureau of Economic Analysis, legal services in the United States in 2010 represented a \$266 billion market. We estimate that in 2011 approximately \$97 billion of legal services were provided to small businesses and consumers, based on a study conducted on our behalf by L.E.K. Consulting LLC.

Small Businesses and Consumers Have Many Unmet Legal Needs

Despite the enormous amount spent on legal services, we believe that small businesses and consumers have not been adequately served by the options traditionally available to them. Every year, small businesses enter into legal contracts and become entangled in disputes, many of which require legal services to address. Consumers experience important life events that affect their families, including the

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birth of a child, marriage, divorce and death, all of which can also give rise to diverse needs for legal services.

Making the right choices with respect to legal matters can be difficult, especially for those with limited time and resources. The U.S. legal system consists of overlapping jurisdictions at the city, county, state and federal levels, each of which has its own evolving laws and regulations. Businesses may be subject to additional laws, regulations and legal issues applying specifically to the industries in which they operate. In addition, the policies and procedures associated with the creation, filing and certification of legal documents are often arcane and confusing.

When in need of legal help, small businesses and consumers lack an efficient and reliable way to find high quality, trustworthy attorneys with the appropriate experience to navigate this complex legal system and handle their specific needs. Small businesses and consumers often do not understand their legal needs or know where to start looking for an attorney. Some are wary of attorneys in general, and others may have heard from friends or family about negative experiences with attorneys or the legal system.

The high and unpredictable cost of traditional legal services also presents challenges for many small businesses and consumers. In 2011, the average billing rate for small and midsize law firms was \$318 per hour, according to ALM's 2012 Survey of Billing and Practices for Small and Midsize Law Firms. Attorneys are frequently unable to predict the time required to address a client's legal matter, sometimes billing thousands of dollars to research a legal issue they have not previously encountered. This can be particularly true of generalist attorneys that offer many disparate legal services to members of their local communities. Unlike attorneys at large global law firms or specialty boutiques who handle high volumes of similar matters and develop expertise in specific domains, generalists can find it difficult to efficiently address a client's particular legal issue due to their lack of specialized expertise. Due to the high and unpredictable costs of traditional legal services, many small businesses and consumers limit their use of attorneys and instead often attempt to resolve legal issues without assistance.

As a result of these factors, many small businesses and consumers often are unsure of or dissatisfied with the legal services available to them, and many either elect not to seek help or take no action to address their important legal needs.

Most Online Legal Services Fail to Address the Needs of Small Businesses and Consumers

The use of technology and the Internet to address the inefficiencies in the small business and consumer legal services market has been limited to date. Available online services include distribution of standardized legal forms that are generally incapable of meeting the specific needs of a particular small business or consumer. Many legal form distributors do not provide tools for customers to make informed decisions or connect with experienced attorneys. While many solo attorneys and small law firms maintain their own websites, and other websites aggregate attorney listings or feature attorney advertisements, these attorney and firm websites, online directories, and online advertisements generally do little to assure that small businesses and consumers receive the quality, customer care and value they deserve.

Our Opportunity

We founded LegalZoom with a vision of combining the power of online technology with deep legal experience to create a scalable online legal platform that would fundamentally transform the way legal services are delivered to small businesses and consumers. We believe we are uniquely positioned to continue transforming the small business and consumer legal services market through the use of technology. Furthermore, there is a significant opportunity to expand the legal services market by making

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the benefits and protection of the law more accessible to small businesses and consumers. We are taking advantage of this opportunity by providing the following benefits to our customers:

- **Quality.** Our deep legal knowledge, portfolio of interactive legal documents and subscription legal plans enable us to provide quality services designed to meet the specific needs of our customers.
- **Customer Care.** We provide all of our customers with end-to-end support and strive to deliver an exceptional customer experience. We guarantee customer satisfaction, and if our customers are not satisfied with our services for any reason, we will attempt to correct the situation, or provide a refund or credit.
- **Value.** We believe that fixed, transparent pricing offers superior value compared to traditional hourly billing.

Our Strengths

Our key strengths include:

- **Leading Brand.** We are the leading, nationally recognized legal brand for small businesses and consumers in the United States, with 60% aided brand awareness based on a survey we conducted using United Sample, Inc. in January 2012. We believe that we are redefining the small business and consumer legal services market and that the strength of our brand is enabling us to expand this market.
- **Deep Legal Knowledge.** We have a deep understanding of the legal needs of small businesses and consumers based on over 10 years of experience serving our customers.
 - **Extensive Legal Experience.** We leverage our legal knowledge and team of experienced, in-house attorneys, often in consultation with outside attorneys from across the United States, to design, review and maintain our services. We update and enhance our interactive legal documents based on changes in the law at the federal, state, county and local levels, review by our in-house and external attorneys, feedback from government agencies like secretary of state offices and county clerks, court rule changes and customer feedback. For customers who want legal advice, our legal plans offer access to a variety of experienced attorneys licensed in their jurisdiction to address their specific legal needs.
 - **Powerful Scale Advantage.** In 2011, our customers placed approximately 490,000 orders. As of December 31, 2011, we had approximately 228,000 subscribers in our legal plans and other subscription services. The high volume of transactions we handle and feedback we receive from customers and government agencies at the federal, state and local levels give us a scale advantage that deepens our knowledge and enables us to further develop additional services to address our customers' needs and refine our business processes.
- **Exceptional Customer Experience.** Customer care is central to our culture and we are highly focused on providing exceptional customer experiences.
 - **Ease of Use.** Our online legal platform was designed to be easy for our customers to navigate and use. Our customers have access to live customer care representatives, and subscribers to our legal plans may consult with an experienced attorney licensed in their jurisdiction. We actively monitor our service levels, fulfillment speed and quality to maintain the highest level of customer care.
 - **High Customer Satisfaction.** In 2011, our net promoter score, or NPS, was 65% based on a survey of our customers, which places us at the upper end of customer satisfaction

ratings, comparable to Amazon.com, the highest rated Internet company with a score of 76%, and Apple, the highest rated hardware company with a score of 71%, according to the Satmetrix 2012 Net Promoter Benchmark Study. NPS is a commonly used metric to gauge customer satisfaction and is calculated based on customer responses to the question, "How likely are you to recommend a particular service or company to your friends or family?" The percentage of "detractors," or customers who respond with a rating of 6 or less, is subtracted from the percentage of "promoters," or customers who respond with a 9 or 10, to yield NPS. Attorneys in our legal plan network have NPS averaging 65%, based on our survey of customers who have used our legal plan. This is more than ten times higher than attorneys outside our legal plan network, who yielded NPS averaging 4%, according to surveys we conducted through United Sample, Inc. in January and April 2012. If a customer is not completely satisfied with our services for any reason, we will attempt to correct the situation, or provide a refund or credit.

- **Advanced Systems and Processes.** We have developed advanced systems and processes to efficiently deliver services at scale that meet the specific needs of our customers.
 - **Scalable Technology Platform.** Over the past decade, we have invested extensively in developing our scalable technology platform. Our technology allows us to efficiently serve thousands of small businesses and consumers every day.
 - **Integrated Workflow Management.** Our integrated workflow management consists of our online questionnaires, document automation and customer relationship management, supply chain and fulfillment systems. Our integrated workflow management systems enable us to deliver efficient, personalized services at scale to our customers. Additionally, our systems allow us to seamlessly connect our customers with an experienced attorney participating in our legal plan network. Our supply chain and fulfillment systems integrate external and internal technologies, enabling intelligent workflow management while increasing processing speed and efficiency.
- **Accessible Services.** We provide our customers access to our online legal platform, fixed, transparent pricing and legal plans to address their specific legal needs. Our online legal platform allows customers to access our services from their home, office or anywhere they have an Internet connection. Our fixed, transparent pricing is often more affordable when compared to traditional hourly billing. For example, we offer a basic will to consumers for as low as \$69, and we offer basic corporate formation services to consumers looking to form a business for as low as \$99 plus government filing fees. Our subscription legal plans allow our customers to avoid the often difficult process of finding and meeting with an attorney.

Our Strategy

The key elements of our strategy include:

- **Expand and Improve Our Services.** We have been providing interactive legal document services for over 10 years, and we plan to expand and improve the services we offer our customers to better address their legal needs and deepen our relationships with them. We have a quality program led by a team of experienced in-house attorneys that leverages the professional knowledge of attorneys across the United States to review, assess, maintain and improve our interactive legal documents. In 2011, we implemented self-scheduling and ratings review systems for legal plan subscribers as well as a legal knowledge base to share information and best practices for attorneys who participate in our legal plan network. We also recently opened a research and development center in San Francisco to further focus on enhancing our existing services, accessing new markets and developing new services.

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- **Leverage and Grow Our Subscription Legal Plans.** We intend to offer our subscription legal plans to a wider group of customers by making them available in additional states, bundling them with more of our services, and offering them on a standalone basis. We plan to invest in marketing campaigns to promote our subscription legal plans. Our aim is to reach a broader group of customers through our legal plans, including those who are unsure of their legal needs or who want the added comfort of speaking with an attorney.
- **Expand Internationally.** We plan to replicate our U.S. model abroad in the near term, as we believe that our online legal platform represents a compelling value proposition to small businesses and consumers globally. We plan to partner with legal services providers outside of the United States to expand our operations internationally. We believe that the strength of our brand, focus on customer care, deep understanding of the legal needs of small businesses and consumers, and scalable technology will help us successfully enter markets outside of the United States.
- **Continue to Build a Trusted Brand and Drive Awareness of Our Services.** We will continue to build a trusted brand by delivering a compelling combination of quality, customer care and value. We plan to enhance our marketing activities to build our brand and increase awareness of our services. We plan to continue to make significant investments in marketing campaigns, including through online, television and radio advertising to enhance our ability to acquire new customers and increase customer retention.

Our Services

Through our online legal platform, we offer a variety of services to meet the specific needs of small businesses and consumers. We have built our services seeking to be each customer's legal partner for life.

Interactive Legal Documents

We offer a broad portfolio of interactive legal documents that our customers can tailor to their specific needs through our dynamic online processes and scalable technology. Our interactive legal documents are designed for use, as appropriate, at the federal level as well as in all 50 states, the District of Columbia and approximately 2,900 U.S. counties. Our interactive legal documents are created by our customers via an easy three-step process. First, our customers complete an online questionnaire that uses conditional, rules-based logic to personalize questions based on earlier responses. Customer responses to the questionnaires often prompt our systems to automatically offer additional complementary services to our customers, such as Employer Identification Number obtainment and registered agent services for our small business customers. Second, we check customer responses for spelling, grammar and completeness. After our review is completed, our proprietary LegalZip software generates a final document tailored, as applicable, to the appropriate federal, state, or local jurisdiction. Last, we complete the services by printing and shipping the final document and further instructions to our customer. If applicable, we also handle any filing of the customer's completed documents with the appropriate government agency. Our system automatically notifies customers of the status of their order as the documents progress through the workflow cycle, including confirmation of filing with government agencies.

Our primary interactive legal document services include the following:

<u>Small Business Services</u>	<u>Consumer Services</u>
LLC Formation	Last Will and Testament
Incorporation	Power of Attorney
Trademark	Living Will
DBA/Fictitious Business Name	Living Trust
Copyright	Uncontested Divorce
Non-Profit Corporation	Name Change
Provisional Application for Patent	

Subscription Legal Plans

For small businesses and consumers who want legal advice, we offer legal plans that connect subscribers with experienced attorneys licensed in their jurisdiction to address their specific legal needs. Most of the attorneys who participate in our legal plan network practice at small law firms. We pay the participating independent law firms in our legal plan network a monthly fee per paid customer subscription to provide attorney consultations to our customers. We typically enter into one-year contractual agreements with law firms participating in our legal plan network, with the option to renew for successive one-year periods. In order to be considered for participation in our legal plan network, independent attorneys must satisfy certain quality standards established by us and be highly focused on customer care. We regularly assess our customers' satisfaction with the attorneys who participate in our legal plan network and remove attorneys that fail to satisfy our customers. Our small business and consumer subscription legal plans are currently available in 40 states and the District of Columbia.

Subscription to a legal plan provides the following benefits to our customers:

- Free attorney consultations of up to 30 minutes on new legal matters;
- Review of LegalZoom interactive legal documents and other legal documents up to 10 pages in length;
- Discounts on other LegalZoom services;
- 25% discount on additional services provided by legal plan network attorneys;
- Annual estate planning check-up (for consumer legal plans);
- Revisions and electronic storage of applicable LegalZoom estate planning documents; and
- Unlimited access to our forms library.

Our small business legal plans are currently priced at \$29.99 per month and our consumer legal plans are currently priced at \$14.99 per month.

Subscription Registered Agent Services

Business entities are often required by state law to appoint and maintain a registered agent in their state of formation to receive service of process and official government communications. For our business formation customers, we offer subscriptions currently priced at \$159 per year.

Other Services

We offer other services to our customers, including unlimited access to our forms library, electronic storage of applicable LegalZoom documents and document revisions. We also introduce our customers to relevant services and products through our relationships with leading credit card companies, commercial banks and other companies serving our customer base.

Our Technology

We have developed technology that enables us to efficiently process thousands of daily orders, as well as facilitate interactions between our customers and the attorneys who participate in our legal plan network.

The key components of our technology include:

- ***Dynamic Online Questionnaire.*** Our interactive legal documents are generated by our customers through our dynamic online processes. Our customers complete a comprehensive, branching questionnaire that uses conditional, rules-based logic to personalize questions each based on earlier responses.

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- **Document Automation.** Our technology includes complex automation systems that utilize customer responses to generate a document based on specific customer input.
- **Customer Relationship Management.** Our technology integrates and manages e-mail and telephone customer notifications and enables customers to remain informed about order status. For example, we automatically notify our customers about the status of their order as interactive legal documents move through our workflow and when we receive confirmation of filing with government agencies.
- **Supply Chain and Fulfillment.** Our supply chain and fulfillment systems integrate external and internal technologies, enabling intelligent workflow management between our locations, while increasing processing speed and efficiency.
- **Infrastructure.** Our website is hosted on hardware and software co-located at a third-party facility in Los Angeles, California. We currently have a data center located in a third-party facility in Seattle, Washington that could power the limited operation of our website in case of disaster. Within the next year, we plan to relocate this disaster recovery site to Austin, Texas and will increase its scope to cover the website and fulfillment systems. We have designed our websites to be highly available, secure and cost-effective using a variety of proprietary software and freely available and commercially supported tools. We can scale to accommodate increasing numbers of customers by adding relatively inexpensive industry-standard hardware. We use encryption technologies and certificates for secure transmission of personal information between our customers and our website. Maintaining the integrity and security of our websites is critical and we have a dedicated security team that promotes industry best practices and drives compliance with data security standards.

We devote a substantial portion of our resources to developing new technologies and features and improving our technologies. As of December 31, 2011, we employed approximately 60 engineers, developers, project managers and support technicians who focus on the design and development of new features and products, as well as the development and maintenance of our websites, network infrastructure and internal operations systems. Additionally, we engage with third parties for additional development support as needed.

Customer Care

Customer care is central to our culture and we are highly focused on providing exceptional customer experiences. All of our employees are trained to focus on our customers and deliver quality customer service. Our customers have access to live customer care representatives and subscribers to legal plans may consult an experienced attorney. As of December 31, 2011, we had 98 customer care representatives located in the United States and 60 attorneys who participate in our legal plan network. As part of our customer relationship management, our customer care representatives proactively contact our customers by phone and email to resolve any issues that may arise during the order fulfillment process as soon as possible in order to timely fulfill an order. Customer satisfaction is a key component of our value proposition. We offer our customers a satisfaction guarantee for our interactive legal document services. If a customer is not completely satisfied with our services for any reason, we will attempt to correct the situation, or provide a refund or credit. We actively monitor our service levels, fulfillment speed and quality to maintain the highest level of customer care, including the NPS scores of our services and of attorneys who participate in our legal plan network.

Sales and Marketing

Our key marketing efforts include:

- **Customer Acquisition and Brand Marketing.** Our customer acquisition and brand marketing includes search engine marketing, television and radio advertising, search engine optimization, online display advertising, e-mail, affiliate marketing and outbound sales. We routinely monitor

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return on investment to optimize our customer acquisition and marketing initiatives. We have a long history of advertising on television and radio to drive traffic and enhance customer acquisition. For television, we plan our campaigns at the network, creative and programming level by analyzing data from our past campaigns. For radio, we have successfully used exclusive radio endorsements featuring prominent radio personalities. In addition, we use remarketing efforts such as online retargeting and shopping cart abandonment e-mail campaigns. All of our marketing leverages the brand we have developed from customer referrals and our public relations efforts.

- **Conversion Marketing.** Our conversion marketing efforts are focused on converting website visitors to paying customers through optimization of our website user workflows, questionnaire, and navigation experience. We also test and continuously optimize the visual design, messaging and promotion offers to improve conversion. Outbound sales calls and trial offers of our legal plans have also proved to be effective ways for us to acquire new customers.
- **Retention Marketing.** Our retention marketing is focused on establishing and maintaining long-term relationships with our customers through personalized marketing of our services, including telephone outreach, e-mail marketing and continuous customer care.

Research and Development

We are making substantial investments in research and development to increase innovation and develop new services to meet our customers' legal needs. Our research and development efforts are focused on enhancing our existing services, accessing new markets and developing new services. In 2011, we opened a research and development center in San Francisco that has enhanced our ability to focus on developing new services. Our research and development team works closely with both our marketing and technology teams to evaluate and react to customer demand.

Competition

We face intense competition from law firms and solo attorneys, legal document providers (including online providers) and national legal plan providers. We expect such competition to continue to increase. In addition, the competitive landscape can shift rapidly as new companies enter markets in which we compete and existing companies broaden their offerings. This is particularly true for online services, where barriers to entry are lower.

Our primary competition comes from small law firms and solo attorneys. Many of our customers have in the past used law firms or solo attorneys to address their legal needs. Attorneys are generally able to provide direct legal advice that we cannot offer due to regulations regarding the unauthorized practice of law, and firms may develop a competing online legal service division. Our primary online competitors for our interactive legal documents services include BizFilings, RocketLawyer, and The Company Corporation. We compete in the registered agent services business primarily with CT Corporation and Corporation Services Company. Our primary competitors for our legal plans include Hyatt Legal Plans (a MetLife company), ARAG and LegalShield. Hyatt Legal Plans and ARAG primarily focus their marketing to larger employer groups, while LegalShield primarily focuses its marketing to individuals.

We believe competitive factors for our services include ease of use, breadth of offerings, brand name recognition, reputation, price, quality and customer service. To attract customers, some online competitors are offering free or low-priced entry-level services that may affect our pricing strategy.

Intellectual Property

Our success depends on our proprietary technology. We protect this proprietary technology by relying on a variety of intellectual property mechanisms including copyright, trade secret and trademark laws, and restrictions on disclosure and other methods. For example, we frequently file applications for copyrights, trademarks and service marks in order to protect our intellectual property. As of March 31, 2012, we have

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Types of Immigration Forms

0

Whether you are an immigrant looking to become a citizen, an immigrant looking to get a job in the United States, or an employer or sponsor of an immigrant, you will need to complete various government forms. Here is a list of the most common forms, with brief explanations of their uses.

Employment Eligibility Verification (I-9)

Employers are required to have new employees complete an [Employment Eligibility Verification](#) form in order to confirm that the employees are legally allowed to work in the US. After the employer verifies the identity and eligibility of an employee, he/she must keep the completed I-9 form on file. Employees must show original identification documents— or receipts for replacement documents— within three days of their new employment, otherwise they can be terminated.

Affidavit of Support (I-134)

The petitioning sponsor of a visa applicant must fill out the [Affidavit of Support](#) form to show that the intended immigrant (a family member or intended employee) will have enough financial support upon arrival in the US, and therefore will not become a “public charge”, that is, dependent on the US government for living expenses.

Immigrant Petition for Alien Worker (I-140)

Employers are required to petition on behalf of any alien employees for that alien worker to become a permanent resident. The [I-140](#) form must be filed within 180 days after the approval of a Labor Certification. In the case of EB-1 priority workers (such as aliens with extraordinary abilities, or important professors, researchers, multinational executives and managers), an [Immigrant Petition for Alien Worker](#) can be filed without the Labor Certification.

Application to Register Permanent Residence or Adjust Status (I-485)

Aliens must use this form when applying to adjust their status to that of a permanent US resident. Permanent Resident Cards, or “green cards”, are an important step towards becoming a US citizen. The US Citizenship and Immigration Service does background checks on all [I-485](#) applicants, and once the Adjustment of Status application is accepted, the applicant must stay in the US until their Permanent Residence application is accepted or rejected. While their residency application is under review, the applicant can apply for Advance Parole to travel outside the US or for Employment Authorization Documents to start work.

Report of Medical Examination and Vaccination Record (I-693)

When submitting an [Application to Adjust Status](#), aliens seeking permanent residence must submit a [Report of Medical Examination and Vaccination Record](#) completed by a designated civil surgeon. This examination is meant to prove that the applicant cannot be disqualified from US residency on the grounds of public health.

Application for Employment Authorization (I-765)

Certain aliens living temporarily in the US can file an [Application for Employment Authorization](#) to request an Employment Authorization Document. This document, also known as a Work Permit, proves to employers that the holder is allowed to work in the US for a certain period of time. Aliens already authorized to work in the US can also use the [I-765](#) to apply for documented evidence of this authorization.

Application to Replace Permanent Resident Card (I-90)

To replace a lost, stolen, damaged or expired Permanent Resident Card, file an [Application to Replace Permanent Resident Card](#). The applicant's permanent resident status will not be affected if they don't apply immediately for a replacement, but it is a good idea to file the [I-90](#) as soon as possible in order to deter fraud, especially if the card was stolen.

If the applicant qualifies, they may apply for citizenship rather than for green card renewal. However, if they are a conditional resident and their status has expired, they should not use the [I-90](#).

Application for Naturalization (N-400)

The [Application for Naturalization](#) is available to eligible [Permanent Residents](#) who wish to apply for US citizenship. In order to file the [Application for Naturalization](#), permanent residents must have resided continuously in the US for 5 years, have lived either in their state or within a USCIS district for at least 3 months, and be able to speak/read/write English and prove an understanding of US history and government. Once residents meet these and other qualification requirements, they may file the [N-400 Application for Naturalization](#), after which they will be scheduled for an Interview, including a background check, and a Naturalization Test.

Laws on this topic may vary from state to state. This content is not meant to provide you with complete information and it is not intended to be legal or tax advice. It is recommended that you consult with your own attorney, accountant or other advisor regarding your specific situation.

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[Fighting State or International Extradition](#)

[How to Apply for Refugee or Political Asylum Status in the U.S.](#)

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Rocket Lawyer is committed to making the law simpler, more affordable, and available to everyone. In the spirit of this goal, we've created the Plain Language Legal Dictionary.

What is the Plain Language Legal Dictionary? Simple. It's a collection of over a thousand common legal terms defined in simple, everyday language. We cut out the legalese so anyone can make sense of their agreements, contracts, and documents.

If you've come across a term you don't quite understand, click the letter it starts with above. If your term isn't in there, [let us know](#). We'd be happy to add it.

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BusinessWeek

Bloomberg



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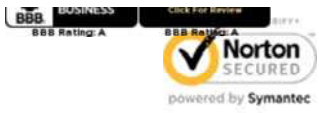


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Free Legal Help and Information

Rocket Lawyer offers free legal help and information on a wide variety of topics, including business formation, estate planning, family issues, and many more.

All Topics

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Affidavits

You might not know what an affidavit is, but you've probably signed a few already. An affidavit is basically a way to verify the truth of something. When you sign one, you're taking an oath that what the affidavit says is true.

Affidavits often come into play in court when witnesses can't appear in person, but there are many common affidavit forms you might need for personal reasons, like when you lose official documents and certificates and need a workaround. For example, an [affidavit of birth](#) verifies your birth if you lose your birth certificate. An [affidavit of support form](#) comes in handy when you have a relative moving to the U.S. from another country. It declares that you're financially responsible for them until they get on their own two feet, and an [ID theft affidavit](#) helps protect you from charges run up on your account. From marriage to residence to name change, affidavits provide sworn verification for a wide range of topics.

For all the particulars on affidavits, check out some of the articles below. Also, if you're unsure about signing an affidavit form you might want to consider seeking professional help. We're happy to help you [find a lawyer](#) if you feel like you need a second opinion.

[Sample Affidavit](#)

[What is an Affidavit?](#)

[Which Affidavit Do You Need?](#)

Bill of Sale

While a bill of sale is fairly straightforward document, there are a few things you should know when you're considering starting a bill of sale. First, know what it is you're planning on selling; you can sell nearly anything with a [bill of sale](#), so long as it isn't property (such as an apartment complex or your house). Next, if you're selling a vehicle, you want to make sure to use a vehicle-specific document, such as our [car bill of sale](#) or [boat bill of sale](#). The reason is that for automobiles and other vehicles, there are special provisions you'll need to fill out, such as noting your odometer reading or entering a valid vehicle identification number (or VIN).

We have all the information you need to know before completing a bill of sale. Whether you want to learn common mistakes to avoid, what a conditional bill of sale is, or even just look at a bill of sale example, we've got you covered.

[Absolute and Conditional Bill of Sale](#)

[Bill of Sale 101: What You Need to Know](#)

[Bill of Sale and Determining Sales Tax](#)

[Bill of Sale and Limited Warranty](#)

[Bill of Sale FAQs](#)

[Bill of Sale for Car](#)

[Bill of Sale Template](#)

[Common Bill of Sale Mistakes](#)

[Sample Bill of Sale Form](#)

[Types of Bill of Sale Forms](#)

[Vehicle Bill of Sale Purposes](#)

[When to Use a Bill of Sale](#)

Divorce and Legal Separation

If you're going through a legal separation or divorce, the law probably seems like another tough thing to deal with. In truth, it's the key to a speedy resolution. Each divorce and legal separation is different, but understanding how the process works can help bridge gaps and keep the focus on what's most important.

Laws vary by state, but legal separation is often the first step. Legal separation usually involves filing a [Marriage Separation Agreement](#) with the court to outline the terms of your separation. It's a temporary arrangement that protects each spouse and determines basic rights and responsibilities until divorce proceedings are finalized.

After legal separation, divorce is the formal termination of your relationship. Divorce is easiest when you and your spouse can agree on the conditions. Filling out a [Divorce Worksheet](#) is a good way to understand everything involved and see whether you're on the same page. If you can agree on the general conditions,

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- [Tax](#)

Popular Legal Forms

- [Power of Attorney](#)
- [Bill of Sale](#)
- [Divorce Settlement Agreement](#)
- [Child Care Authorization](#)
- [Quit Claim Deed](#)
- [Promissory Note](#)
- [Complete Will](#)
- [Marriage Separation Agreement](#)
- [Simple Real Estate Lease](#)
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- [Independent Contractor Agreement](#)
- [Contract for Deed](#)
- [General Contract for Services](#)
- [Prenuptial Agreement](#)
- [LLC Operating Agreement](#)
- [Browse All Legal Forms](#)

most states allow you to enter into a [Divorce Settlement Agreement](#) and file for a no-fault divorce. If there are issues that keep you from reaching an agreement, it's a good idea to consider mediation or [finding a lawyer](#).

There are also special steps to take if you [don't know where your spouse is](#).

Following legal separation and divorce, ongoing child custody and credit issues may pop up. To learn more and find state-by-state information, check out our articles on legal separation and divorce.

[Division of Property in a Divorce](#)

[Divorce Forms Vary Based on State and Situation](#)

[How to Find a Divorce Lawyer for Your Situation](#)

[Manage your Credit and Debt After Divorce](#)

Topics

[Divorce](#)

[Legal Separation](#)

[No-Fault Divorce](#)

Driving and Automotive

Your car is more than just a way of getting around. It's a major investment and a valuable asset, not to mention a whole lot of fun to drive. And whether you're looking to buy, sell, insure, fix or protect your vehicle, we can help you get everything covered from a legal perspective so that you can get back behind the wheel.

A lot of your initial paperwork when buying or selling a car is easily handled at the DMV--like transferring the title and such--but when you're doing the transaction on your own, using a [vehicle bill of sale](#) can help make sure the buyer and seller are on the same page about the car. Other forms can help protect you and your vehicle like an [auto repair contract](#), which keeps everything on the up and up with your mechanic. In some more detailed cases you might consider speaking with an attorney to make sure all your bases are covered.

Below you'll find a few articles that will walk you through some common situations, like how to file an accident claim with your insurance company, and how lemon laws can protect you from an unlucky auto purchase. And if you feel like you need to [find a lawyer](#) for any driving and automotive concerns, we're always happy to assist.

Topics

[Accidents and Collisions](#)

[Buying and Selling a Car](#)

[DMV Information](#)

[Driving Violations](#)

Family

Protecting and supporting family members is your number one priority. We're here to help you set up the safeguards that will allow you to focus on what's important--enjoying life surrounded by the people you love and care about.

When you decide to tie the knot, there are a few things you might want to take care of early so that you can just enjoy this exciting time with family and friends. Basic legal forms can help smooth out the transition. Like, before joining forces with your partner a [prenuptial agreement](#) form helps clear up property arrangements, who's responsible for what, how the finances break down and who takes care of which bills. And if you're taking on your partner's name, a [name change notification letter](#) spreads the news to employers and others.

After you start a family, you might need certain forms to take care of your children, like a [child care authorization form](#) allowing a child caregiver to make decisions on health and other major decisions while you're at work, and a [child care contract](#) for when you invite a nanny into your family.

Personal records are also good to get squared away as you organize family affairs. For example you might need a [birth certificate request form](#) or a [marriage certificate request letter](#) if you've misplaced these documents. You might need them so you can apply for a passport or insurance policy down the road.

If you're looking for details on something in particular, you might want to browse the family law articles below. And, as always, if we can help you [find a lawyer](#), just say the word.

[Sample Transcript Request](#)

Topics

[Children](#)

[Disaster Resources](#)

[Legal Name Change](#)

[Military and Veteran Issues](#)

[Personal Records](#)

[Senior Care](#)

Health and Medical

There's nothing more important than your health. Whether you're considering a medical procedure of some sort, about to visit the hospital or if you simply want your medical records transferred, we can help you cover the legal basics so that you get back to more important matters.

Managing your health means communicating with a lot of different people, from medical professionals and hospitals to insurance agencies and the government. Legal forms can help you sort through everything so that you can get back to the business of your health and life. For example, a [medical records request](#) can help you get your records if you're changing doctors or moving, and a [medical records transfer form](#) comes in handy when you want them delivered from your doctor to a specialist. And then you've got forms like a [letter to appeal a medical claim denial](#) in case you need an explanation in writing from a doctor or insurance agency.

If you think you'll be visiting the hospital or a clinic, you might want to think ahead and consider putting together a [living will](#) to allow yourself some peace of mind, and a [hospital visitation authorization](#) gives permission to certain people to visit you during your recovery.

For more health and medical info, try the articles below. And if you feel the need to [find a lawyer](#) to answer more specific questions, just let us know.

[How to Get Medical Records](#)

[How to Transfer Medical Records](#)

Topics

[Health Insurance](#)

[Medical Malpractice](#)

[Medical Records](#)

[Medicare and Medicaid](#)

[Personal Injury](#)

[Workers' Compensation](#)

Immigration

Our country was founded by hardworking and dedicated individuals. And what makes our nation so unique is that somewhere along the line, our family trees go back to other countries. If you have a loved one or friend, or it's you who's looking to become a citizen of the U.S., we can help send you in the right legal direction to make that dream come true.

To get the ball rolling, try browsing through our free immigration legal forms. The [petition for alien relative](#) is the first step in the process if you already have someone with residency. This form is filled out by a U.S. citizen or green card holder on behalf of the relative who wishes to immigrate. You might also consider a [birth certificate request letter](#) or a [marriage certificate request letter](#) to verify your own citizenship for the petition. An [affidavit of support form](#) also comes in handy when you have a relative moving to the U.S. from another country. It basically declares that you're financially responsible for them until they're ready to be on their own. When petitioning for someone who works for your business or household to become a resident, the [immigrant petition for alien worker](#) may be the form to go with.

If you're just looking around for information at this point, feel free to browse the immigration articles below. And if you'd like to [find a lawyer](#) to answer more detailed immigration questions, just say the word and we can make that happen.

Topics

[Green Cards](#)

[Immigrant Legal Issues](#)

[International Adoption](#)

[Visas](#)

Intellectual Property

Great ideas can turn the world around. So when your great idea comes--whether it's an invention, a design or even the formula for a new soft drink--you'll want to assert your intellectual property rights to protect it from unauthorized use and allow yourself the freedom to bring it to life.

What is intellectual property? Because you can't lock your ideas and expression in a safe, laws are in place to help put your inspiration in motion. Most commonly, intellectual property refers to copyrights, trademarks and patents. Whether you're a musician, graphic designer, writer, filmmaker, engineer, or an inventor, you'll want to protect the creations that keep you in business. Like anything of value, intellectual property can even be bought and sold.

Creative people need space to work. Protecting the right to your ideas grants you the breathing room to develop, market and sell them. Patents, for example, register your inventions with the government and give you exclusive legal rights. As you get further along in the process, you'll want to [speak with an attorney](#) about a patent to make sure you get it right. But [Provisional Patent Application](#) forms are a good, simple start. If you've developed a logo, a catchphrase or some other form of branding, you can [register a trademark](#). Write a hit song or the next great novel? Register a [copyright](#) to lock it down in your name.

For nuts and bolts on intellectual property protection, browse the articles below. And as always, just let us know if we can help you [find a lawyer](#).

[Cease and Desist Letter Template](#)

[Photography Contract Template](#)

[Protecting Trademarks, Patents and Service Marks](#)

[What is Intellectual Property?](#)

[When Photographers Need a Photo Release or Use of Likeness](#)

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[Copyright](#)

[Patent](#)

[Trademark](#)

Law Practice Management

Legal professionals are not only motivated to practice law at a high level but also to manage a business. Whether you're solo or part of a team, we can help you manage your legal practice so you can spend more time assisting your clients and making their lives easier.

People seeking legal help frequently access our legal form download pages, but we also have a handful for attorneys, like the [attorney engagement letter](#) for contracting legal services to businesses or individuals. Attorneys often use our templates to create a wide range of documents for their own clients--the [power of attorney](#) and [employment agreement](#) forms are good examples to check out.

Attorneys also sign up for the [Rocket Lawyer On Call](#) network to boost client leads. It's free, and it connects you with the millions of visitors on our site looking for legal assistance and advice. Also, you can set up one of our free professional profile pages to promote your reputation and make it easier for people in need of your legal help to find your services.

If you have any more questions about how Rocket Lawyer can help you expand and manage your law practice, check out the articles below. And if we can help with anything, feel free to [contact us](#).

[Benefits of an Online Law Practice](#)

[How to Build a Successful Online Law Practice](#)

[How to Create an Attorney Website](#)

[How to do Lawyer Marketing Online](#)

[How to Get Legal Clients Online](#)

Legal Dictionary

A little research goes a long way. And if you're curious to learn a little more about something in the legal arena, our legal dictionary can send you in the right direction so that you can clear things up quickly and get back to the real world.

You probably come across legal terms fairly often, but here and there you want to stop and learn what they really mean. For example, you might be interested in learning more about some legalese you come across it in an official document, application or legal agreement. In that case, browse our A to Z [legal dictionary](#) below, which can explain terms like "cause," "option" and "probate," and help translate them into plain talk. If you receive a legal notice that's hard to understand, you might want to [speak with an attorney](#) before taking any kind of action, but a quick legal terms search can often put your mind at ease.

As always if you'd like someone to explain these things further or if you decide to seek professional help for a particular matter, just let us know. We're happy to help you [find a lawyer](#).

[Complete Plain Language Legal Dictionary](#)

Topics

[Legal Terms by Letter](#)

Legal Document Templates

There's nothing wrong with shortcuts, especially when you want to save yourself time and money with a legal matter. In some complicated situations, we usually suggest [speaking with an attorney](#), but there's a long list of everyday situations when you can use legal document templates to make it legal. And we're here to help you get them done and out the door quickly.

For personal and business stuff, it's a good rule of thumb to keep a few legal documents handy. Employers that do a lot of hiring might want to use the same [employment application template](#) and [non disclosure agreement template](#) to keep things consistent, and if you're into buying and selling stuff there's the [bill of sale template](#). If you're searching for a particular name of legal document template based on your needs, it's likely we have something that works. If not, just drop us a line.

But how do you get started? Filling out legal forms on the fly can be intimidating. Our easy legal document template tools ask you questions and we populate the forms, so it's a cinch to find the legal document template you need, plow through the specifics and get back to what you enjoy doing.

Below you'll find legal documents and articles that give you a rundown on the document itself, an easy to understand example and where to get started. Just let us know if anything is confusing, and if you feel like you need to [find an attorney](#) to help with something specific, we're always happy to help with that too.

[Bill of Sale for Car](#)
[Bill of Sale Template](#)
[Cease and Desist Letter Template](#)
[Employment Application Template](#)
[Liability Release Template](#)
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[Sample Employment Contract](#)
[Sample Eviction Notice](#)
[Sample Power of Attorney](#)
[Sample Resignation Letter](#)
[Sample Transcript Request](#)
[Sample Will](#)
[Stock Certificate Template](#)

Marriage

Marriage can be one of life's most exciting adventures. Whether you're a newbie at this whole thing or if you've been down this road before, figuring out the legal details early on allows you to just tie that knot and enjoy this exciting time.

There are a number of basic marriage legal forms that can help smooth out the transition from single life to matrimony. For starters, before teaming up with your partner a [prenuptial agreement](#) form can help clear up who's responsible for which bills and how the finances break down. And if you're taking on your partner's name, a [name change notification letter](#) helps spread the good news to employers and others.

After the wedding you might still have questions when applying for credit or buying property together, and for the more detailed matters, you might want to [speak with an attorney](#). But on your own you can use simple forms like a [personal financial statement](#) for credit applications and estate planning, or a [marriage certificate request letter](#) if you misplace the original. To protect you and your partner through the stages of life, a [last will and testament](#) can ensure that everyone is taken care of down the road.

Browse through our articles on marriage for more information, and just let us know if we can help you [find a lawyer](#) if you still have questions.

Topics

[Common Law Marriage](#)
[Domestic Partnerships](#)
[General](#)
[Marriage Certificate](#)
[Prenuptials](#)

Online Legal Services

Just about everything can be done online these days. You file taxes, request a birth certificate and apply for a passport online, and you can do most of your legal stuff on the web too. Some situations could come up where you might want to think about [speaking with an attorney](#), but when it comes to online legal services, we can help set you up with the forms, legal document templates, official letters and such that you need to get things squared away quickly.

You'd be surprised how much red tape can be skipped over with a few clicks. Independent contractors and businesses, for example, might just need a [general contract for services](#) to engage another business or individuals for a particular project. For life's changes, you can find free legal forms like a [living will](#) to protect your property in case something happens to you, and a prenuptial agreement to get your finances all sorted out before tying the knot.

But forms are just the tip of the iceberg for online legal services. [Rocket Lawyer's eSignature](#) service means you can sign something right on the computer without having to print, sign, fax, mail and all that.

Below you'll find some articles that will help you navigate through the world of

online legal services. If you find that whatever you're working on needs a little more TLC, just let us know and we can help you [find a lawyer](#).

Topics

[Online Legal Forms](#)

[Signing and Notorizing](#)

Personal Finance

Everybody wants financial independence. And whether you're well into your career or just starting to put money away, covering all the legal bases allows you to spend more time building your savings and enjoying the fruits of your labor.

Successful personal finance planning begins with keeping track of the money that comes in and the money that goes out. There are a number of legal forms available to help you maintain, verify and manage your personal finance records. Like if you're applying for credit or loans, you might be asked to fill out a [personal financial statement](#), and insurance companies will ask for a [home inventory worksheet](#) to cover your valuables. Not only do these records aid transactions, they also help you stay on top of your money.

When unloading and transferring assets, some legal forms keep everything on the up and up. Selling your car to someone? You'll need an [automobile bill of sale](#) form to make it official. Want to transfer your 401K? Just send a [401K rollover request form](#) to the administrator.

For more pointers on taking control of your finances, browse a few of the personal finance articles below. We're always happy to help you [find a lawyer](#) to handle more detailed questions.

[Bill of Sale 101: What You Need to Know](#)

[Bill of Sale FAQs](#)

[Purchase Agreement Template](#)

Topics

[Bankruptcy](#)

[Credit](#)

[Home Mortgage Loans](#)

[Personal Loans](#)

[Unemployment](#)

Real Estate

Whether it's your home-sweet-home, your place of work, or your livelihood, chances are real estate plays a big part in your life. We're here to help make real estate easy for everyone from property managers, to renters, to buyers and sellers.

If you're a property manager, you're probably in constant need of real estate legal forms and documents like [rental applications](#) and [real estate leases](#). These documents can keep things running smoothly for you and solidify great landlord/tenant relationships. On the tenant side, [Tenant Maintenance Request](#) and [Sublease Agreement](#) forms make your communications official, while making sure those leaky faucets get fixed. Our personalized forms cover many needs, but we can also help you [speak with an attorney](#) for real estate legal advice.

If you're buying or selling, you might to set up a quick transfer of property using a [Quit Claim Deed](#), or make a home-buying checklist with [Home Evaluation Worksheet](#). Below you'll find some helpful articles on real estate law and other topics of interest. And if we can help you [find a lawyer](#), just let us know.

[Forms for Hiring Employees or Contractors](#)

[Understanding Work-for-hire, Consulting and Employment Agreements](#)

[What is Workers' Compensation?](#)

Topics

[Buying and Selling a Home](#)

[Foreclosure](#)

[Landlord](#)

[Renting and Leasing](#)

[Tenant Resources](#)

Small Business

Being an entrepreneur can be the best job in the world. When you've got a dream for a small business (whether you're starting from scratch, expanding a family business or looking to incorporate your company), it's worthwhile to take the time to do it right.

By nature, most small business owners are risk takers, but taking the right legal steps can both help your company prosper and limit your liability. When your small business's plan is in place and you're ready to cut the ribbon or launch the website, it's essential to select the appropriate business entity. Will it be a sole proprietorship (which means you're personally on the hook for any liabilities), a [partnership](#), an [LLC](#), or an [s-corporation](#)? And what kind of tax implications will the structure have? You can find a lot of small business answers here.

Once people are lining up to use your business, you'll want to keep the legal stuff from getting in the way of what you love doing. Learn more about small business fundamentals like hiring employees, keeping corporate records and collecting debts. We're also glad to help out with personalized [business legal forms](#).

For more ideas and inspiration, browse the small business topics below. We're always happy to help you [find a lawyer](#) to answer more complicated small business questions.

[Get Free Legal Help with Business Formation and Starting a Business](#)

[How to Apply for an Employer Identification Number \(EIN - SS4\) Online](#)

[How to Buy or Rent Office Space for Your Business](#)

[What kind of insurance is right for your small business?](#)

Topics

[Business Financing](#)

[Business Formation](#)

[Business Taxes](#)

[Corporate Records](#)

[Debt Collection](#)

[Employment](#)

[General](#)

[Online Business Issues](#)

[Sales](#)

[Workplace Safety](#)

Small Claims and Litigation

Small claims courts were invented for just that--minor issues that still need a little legal structure to get resolved. Whether someone owes you money or if you're dealing with an eviction or some other kind of sticky disagreement, we can help you prepare and file your matter in a small claims court so that everything gets resolved and you can move on with your life.

Small claims courts want you to at least try to make nice with the other party outside of court, but if that's not happening you can sign an [affidavit](#) saying that you tried your best. Then, you might want to download our free [small claims worksheet](#). This small claims form takes you step-by-step through the process so that you have all your ducks in a row before filing with a small claims court. If you go to litigation and get a chance to tell your side of the story to a judge, you'll want to back up your claim with some evidence. Assuming the judgement falls in your favor, we have a free [demand for money owed](#) form that can help speed up the process of you getting what you deserve.

Browse the articles below for more free information and guidance on the small claims and litigation process. Know that while small claims court is an efficient way to minor matters, you'll probably need an attorney for most other types of litigation. We can help you [find a lawyer](#) in your area who understands what you're going through.

[Collecting Your Judgment](#)

[How to File a Suit in Small Claims Court](#)

[Small Claims Court Dollar Limits by State](#)

State-by-State LLC, Corporations, and Non-Profits

[State LLC, Corporations, and Non-Profits](#)

[How LLCs Get Taxed; Choosing a Tax Structure for Your LLC](#)

[LLC vs. S-Corp](#)

[Next Steps: Why Your Limited Liability Company Needs an LLC Operating Agreement](#)

[Why start an LLC? Limited Liability Company Advantages and Disadvantages](#)

Topics

[Choose your state](#)

Taxes

Taxes are an inevitable part of your financial world. But with a little legwork, tax season can come and go without a hitch. If you have some legal questions about the IRS or filing your return, you might want to consider speaking with a tax attorney. We're here if you need us to make that connection so that you can resolve things and get back to doing what you enjoy.

To help you stay organized, certain tax forms are good to have handy, like the [W-2 form](#) if you run a business with employees or have someone who works for you, and the [1099 form](#) for reporting miscellaneous income. For filing, you can always download the common [1040-ES form](#) for individuals or the [1120-W form](#) if you're incorporated.

Life changes like marriage and children can affect your tax status, and [incorporating your business](#) can help you save a bundle in the long run, so it really pays to do your tax-time homework. As you go along, you could be faced

with an audit, which is basically where the IRS examines your financial records to make sure you filed your tax return correctly. In those situations it's a good move to check in with an accountant or tax attorney to guide you through the process.

Below you'll find some tax articles that can help answer your questions. And, as always, if we can help you [find a lawyer](#) just say the word.

Topics

[Audits](#)

[Business Taxes](#)

[Estate Taxes](#)

[Personal Taxes](#)

Travel

Travel, for many people, is a great excuse to relax a little, learn a few things and get away from it all. Whether your upcoming trip is all about business, education or escape, getting the legal boxes checked before you head out can allow you to spend more time enjoying the experience and some much needed time away.

Depending on your destination and the length of your stay, travel plans can require valid documentation and other official forms for international visits. Because laws vary from country to country, make sure you've got everything covered before you take off on your adventure. If you need a visa application for an extended stay or job overseas, for example, or if you need to [apply for a passport](#) or report a lost or stolen one, there are legal forms that can put the wheels in motion and make the whole process easier.

For more details on the legal ins and outs of travel, check out some of the articles below. And if we can help you [find a lawyer](#) to answer your more detailed questions, feel free to let us know.

[Studying Abroad - Visas and Other Legal Requirements](#)

[Visas for U.S. Citizens Who Wish to Travel or Work Overseas](#)

Topics

[Passports](#)

[Travel Emergencies](#)

[Traveler's Health](#)

Wills and Estate Planning

It's never too early to start planning for life's big changes. When you're ready to think about the possibility of death or incapacity, creating a Will and an estate plan is the best way to take care of your family. Even if you don't have a lot to pass on, it will be easier on everyone if your wishes are known.

The first piece of most estate plans is a [Will](#). We all know Wills let everyone know who gets your stuff, but Wills are also crucial for protecting your family from unnecessary expenses, estate taxes, potential disagreements, and helping determine the custody of your children. If you don't have a Will, the state determines how your property is distributed and who cares for your kids.

Don't separate Wills and estate planning in your mind, because an estate plan should be more than just a Will. For example, a [Living Will](#) is another important document that spells out your wishes for medical treatment when you can't make decisions yourself. Especially in difficult end-of-life scenarios, it'll help your family know exactly what you want.

A [Power of Attorney](#) is another estate planning essential. It specifies who can fill your fiduciary shoes -- signing checks, deeds, official documents, etc. -- if you can't do it yourself. As with most Wills and estate planning, courts will appoint someone to make these decisions if you don't. There are also an array [Trusts](#) that can have tax benefits and give you more control over how your assets are distributed.

To dive deeper into Wills and estate planning, check out these articles. If you have any questions about estate planning, we're also happy to help you [find a lawyer](#) in your area who can help.

[General Power of Attorney vs. Special Power of Attorney](#)

[Legal Will vs. Estate Plan](#)

[Living Will vs. Durable Healthcare Power of Attorney](#)

Topics

[Estate Administration](#)

[Last Will and Testament](#)

[Life Insurance](#)

[Living Trusts](#)

[Living Wills, Health Care Power of Attorney, and Advance Directive](#)

[Power of Attorney](#)

Working with a Lawyer

Professional help is sometimes the best way to get something done. So when you decide that working with an attorney is the answer, you're smart to get all of your ducks in a row before settling on the right person. We can help answer any

questions about the process and of course connect you with the right lawyer for your particular need. As always, our goal is to help you get from point A to point B so you can get back to your life.

Some situations are pretty cut and dry, making our [legal forms](#) a good option for taking care of business. In other cases, you might want to think about speaking with an attorney who can answer all of your questions and give you advice tailored to your situation. We can help you [find a local lawyer](#) in minutes. Â

If it's your first time working with an attorney, feel free to browse the articles below to get an understanding of what to expect. And if you need an attorney, we can always help you [find a lawyer](#).

[Do You Actually Need a Lawyer?](#)

[Firing Your Lawyer](#)

[Frequently Asked Questions About Malpractice](#)

[How Lawyers Bill for Their Services](#)

[How Much Do Lawyers Cost?](#)

[How to Choose the Right Lawyer for You](#)

[How to Find a Lawyer](#)

[How to Get Free Legal Aid in Your State](#)

[How to Hire a Lawyer](#)

[Things Your Lawyer Expects from You](#)

[What if You Can't Afford a Lawyer?](#)

[What is Pro Se Legal Representation?](#)

[What is the Attorney-Client Privilege?](#)

[What is Unbundling? Is It Right for You?](#)

[What to Expect From an On Call Lawyer](#)

[What to Expect When Working With a Lawyer](#)

[What You Should Consider When Hiring a Lawyer](#)

[What Your Lawyer Should Communicate to You](#)

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2. On the following page, scroll down to the bottom and select your reason for ending your legal plan. Click "Downgrade" to continue.
3. You will see a page with two buttons. Select the gray button reading "No thanks".
4. Tell us why you are ending your legal plan and click "Downgrade".

After seeing the downgrade confirmation page, you are done. An automatic confirmation will be sent to the e-mail address associated with your account.

If you do not receive a confirmation e-mail, please contact [customer service](#) and they can confirm your account is downgraded.

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EXHIBIT 8

EXHIBIT 8

Incorporation: Interview

Company Setup

Company Details

Options

Review

Checkout

Choose your processing option

Get your processing for free with a trial of the Pro Legal Plan!

Small Business Experts have packaged all the content, tools, and guidance you'll need to protect your business, organize your legal life, and save thousands on legal costs.

Every Pro Legal Plan includes:

- Everything needed to keep compliant with government regulations
- Unlimited use of our comprehensive library of documents
- Tools to edit, share & digitally sign documents
- A dashboard that organizes all your legal documents in one place

Details of the Rocket Lawyer Pro Legal Plan

- The Pro Legal plan begins with a 7 day trial. After the 7 days, you will be billed \$39.95 per month. You can downgrade to discontinue your monthly billing at any time.
- After you complete your order, you will have the option to upgrade to a discounted \$399 annual plan.

It was really easy and intuitive to incorporate my property management business with Rocket Lawyer. They gave me everything I needed, and it was a straightforward process.

- Jerry, Lawrenceville

- Yes, I want to try the Pro Legal Plan for 7 days and get my processing for free.
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2 We take you through the paperwork step-by-step



3 We file everything with your state for you



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State Fees	\$50.00	\$50.00
Package Options		
<input type="checkbox"/> Federal Tax ID	\$60.00	\$79.00
<input type="checkbox"/> Corporate Kit and Seal	\$99.00	\$100.00
<input type="checkbox"/> Registered Agent Service	\$129.00	\$149.00
<input type="checkbox"/> Expedited Processing 3 Business days	\$410.00	\$410.00
TOTAL	\$50.00	\$144.00

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EXHIBIT 10

Incorporation: Interview

Company Setup

Company Details

Options

Review

Checkout

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Alabama Non-Profit

State Filing Options:

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Standard processing time in Alabama is 6 to 8 weeks. The standard filing fee includes the \$128 state filing fee plus \$80 in county fees.

- Expedited filing (\$308)

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I must have lucked out when I found Rocket Lawyer. They went above and beyond to help me form my LLC and follow my dreams to help other people. They really make me feel like I'm in good hands.

- Michelle, Las Vegas

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EXHIBIT 11

EXHIBIT 11

Company Setup

Company Details

Options

Review

Checkout

Purchase Summary

Free Trial of Rocket Lawyer Legal Plan	\$0.00
1 year of Registered Agent Service	\$99.00
Tax ID Service	\$40.00
Corporate Kit and Seal	\$70.00
State Filing Fee - Alabama	\$208.00
Total Amount Due:	\$417.00



Your credit card is safe and secure

This site utilizes SSL (Secure Socket Layers) and 128-bit encryption to protect all information you provide us.



Why do we ask for a security code?

It's for your protection. We want to make sure that the person providing the credit card information is in possession of the credit card.

Discount code

Enter Your Billing Information



First Name

Last Name

Card Number

Security Code [What's this?](#)

Expiration Date

Billing Zip

By clicking Submit, you agree to the Rocket Lawyer [Terms and Conditions](#). If you have enrolled in a free trial, we will begin regular billing of \$39.95/month after your free trial ends at the end of 7 days. Downgrade to a free membership to discontinue the membership and monthly billing.

Back

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ABOUT SSL CERTIFICATES

EXHIBIT 12

EXHIBIT 12

Agreement between You and Rocket Lawyer Incorporated

These Terms and Conditions are an agreement (“Agreement”) between you (“Eligible Member”) and Rocket Lawyer Incorporated (“Rocket Lawyer”) regarding your use of the Rocket Lawyer On Call® (“On Call”) benefits and features as set forth below. These On Call Terms and Conditions, and the RocketLawyer.com [Terms and Conditions](#), which covers your use of the information, software, products, and services contained in or available through the RocketLawyer.com website (and together, the “Agreement”), constitute a legal agreement between you and Rocket Lawyer regarding your access to, or use of On Call. On Call is offered to you conditioned on your acceptance of the terms, conditions, and notices contained herein. Your purchase of a Rocket Lawyer Legal Plan constitutes your acceptance and agreement to all such terms, conditions, and notices. These Terms and Conditions contain a dispute resolution provision that includes arbitration and that may affect your rights. Please read this entire Agreement carefully.

Rocket Lawyer On Call® & Legal Plans

You may purchase a monthly or annual Rocket Lawyer Legal Plan. Rocket Lawyer Legal Plans may include certain access to Legal Information, which includes, but is not limited to, questions, answers, articles and legal forms that are available from time to time on the RocketLawyer.com website. For Eligible Members (as defined below), Legal Plans may also include access to legal services from Rocket Lawyer On Call attorneys on the terms and conditions as described herein. You may not transfer or assign your Legal Plan to another party; *provided, however*, that certain benefits may allow an Eligible Member to extend coverage to your Eligible Family Members (as defined below), or your designated business. The "Effective Date" for each Eligible Family Member shall be the date on which the Eligible Member elects to extend coverage to such family member.

For the purposes of this Agreement:

1. The term “Eligible Member” includes any customer who purchases a Rocket Lawyer Legal Plan.
2. The term "Eligible Family Member" includes: (a) an Eligible Member's spouse or domestic partner; (b) a dependent individual under the age of 25; (c) a dependent child, regardless of age, who is incapable of sustaining employment by reason of mental or physical disability; and (d) dependent individuals living in the Eligible Member's home such as a parent or grandparent. Each Eligible Family Member to whom you extend coverage under this Agreement is considered an Eligible Member under On Call and is bound by the terms of this Agreement.
3. Eligible Members may have access to pre-negotiated billing rates and service commitments from a nationwide network of attorneys. Eligible Members may receive the benefits described below from a third party independent attorney or law firm (“Service Provider”), but, not from any employee or agent of Rocket Lawyer. Rocket Lawyer does not provide legal services directly. All such services are delivered in connection with a separate relationship between the Service Provider and you, to which Rocket Lawyer is not a party. Each Service Provider is solely responsible for the legal services provided directly to you, using a separate attorney engagement agreement between you and the Service Provider. You acknowledge that the services provided will be limited to your specific request and based on the information you provide to the Service Provider. Further, you understand that any information or advice provided by the Service Provider does not constitute a guarantee of success in your legal situation.

Benefits & Features

The following services may be available at no charge from your Service Provider:

- A set limit of free legal matter consultations up to thirty (30) minutes for each new legal matter with a Service Provider per year;
- A set limit of legal document review consultations for complete documents up to ten (10) pages in length each:
 - Legal documents will be eligible for review if such documents meet the 10-page maximum requirement and such documents have the same font size and style as generated by the RocketLawyer.com website (“Legal Document Requirements”). Legal documents that do not meet the Legal Document Requirements may be reviewed at the Service Provider’s discounted rate;
- Review of a Simple Will for the Eligible Member and his or her family. A Simple Will is a last will and testament completed on the Rocket Lawyer site distributing personal property and homestead, not involving trusts, specific bequests, real estate, tax matters, guardianships, living wills, health care proxies or partitions; and,
- At the Service Providers discretion, such Service Provider may:
 - write letters on the Eligible Member’s behalf (one letter up to two (2) pages);
 - make phone calls on the Eligible Member’s behalf (one phone call);
 - provide assistance with small claims court matters and resolving matters with certain government programs, such as INS and welfare

Rocket Lawyer will negotiate discounted rates for certain services from Service Providers and publish such pre-negotiated rates and services on the Rocket Lawyer website, if and when available to Eligible Members. Flat rate services may be available in select states, but are not guaranteed in any market. If an Eligible Member hires a Service Provider, such Service Provider has contracted to charge the pre-negotiated rate for legal services that go beyond the benefits and features above. Depending on the matter this may be a flat rate or where hourly rates apply, no more than \$125.00 per hour, or 40% off the Service Provider’s usual and customary hourly rate, whichever is greater.

If an Eligible Member is not satisfied with a Service Provider, such Eligible Member may select an alternative Service Provider using the Lawyer Directory.

Other fee arrangements shall be negotiated directly between the user and the Service Provider, as needed.

Important: Service Providers may require an initial retainer and/or separate attorney engagement agreement prior to delivery of services. Services Providers may also require additional payment for certain services and out-of-pocket expenses.

Exclusions from On Call

The following items are specifically excluded from the Legal Plans, and are not benefits of On Call:

- Any action that directly or indirectly involves Rocket Lawyer Incorporated or any of its affiliates, directors, agents, employees, or other Rocket Lawyer Service Providers;
- Any action that directly or indirectly involves any Service Provider; *provided, however*, that a Service Provider may, at its sole discretion and risk, represent an Eligible Member in a matter in which another Service Provider is representing another party as legal counsel;

- Legal matters in which a Program Sponsor of the Eligible Member in question has an adverse interest, or in which any director, officer, agent or employee thereof has an adverse interest. For the purposes of this provision, "Program Sponsor" is any company, organization or affiliation that purchases on behalf of its members a Rocket Lawyer legal plan through wholesale channels, retail channels or otherwise;
- Any matter involving the laws of jurisdictions outside of the United States or its subdivisions;
- Any matter that, as determined by the Service Provider in the Service Provider's sole discretion, is frivolous or illegal in nature or objective;
- Any matter or requested service that, as determined by the Service Provider in the Service Provider's sole discretion, lacks sufficient merit to warrant pursuit, or that has been raised an excessive or unreasonable number of times without a change in circumstances;
- Any legal matter involving an alleged violent crime;
- Any matter for which the Eligible Member is currently represented by other legal counsel.

Rocket Lawyer On Call and Users; Disclaimers

Rocket Lawyer On Call is not a lawyer referral service, insurance product or pre-paid legal service of any kind. The RocketLawyer.com website is an online venue that facilitates communication between potential users of legal services and legal professionals.

RocketLawyer.com offers general information about the law and does not provide any legal advice. Rocketlawyer.com is not a law firm, and the employees of RocketLawyer.com and participating attorneys of the Q&A product are not acting as your attorney. Your use of Rocketlawyer.com does not create or constitute an attorney-client relationship between you and Rocket Lawyer, any Rocket Lawyer employee, or any attorney participating in Rocket Lawyer's Q&A product. Instead, you are representing yourself in any legal matter you undertake through RocketLawyer.com's legal document service. The RocketLawyer.com website is an online venue that facilitates communication between potential users of legal services and legal professionals.

By using Rocket Lawyer On Call and the Q&A product, you acknowledge that you are initiating contact with prospective Service Providers. Any communications with Rocket Lawyer do not create an attorney-client relationship with Rocket Lawyer and are not subject to an attorney's duty of confidentiality. Any information provided on the site is not a substitute for the advice of an attorney. If any type of relationship is inadvertently formed between you and a Rocket Lawyer employee or an attorney participating in the Q&A Product, that relationship is limited to the scope of what was communicated between you and that employee or participating attorney.

Rocket Lawyer does not guarantee that Eligible Members will successfully find legal representation through Rocket Lawyer On Call. Hiring an attorney is an important decision that should not be based solely upon advertisements. Service Providers may provide certain information regarding legal practice areas, pricing, and experience on their Lawyer Profiles. The Lawyer Profiles are advertisements and you should read and interpret them as such. Rocket Lawyer does not investigate, verify or warrant the accuracy of such information. As stated, Service Providers are third-party independent contractors who are solely responsible for the legal service provided directly to you, not through Rocket Lawyer, using a separate attorney engagement agreement between you and the Service Provider.

As with all legal situations, you should discuss any concerns you may have regarding the legal representation with your attorney and get the costs and scope of your agreement for legal representation in writing. Most Services Providers discourage the use of e-mail for confidential or sensitive information. The Eligible Member is solely responsible for assessing the quality, integrity, and trustworthiness of all persons with whom the Eligible Member communicates regarding his or her legal needs. Each Service Provider is solely responsible to the Eligible Member for maintaining the attorney-client relationship and all legal services provided. Each Service Provider reserves the right to make independent professional judgments regarding the legal representations. Rocket Lawyer has no influence on or involvement in the professional services of the Service Providers. No representation is made that the quality of the legal services to be performed is greater than the quality of legal services performed by other attorneys. Results of an attorney's prior legal representation do not guarantee a similar outcome.

Rocket Lawyer Legal Plans and Use

You acknowledge and agree that Rocket Lawyer may establish general guidelines regarding On Call, including without limitation, the maximum number of free legal services you may receive in a given period of time. In addition, you are responsible for all expenses incurred or other actions that may occur through your use of On Call. You also acknowledge and agree that Rocket Lawyer reserves the right to modify or amend these general guidelines at any time, in its sole discretion, with or without notice. The details or availability of On Call in any state is subject to change without notice.

If you are entering into this Agreement on behalf of a company or other legal entity, you represent that you have the legal authority to bind such entity to these terms, in which case the terms "you" or "your" shall refer to such entity. If you do not have such authority or if you do not agree with these Terms and Conditions, you may not sign up for or use On Call. If Rocket Lawyer discovers that you do not have authority to bind the entity for which you have purchased the membership, you will be personally responsible for the obligations in this Agreement and your Rocket Lawyer account, including without limitation, any payment obligations. Rocket Lawyer is not liable for any loss or damage resulting from our reliance on any instruction, notice, document or communication, reasonably believed by us to be genuine and delivered by an authorized representative of your company. If there is reasonable doubt regarding the authenticity of any such instruction, notice, document, or communication, we may, but are not obliged to, require additional authentication from you. You must immediately alert Rocket Lawyer of any fraudulent, unauthorized, illegal, or suspicious use of On Call, or any other breach of security or unauthorized or illegal activity that you reasonably suspect.

Prohibitions on Use

State and federal laws, rules, and regulations shall be referred to as "Laws." The country, state, territory, court, or administrative agency where a Service Provider is licensed to practice law shall be referred to as "Jurisdiction."

Each Eligible Member can only use the services available through On Call if any such services do not conflict with or violate the Laws of the Eligible Member's Jurisdiction(s). Rocket Lawyer does not intend for users to participate in On Call if it is prohibited by the Laws of the Jurisdiction(s). Any availability of the RocketLawyer.com website and On Call in the Jurisdiction(s) is not an invitation or offer by Rocket Lawyer to access or use the RocketLawyer.com website and any services in which Rocket Lawyer user's access and usage will violate any Laws of the Jurisdiction(s). By using the RocketLawyer.com website and the On Call, Eligible Member accepts sole responsibility for confirming that you or any Eligible Family Member's use or access to the Rocket Lawyer website and On Call does not violate any Laws of the Jurisdiction(s). Rocket Lawyer reserves the right to refuse membership, or suspend or terminate a user's account immediately and without prior notice at our discretion.

Dispute Resolution By Binding Arbitration: PLEASE READ THIS SECTION CAREFULLY AS IT AFFECTS YOUR RIGHTS.

Most customer concerns can be resolved quickly and to the customer's satisfaction by calling our customer service department at 1-877-881-0947. **In the unlikely event that our customer service department is unable to resolve a complaint you may have (or if Rocket Lawyer has not been able to resolve a dispute it has with you after attempting to do so informally), we each agree to resolve those disputes through binding arbitration, mediation, or small claims court instead of in courts of general jurisdiction.** Arbitration, which is often cheaper, faster, and less formal than a lawsuit in court, uses a neutral arbitrator instead of a judge or jury. Arbitrators can award the same damages and relief that a court can award. Also, in any arbitration under this arbitration provision in which you seek less than \$75,000 in damages, Rocket Lawyer will pay reasonable attorneys' fees should you prevail. Rocket Lawyer will not seek attorneys' fees from you. However, if you initiate an arbitration in which you seek more than \$75,000 in damages, the payment of attorneys' fees will be governed by the AAA rules. **Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted.**

Arbitration Agreement

Rocket Lawyer and you agree to arbitrate **all disputes and claims** between us. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:

- claims arising out of or relating to any aspect of the relationship between us, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
- claims that arose before this or any prior agreement (including, but not limited to, claims relating to advertising);
- claims that are currently the subject of purported class action litigation in which you are not a member of a certified class; and
- claims that may arise after the termination of this Agreement.

References to "Rocket Lawyer", "you", and "us" include our respective subsidiaries, affiliates, agents, employees, predecessors in interest, successors, and assigns, as well as all authorized or unauthorized users or beneficiaries of services or devices under this or prior agreements between us. Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude you from bringing issues to the attention of federal, state, or local agencies, including, for example, the Federal Communications Commission. Such agencies can, if the law allows, seek relief against us on your behalf. You agree that, by entering into this Agreement, you and Rocket Lawyer are each waiving the right to a trial by jury or to participate in a class action. This Agreement evidences a transaction in the interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This arbitration provision shall survive termination of this Agreement.

A party who intends to seek arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). The Notice to Rocket Lawyer should be addressed to General Counsel, Rocket Lawyer Incorporated, 182 Howard Street #830, San Francisco, CA 94105 ("Notice Address"). The Notice must (a) describe the nature and basis of the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If Rocket Lawyer and you do not reach an agreement to resolve the claim within sixty (60) calendar days after the Notice is received, you or Rocket Lawyer may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Rocket Lawyer or you shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Rocket Lawyer is entitled.

The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this Agreement, and will be administered by the AAA. The AAA Rules are available online at adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this Agreement. All issues are for the arbitrator to decide, including, but not limited to, issues relating to the scope, enforceability, and arbitrability of the arbitration provision. Unless Rocket Lawyer and you agree otherwise, any arbitration hearings will take place in a reasonably convenient location for both parties with due consideration of their ability to travel and other pertinent circumstances. If the parties are unable to agree on a location, the determination shall be made by AAA. If your claim is for \$10,000 or less, we agree that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Rocket Lawyer will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the AAA Rules. However, if you initiate an arbitration in which you seek more than \$75,000 in damages, the payment of these fees will be governed by the AAA rules.

The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees and expenses at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.

The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND ROCKET LAWYER AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both you and Rocket Lawyer agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this specific provision is found to be unenforceable, then the entirety of this arbitration provision shall be null and void.

Notwithstanding any provision in this Agreement to the contrary, we agree that if Rocket Lawyer makes any future change to this arbitration provision (other than a change to the Notice Address) during your Membership, you may reject any such change by sending us written notice within thirty (30) calendar days of the change to the Arbitration Notice Address provided above. By rejecting any future change, you are agreeing that you will arbitrate any dispute between us in accordance with the language of this provision.

Further, notwithstanding anything to the contrary, in the case of any conflict between any other terms and conditions of your use of any Rocket Lawyer website or service, the terms and conditions of this Agreement shall prevail.

Eligible Members and Service Providers:

Rocket Lawyer does not manage disputes between Eligible Members and Service Providers. Eligible Members may notify Rocket Lawyer if you believe a Service Provider has violated these On Call Terms and Conditions. Eligible Members also have the right to file a complaint with your state's bar association concerning the conduct of a Service Provider.

Disclosures and Notices

Internal Revenue Service (IRS) Circular 230 Tax Advice Disclosure:

To ensure compliance with requirements imposed by the IRS under Circular 230, we inform you that any U.S. federal tax advice contained in any communication from Rocket Lawyer (including information provided by a Service Provider offering a free consultation) is and was not intended or written to be used, and cannot be used, for the purpose of (1) avoiding penalties under the Internal Revenue Code or (2) promoting, marketing, or recommending to another party any matters addressed therein.

Copyright and trademark notices

All contents of the RocketLawyer.com website are Copyright © 2013 Rocket Lawyer Incorporated and/or its suppliers, affiliates and partners. All rights reserved.

Trademarks

Rocket Lawyer™ and RocketLawyer.com™ are trademarks and Rocket Lawyer On Call® is a registered trademark of Rocket Lawyer Incorporated. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

General Notices

Notice of changes to these Terms and Conditions will be provided in the manner permitted in by the Rocket Lawyer Terms and Conditions.

Notices and procedure for making claims of copyright infringement

Pursuant to Title 17, United States Code, Section 512(c)(2), notifications of claimed copyright infringement under United States copyright law should be sent to Service Provider's Designated Agent. ALL INQUIRIES NOT RELEVANT TO THE ABOVE PROCEDURE WILL RECEIVE NO RESPONSE.

For more information, please review our [Terms and Conditions](#), [Privacy Policy](#), and our [FAQ](#) Section.

February 2013

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EXHIBIT 13

EXHIBIT 13

Agreement between You and Rocket Lawyer Incorporated

These Terms and Conditions are an agreement (“Agreement”) between you (“Eligible Member”) and Rocket Lawyer Incorporated (“Rocket Lawyer”) regarding your use of the Rocket Lawyer On Call® (“On Call”) benefits and features as set forth below. These On Call Terms and Conditions, and the RocketLawyer.com [Terms and Conditions](#), which covers your use of the information, software, products, and services contained in or available through the RocketLawyer.com website (and together, the “Agreement”), constitute a legal agreement between you and Rocket Lawyer regarding your access to, or use of On Call. On Call is offered to you conditioned on your acceptance of the terms, conditions, and notices contained herein. Your trial membership or purchase of a Rocket Lawyer Legal Plan constitutes your acceptance and agreement to all such terms, conditions, and notices. These Terms and Conditions contain a dispute resolution provision that includes arbitration and that may affect your rights. Please read this entire Agreement carefully.

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For the purposes of this Agreement:

1. The term “Eligible Member” includes any customer who purchases a Rocket Lawyer Legal Plan. Customers who enter into a one week (seven (7) calendar days) free trial are eligible to receive one (1) free legal matter consultation, as described below.
2. The term "Eligible Family Member" includes: (a) an Eligible Member's spouse or domestic partner; (b) a dependent individual under the age of 25; (c) a dependent child, regardless of age, who is incapable of sustaining employment by reason of mental or physical disability; and (d) dependent individuals living in the Eligible Member's home such as a parent or grandparent. Each Eligible Family Member to whom you extend coverage under this Agreement is considered an Eligible Member under On Call and is bound by the terms of this Agreement.
3. Eligible Members may have access to pre-negotiated billing rates and service commitments from a nationwide network of attorneys. Eligible Members may receive the benefits described below from a third party independent attorney or law firm (“Service Provider”), but, not from any employee or agent of Rocket Lawyer. Rocket Lawyer does not provide legal services directly. All such services are delivered in connection with a separate relationship between the Service Provider and you, to which Rocket Lawyer is not a party. Each Service Provider is solely responsible for the legal services provided directly to you, using a separate attorney engagement agreement between you and the Service Provider. You acknowledge that the services provided will be limited to your specific request and based on the information you provide to the Service Provider. Further, you understand that any information or advice provided by the Service Provider does not constitute a guarantee of success in your legal situation.

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The following services may be available at no charge from your Service Provider:

- A set limit of free legal matter consultations up to thirty (30) minutes for each new legal matter with a Service Provider per year;
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- Review of a Simple Will for the Eligible Member and his or her family. A Simple Will is a last will and testament completed on the Rocket Lawyer site distributing personal property and homestead, not involving trusts, specific bequests, real estate, tax matters, guardianships, living wills, health care proxies or partitions; and,
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If an Eligible Member is not satisfied with a Service Provider, such Eligible Member may select an alternative Service Provider using the Lawyer Directory.

Other fee arrangements shall be negotiated directly between the user and the Service Provider, as needed.

Important: Service Providers may require an initial retainer and/or separate attorney engagement agreement prior to delivery of services. Services Providers may also require additional payment for certain services and out-of-pocket expenses.

Exclusions from On Call

The following items are specifically excluded from the Legal Plans, and are not benefits of On Call:

- Any action that directly or indirectly involves Rocket Lawyer Incorporated or any of its affiliates, directors, agents, or employees;
- Any action that directly or indirectly involves any Service Provider; *provided, however*, that a Service Provider may, at its sole discretion and risk, represent an Eligible Member in a matter in which another Service Provider is representing another party as legal counsel;

- Legal matters in which a Program Sponsor of the Eligible Member in question has an adverse interest, or in which any director, officer, agent or employee thereof has an adverse interest. For the purposes of this provision, "Program Sponsor" is any company, organization or affiliation that purchases on behalf of its members a Rocket Lawyer legal plan through wholesale channels, retail channels or otherwise;
- Any matter involving the laws of jurisdictions outside of the United States or its subdivisions;
- Any matter that, as determined by the Service Provider in the Service Provider's sole discretion, is frivolous in nature or objective;
- Any matter or requested service that, as determined by the Service Provider in the Service Provider's sole discretion, lacks sufficient merit to warrant pursuit, or that has been raised an excessive or unreasonable number of times without a change in circumstances;
- Any legal matter involving an alleged violent crime;
- Any matter for which the Eligible Member is currently represented by other legal counsel.

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Rocket Lawyer Legal Plans and Use

You acknowledge and agree that Rocket Lawyer may establish general guidelines regarding On Call, including without limitation, the maximum number of free legal services you may receive in a given period of time. In addition, you are responsible for all expenses incurred or other actions that may occur through your use of On Call. You also acknowledge and agree that Rocket Lawyer reserves the right to modify or amend these general guidelines at any time, in its sole discretion, with or without notice. The details or availability of On Call in any state is subject to change without notice.

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Most customer concerns can be resolved quickly and to the customer's satisfaction by calling our customer service department at 1-877-881-0947. **In the unlikely event that our customer service department is unable to resolve a complaint you may have (or if Rocket Lawyer has not been able to resolve a dispute it has with you after attempting to do so informally), we each agree to resolve those disputes through binding arbitration, mediation, or small claims court instead of in courts of general jurisdiction.** Arbitration, which is often cheaper, faster, and less formal than a lawsuit in court, uses a neutral arbitrator instead of a judge or jury. Arbitrators can award the same damages and relief that a court can award. Also, in any arbitration under this arbitration provision in which you seek less than \$75,000 in damages, Rocket Lawyer will pay reasonable attorneys' fees should you prevail. Rocket Lawyer will not seek attorneys' fees from you. However, if you initiate an arbitration in which you seek more than \$75,000 in damages, the payment of attorneys' fees will be governed by the AAA rules. **Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted.**

Arbitration Agreement

Rocket Lawyer and you agree to arbitrate **all disputes and claims** between us. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:

- claims arising out of or relating to any aspect of the relationship between us, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
- claims that arose before this or any prior agreement (including, but not limited to, claims relating to advertising);
- claims that are currently the subject of purported class action litigation in which you are not a member of a certified class; and
- claims that may arise after the termination of this Agreement.

References to "Rocket Lawyer", "you", and "us" include our respective subsidiaries, affiliates, agents, employees, predecessors in interest, successors, and assigns, as well as all authorized or unauthorized users or beneficiaries of services or devices under this or prior agreements between us. Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude you from bringing issues to the attention of federal, state, or local agencies, including, for example, the Federal Communications Commission. Such agencies can, if the law allows, seek relief against us on your behalf. You agree that, by entering into this Agreement, you and Rocket Lawyer are each waiving the right to a trial by jury or to participate in a class action. This Agreement evidences a transaction in the interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This arbitration provision shall survive termination of this Agreement.

A party who intends to seek arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). The Notice to Rocket Lawyer should be addressed to General Counsel, Rocket Lawyer Incorporated, 182 Howard Street #830, San Francisco, CA 94105 ("Notice Address"). The Notice must (a) describe the nature and basis of the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If Rocket Lawyer and you do not reach an agreement to resolve the claim within sixty (60) calendar days after the Notice is received, you or Rocket Lawyer may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Rocket Lawyer or you shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Rocket Lawyer is entitled.

The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this Agreement, and will be administered by the AAA. The AAA Rules are available online at adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this Agreement. All issues are for the arbitrator to decide, including, but not limited to, issues relating to the scope, enforceability, and arbitrability of the arbitration provision. Unless Rocket Lawyer and you agree otherwise, any arbitration hearings will take place in a reasonably convenient location for both parties with due consideration of their ability to travel and other pertinent circumstances. If the parties are unable to agree on a location, the determination shall be made by AAA. If your claim is for \$10,000 or less, we agree that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Rocket Lawyer will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the AAA Rules. However, if you initiate an arbitration in which you seek more than \$75,000 in damages, the payment of these fees will be governed by the AAA rules.

The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees and expenses at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.

The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND ROCKET LAWYER AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both you and Rocket Lawyer agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this specific provision is found to be unenforceable, then the entirety of this arbitration provision shall be null and void.

Notwithstanding any provision in this Agreement to the contrary, we agree that if Rocket Lawyer makes any future change to this arbitration provision (other than a change to the Notice Address) during your Membership, you may reject any such change by sending us written notice within thirty (30) calendar days of the change to the Arbitration Notice Address provided above. By rejecting any future change, you are agreeing that you will arbitrate any dispute between us in accordance with the language of this provision.

Further, notwithstanding anything to the contrary, in the case of any conflict between any other terms and conditions of your use of any Rocket Lawyer website or service, the terms and conditions of this Agreement shall prevail.

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Rocket Lawyer does not manage disputes between Eligible Members and Service Providers. Eligible Members may notify Rocket Lawyer if you believe a Service Provider has violated these On Call Terms and Conditions. Eligible Members also have the right to file a complaint with your state's bar association concerning the conduct of a Service Provider.

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by Mark Hayes - in 55 Google+ circles
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Speak to a Customer Care Specialist: **(877)818-8787**

Find an attorney you can trust for your family

★★★★★ 4.5 of 5 (322 reviews)

- Have a legal plan attorney review your last will, power of attorney or other legal documents
- Get help when you need it from an attorney who knows the laws of your state
- Get unlimited number of consultations on new legal matters for one low monthly rate. No hourly fees or surprises
- Build a long-term relationship with an attorney you can trust

Overview

Plan Details

User Reviews

The LegalZoom legal plan gives you affordable access to plan attorneys, plus other legal resources that can help you or your family:

Attorney Consultations

Set up your attorney consultation on a range of personal and family issues. Each legal matter must be unique. Regular attorney consultations last 30 minutes; the annual legal checkup lasts 1 hour. Attorneys are licensed in your state.

LegalZoom estate planning document review

- LegalZoom Last Will
- LegalZoom Living Will
- LegalZoom Power of Attorney

LegalZoom Living Trust document questions

- | | |
|-------------------------------------|--|
| Individual, joint or joint AB trust | Pour-over last will |
| Trust funding | Successor and alternate successor trustees |
| Gifts | Real estate deed transfers |
| Children's Subtrust | |

General personal legal matters

- | | |
|--|--|
| Personal: Personal injury, property damage, criminal defense | Real estate: Foreclosure, home sales, landlord/tenant issues |
| Family: Marriage, divorce, adoption, child custody, child support | Employment: Termination, employment agreements, compensation disputes |
| Financial: Bankruptcy, contracts, legal agreements, lawsuits | Estate Planning: Wills, trusts, Pet Protection Agreements™ |

Annual Legal Checkup

- In-depth, one-hour annual legal checkup by an attorney to assess any legal gaps in your estate plan, or update previous recommendations
- Guidance on any changes of circumstance or in the law that may affect your documents
- Life changes can include the birth of a child or grandchild, moving out of state, selling or buying real estate or other property, etc.
- Attorney advice and guidance on what steps to take to revise your documents or legal strategies

Meet the attorneys



Meet our plan attorneys, view their overall rating, how many consultations they've done and which states they're licensed in.

[Meet the attorneys »](#)

Questions?

(877) 818-8787

Monday–Friday
5:00am - 8:00pm PT

Saturday and Sunday
7:00am - 4:00pm PT



Attorney-drafted letter on your behalf

One letter of up to 2 pages

Letter drafted at attorney's discretion

Tax Advice

As a legal plan member, you now have access to tax advice from tax professionals through our business partner, Corporate Tax Network.

Ask questions and get tax advice on an unlimited number of new tax-related matters for up to 30 minutes each phone call

For additional work, you get an exclusive 20% discount on services including tax planning and preparation, bookkeeping and payroll services

Any legal document up to 10 pages in length is covered by your membership. For longer documents, see the special flat fee pricing below.

11-15 page documents: \$39

16-25 page documents: \$99

26+ page documents: contact attorney for pricing

Estate Planning Documents

Manage your LegalZoom estate planning documents in one convenient place.

Revise, store and have documents delivered

All your LegalZoom estate planning documents are catalogued

Revise the documents as often as you want

View the history and status of each revision

Store signed copies of your documents

View the history and status of your document storage requests

Request signed copies of your stored documents to be delivered

Legal Forms

Choose from a wide selection of legal forms. Download the forms as often as you want and store in your legal forms library.

Downloadable personal and business legal forms

Promissory Notes

Bills of Sale

Catering Services Agreement

Wedding Planning Services Agreement

Pet Sitting Agreement

Model Release for Minors

Land Co-ownership Agreement

Sublease of Residential Lease

Move-In, Move-Out Checklist

And more

Additional Benefits

Take advantage of valuable savings on other legal documents and additional attorney services.

Save 10% on any LegalZoom legal document*

Including an LLC, corporation, living trust, power of attorney, trademark, copyright and more

Save 25% on any other service provided by your plan attorney

Above and beyond the standard 30-minute attorney consultation

For complex legal matters

Legal representation

Discount applied to attorney's standard hourly rate

Who Is Covered

Your membership covers you (plan member), your spouse and dependent children.

What Is Not Covered

Your membership does not cover matters relating to the business of a plan member.

**Some restrictions apply. See our [Legal Plan Contract](#) and [Advantage Terms of Service](#) for details. Any product discounts are applied at checkout.*

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★★★★★ 4.6 of 5 (419 reviews)

- Have a legal plan attorney review your business contracts and other legal documents
- Get personalized attorney help at a rate even the smallest business owner can afford
- Talk to an attorney on an unlimited number of new legal matters for one low monthly fee—no hourly fees and no surprises
- Protect you and your business from expensive errors and lawsuits

Overview

Plan Details

User Reviews

The LegalZoom legal plan gives you affordable access to legal plan attorneys, plus other legal resources that can help your business:

Attorney Consultations

Set up your attorney consultation on a range of business, intellectual property and personal issues. Each legal matter must be unique. Regular attorney consultations last 30 minutes; the annual legal checkup lasts one hour. Attorneys are licensed in your state.

Business startup questions and general business matters

Business formation	Insurance
Corporate ownership and shares	Liability protection
Business management	Collections
Issuing stock	Employees: Termination, employment agreements, compensation disputes
What kind of structure is right for you	Real estate: Landlord/tenant, property issues
Regulatory issues	
Business licenses	

Intellectual property matters

LegalZoom Trademark Search results	Copyright or trademark issues
LegalZoom Trademark Monitoring Report	Copyright and trademark infringement
Patent-related matters	Copyright and trademark licensing and assignment
What kind of intellectual property protection is right for your work	Trademark Office Actions
Proper use of registered trademarks and copyrighted works	Trademark Statement of Use

General personal legal matters

- Personal:** Personal injury, property damage, criminal defense
- Family:** Marriage, divorce, adoption, child custody, child support
- Financial:** Bankruptcy, contracts, legal agreements, lawsuits
- Real estate:** Foreclosure, home sales, landlord/tenant issues
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- Estate Planning:** Wills, trusts, Pet Protection Agreements™

Meet the attorneys



Meet our plan attorneys, view their overall rating, how many consultations they've done and which states they're licensed in.

[Meet the attorneys »](#)

Questions?

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Saturday and Sunday
7:00am - 4:00pm PT



The convenience of this service is amazing. It's definitely worth the money. And I would definitely recommend it to anyone looking to start their own business!

David B., Lithonia, GA, 3/31/12

Annual Legal Checkup

In-depth, one-hour annual legal checkup by an attorney to assess any legal gaps in your business or update previous recommendations

Guidance on any changes of circumstance or in the law that may affect your documents

Attorney advice and guidance on what steps to take to revise your documents or legal strategies

Attorney-drafted letter on your behalf

One letter of up to 2 pages

Letter drafted at attorney's discretion

Tax Advice

As a legal plan member, you have access to tax advice from tax professionals through our business partner, Corporate Tax Network.

Ask questions and get tax advice on an unlimited number of new tax-related matters for up to 30 minutes each phone call

For additional work, you get an exclusive 20% discount on services including tax planning and preparation, bookkeeping and payroll services

Attorney-Drafted Legal Documents

For a low, flat fee, have your plan attorney custom-draft a legal document.

Custom-drafted legal documents

Website Terms & Conditions and Privacy Policy, \$399

Legal Document Review

Any business contract, agreement or other legal document up to 10 pages in length is covered by your membership. For longer documents, see the special flat fee pricing below.

11-15 page documents: \$39

16-25 page documents: \$99

26+ page documents: contact attorney for pricing

Legal Forms

Choose from a wide selection of legal forms specific to your business. Download the forms as often as you want and store in your legal forms library.

Downloadable business and personal legal forms

Advertising/Marketing	Entertainment
Business Services	Event Planning
Business Startup	Home Services
Construction	Real Estate
Consulting	And more

CreditAlert™ Plus

Get help building your credit profile with CreditAlert™ Plus from our business partner, Dun & Bradstreet Credibility Corp.

A D&B D-U-N-S® Number is used by industries and organizations around the world as a global standard for business identification and tracking

Email alerts 24/7 when your company's D&B® scores and ratings go up or down

Notifications of new major company events like lawsuits, liens and judgments

A monthly summary of activity in your company's D&B business credit file, including how many inquiries your business credit file received

A customizable profile in the D&B Credibility Review™ online business directory

Additional Benefits

Take advantage of valuable savings on other legal documents and additional attorney services.

Save 10% on any LegalZoom legal document*

Including LLC, corporation, trademark, living trust, last will and more

Register one free copyright per month**

Protect original works of authorship

Books, computer programs, songs, dances, photographs, movies and other creative works

Federal filing with the U.S. Copyright Office

Delivery confirmation to the Library of Congress

Save 25% on any other service provided by your plan attorney

Above and beyond the standard 30-minute attorney consultation

For complex legal matters

Legal representation

Discount applied to attorney's standard hourly rate

Who Is Covered

Your membership covers you (plan member), your spouse and dependent children.

*Some restrictions apply. See our [Legal Plan Contract](#) and [Advantage Terms of Service](#) for details. Any product discounts are applied at checkout.

** Excludes filing fees.

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How It Works

Three Easy Steps

Developed by expert attorneys, LegalZoom's 3-step process is fast and easy.

Step one: Simply log into our secure, online environment and answer a series of straightforward questions. Most people finish in minutes, but there's no rush. Your answers are saved automatically so you can return anytime to complete your questionnaire. If you need assistance, our customer support team is just an email or phone call away.

Step two: LegalZoom's document assistants review your answers for consistency and completeness. If we need clarification or additional information, we contact you directly.

Step three: We print your legal documents on archival quality, acid-free bond paper and deliver them to you along with simple wrap-up instructions. With many of our services, we even file your documents with the appropriate government agency.

Here's the best part: Completing your questionnaire is free. You can decide at the end whether or not to purchase your legal documents. If you're ready to begin, simply return to the [homepage](#) to select your LegalZoom service.

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323-962-8600 x2310
press@legalzoom.com

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Incorporation Janet Long used LegalZoom.com for creating and filing legal documents and ... **Legal zoom** makes it easy to be legal! <http://t.co/W9zydMb02s>.

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How to Incorporate in 3 Easy Steps | LegalZoom.com

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Find out how to incorporate your business in three easy steps with unlimited customer support and a satisfaction guarantee at LegalZoom.com.

LLC (Limited Liability Company) - LLC Formation ... - LegalZoom

www.legalzoom.com/limited.../limited-liability-company-overview.html

from: \$99. See pricing details. "I recommend LegalZoom to all my friends and LegalZoom.com, Inc., 101 N Brand Blvd, 11th Floor, Glendale, CA 91203 is a ...

Legalzoom.com TV Commercial, 'Toffee Business' - iSpot.tv

www.ispot.tv/ad/7dy5/legalzoom-com-toffee-business

Feb 5, 2013

For small businesses like Elaine's Toffee Company, Legalzoom.com made ... chase their dreams with ...

Why LegalZoom Fails Startups - Startup Lawyer

startuplawyer.com/incorporation/why-legalzoom-fails-startups

Feb 21, 2009 - LegalZoom just doesn't offer the documents a typical startup needs: ... And some states will have template articles of **incorporation** you can use. I have a lot of experience in this, and "YOU" is 99 out of 100 times the last ...

LegalZoom.com Reviews - best incorporation service

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Forming a Corporation with Incorporation Services

Today, corporations have become the gold standard for starting a business. The corporate business structure can help reduce your taxes and help protect you against the threat of personal liability. Other advantages of a corporation include:

- ✓ Self-employment tax savings, which can amount to thousands of dollars annually
- ✓ The ability to offer a wide range of benefits such as medical reimbursement plans, 401k and other retirement plans
- ✓ Better access to capital from investors and from banks
- ✓ Shareholders are not typically liable for corporate debts

All LegalZoom incorporation packages include personalized bylaws with provisions to help safeguard your personal assets against liability.



"I never really thought I would make money doing what I love."

JANET LONG, Incorporation for Elaine's Toffee Company. **

Dedicated to Customer Care



(888) 381-8758

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M-F 5:00 AM-8:00 PM PT
S/S 7:00 AM-4:00 PM PT



Free Incorporation Guide

Everything you need to know about **incorporating your business:**

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Get the Guide Now

Get Started


Returning Customer? [Click here.](#)

Sign in to our secure server to start your incorporation. This will allow you to finish any uncompleted questionnaires later.

Your Email Choose a Password

[Your personal information will remain private.](#)

Get Started

<p>Incorporation Package</p>  <p>Click here for enlarged view</p>	<p>Incorporation Pricing</p> <table border="0"> <tr><td>Economy</td><td>\$99</td></tr> <tr><td>Standard</td><td>\$239</td></tr> <tr><td>Express Gold</td><td>\$369</td></tr> </table> <p>Get more pricing details</p>	Economy	\$99	Standard	\$239	Express Gold	\$369	<p>Three Easy Steps</p> <ol style="list-style-type: none"> 1 Complete our simple online questionnaire. 2 LegalZoom creates your Incorporation documents and files them with the Secretary of State. 3 You receive your final Incorporation package in the mail.
Economy	\$99							
Standard	\$239							
Express Gold	\$369							

Filling out the Questionnaire is free. There is no time limit. At the end, you may decide whether or not to purchase.

Disclaimer
Please note that LegalZoom is not a law firm, does not act as your attorney and is not a substitute for the advice of an attorney. Rather, it helps you represent yourself in your own legal matters. If you seek representation, are involved in litigation or have complex legal issues that cannot be resolved on your own, we recommend that you hire an attorney.

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Pricing for Company Incorporation

LegalZoom has an incorporation package to fit your specific business needs. Each package is backed by a [100% Satisfaction Guarantee](#). Get started now with no obligation and choose your package at checkout.

<div style="text-align: center;"> <p>Economy</p> <p>\$99⁺ \$149 <small>+ state fee</small></p> <p>Basic Incorporation Package</p> <ul style="list-style-type: none"> ■ Preliminary clearance of your corporation's name ■ Filing of Articles of Incorporation ■ Personalized bylaws, including provisions protecting officers and directors from liability ■ Resolutions of the first meeting of the Board of Directors ■ \$50,000 Peace of Mind Guarantee <p style="text-align: right;">View more package details </p> </div>	<div style="text-align: center;"> <p>Standard</p> <p>\$239⁺ <small>+ state fee</small></p> <p>Basic Incorporation Package + Popular Options</p> <p>Includes everything in the Economy package plus:</p> <ul style="list-style-type: none"> ■ Deluxe Corporate Kit embossed with your company name ■ Official corporate seal ■ 20 custom stock certificates with stock transfer ledger ■ Medical expense plan forms ■ MyPRGenie online PR and social media suite ■ \$50,000 Peace of Mind Guarantee <p style="text-align: right;">View more package details </p> </div>	<div style="text-align: center;"> <p>Express Gold</p> <p>\$369⁺ <small>+ state fee</small></p> <p>All-inclusive Rush Package </p> <p>Includes everything in the Standard package plus:</p> <ul style="list-style-type: none"> ■ Priority Rush service (7-10 business day) ■ Over 40 essential business forms on CD-ROM, including employment and independent contractor agreements ■ Federal Tax ID (EIN) application ■ S Corporation election at your option ■ Two-day delivery of final package ■ 30-day trial to Business Advantage Pro attorney plan† ■ \$50,000 Peace of Mind Guarantee ■ QuickBooks Online Accounting Software — 3 months FREE <p style="text-align: right;">View more package details </p> </div>
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Get started now and choose your package at checkout

Get Started

Calculate Your State Filing Fee: (required)*

For more information on business filing fees, [click here](#).

Select a State

Economy / Standard (select state)

Express Gold (select state)

*Pricing does not include post-incorporation requirements such as annual report fees, statement of officers fees or corporate taxes. Please see the [Incorporation Education Center](#) for examples of these fees. You may also contact the state, an accountant or LegalZoom for more information about these fees.

**Once your corporation becomes legally effective, your card will automatically be charged \$159.00. Service renews annually thereafter for the same fee until canceled. For full terms and conditions, [click here](#).

†Except in Georgia, any required newspaper publication fees are not included.

Questions?

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EXHIBIT 24

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Speak to a Customer Care Specialist: **(800)773-0888**

Supplemental Terms of Service for Corporate Center

In addition to the LegalZoom.com, Inc. ("LegalZoom") [Terms of Service](#) that govern your use of the LegalZoom website, these supplemental terms of service (the "Supplemental Terms" or the "Agreement") constitute a legal agreement between you and LegalZoom detailing the terms of your use of the LegalZoom Corporate Center (the "Center") and certain subscription-based services, some or all of which may be offered or accessible through the Center (the "Subscription Services"). LegalZoom hereby provides you with Subscription Services and with access to the Center, for a fixed term of either one month, one year, or two years (the "Term"), at the level associated with the Subscription Services you purchased or your status as an entity formed by LegalZoom (your "Level of Access"). This Agreement is effective as of the date you accept its terms by clicking on the link below.

THIS AGREEMENT - TOGETHER WITH ALL UPDATES, ADDITIONAL TERMS, LICENSES, AND ALL OF THE LEGALZOOM TERMS, RULES, AND POLICIES - COLLECTIVELY CONSTITUTE THE "AGREEMENT" BETWEEN YOU AND LEGALZOOM. YOU MUST ACCEPT AND ABIDE BY THESE TERMS AS PRESENTED TO YOU: CHANGES, ADDITIONS OR DELETIONS ARE NOT ACCEPTABLE AND LEGALZOOM MAY REFUSE ACCESS TO THE CENTER OR DENY USE OF SUBSCRIPTION SERVICES FOR NONCOMPLIANCE WITH ANY PART OF THIS AGREEMENT.

1. Description of Center and Subscription Services. LegalZoom licenses you to access and use the Center and the Subscription Services during the Term, which services may include (but are not limited to) Registered Agent Services and Minutes Manager. Unless explicitly stated otherwise, any new features that augment or enhance the current Center or Subscription Services, including the release of new Subscription Services, shall be subject to these Terms of Service. LegalZoom may subcontract any Subscription Services or any work, obligations, or other performance required under Subscription Services without your consent.

To use the Center and the Subscription Services offered therein, you must obtain access to the World Wide Web, either directly or through devices that access web-based content, and pay any service fees associated with such access. You are responsible for providing all equipment necessary to make such connection to the World Wide Web, including a computer and Internet access.

2. License Grants. LegalZoom grants you a non-exclusive, non-transferable worldwide right to use the Center at your Level of Access during the Term, subject to these Supplemental Terms. You grant to LegalZoom the non-exclusive, worldwide, right to use, copy, store, transmit, and display the information entered into the Center solely to the extent necessary to allow access to the Center as requested by you for the purpose of providing the Subscription Services. You shall not: (i) license, sublicense, sell, resell, transfer, assign, distribute, or otherwise make available to any third party the Center or any content therein; or (ii) modify, edit, reproduce, reverse engineer, alter, enhance, make derivative works based on or referring to, or in any way exploit the Center, its content, or its source code, except for modifications based on access and use of the Center specifically authorized by these Supplemental Terms. All rights not expressly granted to you are reserved by LegalZoom and its licensors.

3. Limitation of Availability. The Center may not be accessible, in whole or in part, in all areas, and LegalZoom does not guarantee the accessibility, in whole or in part, of the Center to all users. Certain Levels of Access, or access to all or part of the Center, may be contingent on the purchase and maintenance of certain Subscription Services. If you're not sure whether or not full or partial access to the Center is available in your area, or if certain functions or content is accessible at your Level of Access, you can email us at customercare@legalzoom.com

or call us at 800-773-0888.

4. General Practices Regarding Use and Storage. You acknowledge that LegalZoom may establish general practices and limits concerning use of the Center and the Subscription Services, including without limitation the maximum number of days that data, schedules, calendars, or other uploaded content will be retained by the Center, the maximum number of messages that may be sent from or received by an account on the Center, the maximum size of any message that may be sent from or received by an account on the Center, the maximum disk space that will be allotted on LegalZoom's servers on your behalf, and the maximum number of times (and the maximum duration for which) you may access the Center in a given period of time. You agree that LegalZoom has no responsibility or liability for the deletion or failure to store any messages, other communications, or other content maintained or transmitted by the Center. You acknowledge that LegalZoom reserves the right to change these general practices and limits at any time, in its sole discretion, with or without notice.

5. Your Information. All information provided by you to the Center (either directly or through other parties) shall remain the sole property of you or such third parties, as applicable, unless you are notified specifically in advance. You, not LegalZoom, have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness, and copyright of your information, and LegalZoom is not be responsible or liable for the deletion, correction, destruction, damage, loss, or failure to store any such information. LegalZoom reserves the right to withhold, remove, and/or discard your information without notice for any breach, including, without limitation, your non-payment. On termination, your right to access or use the Center, the Subscription Services, and your information as contained therein will cease immediately, and LegalZoom will have no obligation to maintain or forward any of your information.

You are responsible for all directions, orders, notifications, expenses incurred, or other actions that may occur through your use of the Center or the Subscription Services. You must immediately alert us of any fraudulent, unauthorized, illegal, or suspicious use of the Subscription Services, the Center or any other breach of security or unauthorized or illegal activity that you reasonably suspect.

6. Authority to Enter Agreement. If you are entering into these Supplemental Terms on behalf of a company or other legal entity, you represent that you have the legal authority to bind such entity to these terms, in which case the terms "you" or "your" shall refer to such entity. If you do not have such authority or if you do not agree with these Supplemental Terms, you may not sign up for or use the Subscription Services or the Center. If after your purchase we find that you do not have authority to bind the entity for which you ordered, you will be personally responsible for the obligations in these Supplemental Terms and the order you placed, including without limitation, the payment obligations. We shall not be liable for any loss or damage resulting from our reliance on any instruction, notice, document, or communication reasonably believed by us to be genuine and originating from an authorized representative of your company. If there is reasonable doubt about the authenticity of any such instruction, notice, document, or communication, we may, but are not obliged to, require additional authentication from you.

7. Payment.

a. Subscription Fees.

If you purchase a Subscription Service, you agree to pay all charges to your account made therefor, including but not limited to applicable taxes and fees for the use of additional features not included as part of your Subscription Service. You will be charged in accordance with the billing terms in effect at the time the fee or charge becomes payable. For any Subscription Services you purchase that are charged in full upon purchase, you agree that for each renewal term of such Subscription Service (each a "Renewal Term"), the amount due for the next Renewal Term will be due and immediately payable in full as of the first day of such Renewal Term. For each Subscription Service, your charge remains for each Term no matter if you access the Center or Site, or check any messages on either, during any Term. In other words, **EVEN IF YOU DO NOT USE THE SUBSCRIPTION SERVICE OR ACCESS THE CENTER, YOU WILL BE RESPONSIBLE FOR ANY SUBSCRIPTION FEES UNTIL YOU CANCEL YOUR SUBSCRIPTION OR IT IS OTHERWISE TERMINATED.** For more information regarding canceling your Subscription Services, see the "Termination or Cancellation" section below.

b. Billing.

Payment for the initial term of a Subscription Service (the "Initial Term") is due at the time of purchase.

If you have not opted for automatic renewal of your Subscription Service, Renewal Terms will be invoiced approximately two months before the start date of such Renewal Terms, with date due set no later than the first

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Product & Service Terms

Legal Plan Contract

Supplemental Terms of Service for Advantage Subscriptions

■ Supplemental Terms of Service for Corporate Center

Trademark Search Disclosure

Media Terms

day of the Renewal Term (the "Billing Date"). The Billing Date will be based on the date of your original purchase. For example, if your purchase date was June 5th, your Billing Date will be July 5th if you have a monthly Term or the next June 5th if you have an annual Term. If your purchase date is the 29th day of February, your Billing Date for renewals in non leap-years only will fall on the 28th. If you have chosen a monthly Term and your purchase date is on the 29th through 31st day of any month, your Billing Date for renewals in months with fewer days will fall on the last day of the month.

If you have opted for automatic renewal of your Subscription Service, your Subscription Service will renew automatically at the end of the Initial Term and at the end of each Renewal Term thereafter unless and until you give notice of your intention to cancel automatic renewal or terminate your Subscription Service pursuant to this Agreement. If you do not give us notice of either such intention, your credit card will be charged for the Renewal Term of your Subscription Service on your Billing Date. LegalZoom may adjust your Billing Date in subsequent Renewal Terms without notice. This will be reflected by a charge to your account on a pro-rated basis according to the number of days that have passed since the Billing Date of your latest renewal charge. Unless otherwise notified in advance by LegalZoom pursuant to this Agreement, the renewal charge will be equal to the original purchase price for the Subscription Service.

c. Notice of Automatic Renewal.

If you have opted for automatic renewal of your Subscription Service, we may send a reminder email to the email address of record for your account before your Billing Date. You acknowledge and agree that this notice is provided as a courtesy only, and we are not obligated or required to provide such notice. You acknowledge and agree that (i) your failure to read, (ii) your inability to receive, or (iii) the failure of LegalZoom to send the email does not create any liability on the part of LegalZoom or any third-party service provider.

d. Cancellation of Automatic Renewal.

To cancel the automatic renewal of a Subscription Service, you must notify LegalZoom of your intent to cancel by calling our Customer Care Center at (800) 773-0888. LegalZoom agrees that when it receives notice of this cancellation under the conditions stated above, no further charges will be billed to your credit card automatically. Instead, invoices for Renewal Terms will be sent approximately two months before the Billing Date of the Renewal Term, with date due set no later than that Billing Date. Note that cancelling automatic renewal for a Subscription Service will **not** terminate your Subscription Service.

e. Promotional Trial Subscriptions.

We sometimes offer certain customers free trial or other promotional subscriptions, which are subject to these Supplemental Terms except as otherwise stated in the promotional offers. At any time before the end of a trial Term, you can cancel your subscription by calling us at (800) 773-0888. AT THE COMPLETION OF A TRIAL TERM, UNLESS YOU CHOOSE TO CANCEL, YOUR SUBSCRIPTION WILL RENEW AUTOMATICALLY AND YOUR CREDIT CARD WILL BE CHARGED TO BEGIN YOUR INITIAL TERM.

8. Changes to Subscription Services and Center.

a. General Changes.

LegalZoom may change, modify, add, remove, suspend, cancel or discontinue any aspect of a Subscription Service or the Center, including the functionality, content, and/or availability of any features of such Subscription Service or the Center, at any time in the sole discretion of LegalZoom. We may also impose limits on certain features and services or restrict your access to all or part of the Center or your Subscription Service without notice or liability at any time.

b. Fee Adjustments.

LegalZoom may increase its fees for any Subscription Services effective the first day of a Renewal Term by giving you notice of the new fees at least thirty (30) days before the beginning of the Renewal Term. If you have and do not cancel automatic renewal as provided in Section 7 or terminate your subscription pursuant to Section 11, you will be deemed to have accepted the new fee for that Renewal Term and any subsequent Renewal Terms (unless the fees are increased in the same manner for a subsequent Renewal Term). Reductions in fees become effective on the next Renewal Term without any *pro rata* for the Term covered under the prior fee schedule.

9. Registered Agent Services.

a. Service Provider.

You acknowledge and agree that we do or may work with third-party providers and sub-providers (each, a "Registered Agent") of our choice to provide some or all of the Registered Agent Services. You acknowledge and agree that any such Registered Agent may provide Registered Agent Services to you.

b. Service of Process

You authorize your Registered Agent to receive service of process, including any notices of legal proceedings, other legal notices, or official government communication (collectively, the "Mail"), on your behalf. If available in your area or at your Level of Access, you further authorize your Registered Agent to scan and upload the Mail received on your behalf into your account at the Center. From the Center, or by phone or email, you may direct your Registered Agent to perform the following actions in respect of your Mail (and when you so direct your Registered Agent, you authorize it to do so):

- i. forward to an address you specify;
- ii. forward to another account;
- iii. shred or recycle the envelope and its contents;
- iv. unsubscribe or opt in to mailing lists; or
- v. perform any other actions that your Registered Agent may offer.

c. Not a Mailing Address.

Unless otherwise specified in this Agreement, your Registered Agent's services are limited to the receipt and forwarding of items covered by the respective statute, rule, regulation, or contract, and do not include the provision of a business or mailing address independent of such statute, rule, regulation, or contract. Your Registered Agent has no obligation to forward any items received pursuant to any unauthorized use of your Registered Agent's address (the "Registered Address") and neither your Registered Agent nor LegalZoom assumes liability to you or any other party for loss of such items. You assume all liability for such losses regardless of whether you had approved or initiated the unauthorized use. Your Registered Agent may seek reimbursement from you for any and all costs incurred in connection with the unauthorized use of the Registered Address. Your Registered Address is for the primary purpose of fulfilling state statutes for "Service of Process" and such address may be used only to receive Mail on your behalf. Unless otherwise specified, the primary business address you list on any filed document needs to reflect the primary business address your company operates from, regardless of what state that address is in.

d. Representation of Registered Address.

You agree not to represent or misleadingly suggest, whether orally, in writing, photographically, or otherwise, that the Registered Address is your place of business, your location of operations or business records, or is a physical address at which third parties can find you. You may not list the Registered Address in your company's public

media, including business cards, brochures, websites, or emails.

e. Misdirected Mail.

You acknowledge that your Registered Agent delivers mail to users; it does not warrant that mail will never be misdelivered. You acknowledge that in such cases neither LegalZoom nor your Registered Agent is liable to the intended recipient. Your Registered Agent will make its best efforts to notify both the intended recipient and the unintended recipient immediately on discovery of the error and seek immediate retrieval of the item from the unintended recipient.

f. Customer-Returned Mail.

If you refuse or fail to accept Mail forwarded to you from your Registered Agent pursuant to this Agreement, you will bear any costs of return shipping and re-induction of the Mail. At the request of LegalZoom or your Registered Agent, you must sign for or otherwise acknowledge your acceptance of all Mail sent to you by your Registered Agent.

g. Customer Responsibility to Provide Accurate and Updated Information.

It is your responsibility to contact LegalZoom with changes to your contact information and business status (such as dissolved or inactive) within 30 days of the change. Failure to do so may result in the termination of your services. You acknowledge that neither LegalZoom nor your Registered Agent is liable to you for damages resulting from your failure to update or provide accurate information to LegalZoom.

10. Termination or Cancellation.

a. By LegalZoom.

- i. LegalZoom may terminate your use of all or part of the Center or your Subscription Service at any time in its sole discretion; provided, however, that, as your sole remedy, we will refund to you any prepaid fees actually paid specifically related to that Subscription Service or part thereof.
- ii. If your Registered Agent Service is terminated under 10(a)(i), LegalZoom reserves the right to resign, with proper notice if required by state law, as your registered agent. Reasons for termination and resignation may include (but are not limited to): 1) your failure to provide accurate, complete, and current information as requested or required by LegalZoom or your Registered Agent, 2) the inability to locate you after reasonable and diligent efforts are made, 3) your failure to pay, or 4) suspected illegal activity.
- iii. Your right to use a Subscription Service is subject to any limits established by LegalZoom or by your credit card issuer. If payment cannot be charged to your credit card or your charge is returned for any reason, including charge back, LegalZoom reserves the right, in its sole and absolute discretion, to suspend or terminate your access and account, thereby terminating this Agreement and all obligations of LegalZoom hereunder. If a charge made to your credit card is declined, LegalZoom may suspend your access to such Subscription Service and make up to five (5) attempts to bill that card over a thirty (30) day period.

If you wish to reactivate your account after such suspension or termination, there will be no setup or reactivation fees; provided, however, accounts terminated for non-payment will be reactivated only on receipt of the full amount past due and a written request to reinstate the account.

b. By Subscriber.

- i. If you make a cancellation request within thirty (30) days of the date on which you ordered your Subscription Service (the "Cancellation Period"), LegalZoom will refund the full amount charged for such Subscription Service. At the end of the Cancellation Period, you may cancel your Subscription Service by calling our Customer Care Center at (800) 773-0888. After such cancellation, your Subscription Service will remain active until the end of then-applicable Term.
- ii. If you are using a free trial to access Subscription Services, you can cancel at any time before the end of your trial Term by calling us at (800) 773-0888. If you do not cancel before the end of your trial Term, your subscription will renew automatically and your credit card will be charged to begin your Initial Term. After such cancellation, your Subscription Service will remain active until the end of then-applicable Term.

c. Services after Termination.

After termination of your Subscription Service, either by you or by LegalZoom:

- i. You will not be able to access the Subscription Service offerings in the Center; provided, however, that any access rights to the Center granted you through a separate channel (e.g., through another Subscription Service or your status as an entity formed by LegalZoom) will remain in full force and effect unless and until separately terminated or cancelled.
- ii. LegalZoom or your Registered Agent will ship any Mail (via lowest-cost carrier) to you until the end of the then-current Term.

d. Your Obligations on Termination.

After termination and the end of the then-applicable Term, you agree that:

- i. You will no longer incur charges in respect of your subscription.
- ii. If you no longer wish to use the Registered Agent Services in any jurisdiction, you must assign another registered agent in that jurisdiction, and must pay all fees related to changing your agent (including appointment and/or registration fees). In addition, you must notify both LegalZoom and your Registered Agent that you have properly changed registered agents by the next Billing Date, either by phone or email, and provide both LegalZoom and your Registered Agent with satisfactory written proof that the Registered Agent is no longer listed as your registered agent. If, however, you no longer wish to use the Registered Agent Services because you are discontinuing your business operations (voluntarily or otherwise), you must properly dissolve, cancel, withdraw, or otherwise properly terminate your entity. You must also notify both LegalZoom and your Registered Agent that you have properly discontinued business operations by the next Billing Date, either by phone or email, and provide both LegalZoom and your Registered Agent with proof of your dissolution, cancellation, withdrawal, or termination of your entity. If you fail to provide both LegalZoom and your Registered Agent with satisfactory written proof of your resignation of the Registered Agent as your registered agent or of your discontinuation of business operations, you will continue to incur charges for Registered Agent Services until such proof is provided.
- iii. Any Mail that your Registered Agent receives on your behalf as your registered agent will be marked "Return to Sender" if it is first class mail or destroyed if it is not. You waive and release your Registered Agent from compliance with any obligation to forward or re-mail Mail received after your subscription has been terminated and specifically agree that your Registered Agent has no obligation to forward or re-mail Mail to you except as expressly stated in this Agreement. You agree to hold LegalZoom, your Registered Agent and the affiliates of each harmless from any claim to the contrary.

- iv. You acknowledge that you have sole responsibility for notifying senders (including all government agencies) of a registered agent address other than your Registered Address.
- v. In the event this Agreement is terminated (other than by reason of your breach), LegalZoom will make available to you a file of your Center content ("Customer Data") within 30 days of termination if you so request at that time. You agree and acknowledge that LegalZoom has no obligation to retain the Customer Data and may delete such Customer Data more than 30 days after termination.

11. No Guarantee. LegalZoom makes no guarantee that all necessary alerts, reminders, filings, requirements, or regulations are incorporated, included, or referenced in the Center or provided by email, or that the information provided by the Center or by email is accurate, reliable, complete, or timely. Furthermore, laws, regulations, and administrative requirements often change, and their application and impact vary from company to company and industry to industry. Accordingly, neither the Center nor any email communication is intended to provide or substitute for accounting, legal, business, tax, or other professional advice or services. They are offered for information purposes only and the Center serves only as a venue for individuals to record specific information. The Center, any email communications, and the information contained in any of these are not and should not be construed or relied on as legal advice. Compliance with all laws and regulations remains your sole and absolute responsibility. Before taking any business or legal action based on information from the Site, the Center, or any email communication, you should consult with a financial or legal professional to verify deadlines and determine whether such actions are appropriate for you based on your personal or business needs. No representations or warranties, express or implied, are given regarding the legal or other consequences resulting from the use of the Center or the Subscription Services.

12. Indemnification. You specifically indemnify LegalZoom and hold us harmless from any and all liability, claims, damages, losses, or causes of actions arising from our inspection of your Mail or from the release of information regarding you or your use of the Subscription Services to any local, state, or national agency or to the USPS, or to a private party whose subpoena you fail to contest as specified by us. Except as provided herein, we will preserve the confidentiality of your Mail's contents with respect to third parties and will not use or disclose information contained in your Mail other than to carry out the purposes for which you disclosed that information.

You agree to protect, defend, indemnify, and hold LegalZoom harmless from and against any and all claims, causes of action, liabilities, judgments, penalties, losses, costs, damages, and expenses (including attorneys' fees and all related costs and expenses of litigation at arbitration, or at trial or on appeal, if any, whether or not litigation or arbitration is instituted) suffered or incurred by us, including, without limitation, any claim for personal injury or property damage, arising from:

- (i) this Agreement;
- (ii) the Subscription Services provided to you;
- (iii) your use of the Subscription Services, including without limitation any copyright infringement claims that could arise from your Registered Agent scanning Mail or other documents;
- (iv) the failure of any third party, USPS, or any commercial delivery or courier service, to provide delivery or courier services accurately and on time;
- (v) loss, damage, or destruction of your Mail by any cause whatsoever whether or not attributable to our negligence or intentional act; and
- (vi) any violation by you of any federal, state, or local laws, statutes, rules, or regulations.

For purposes of this Agreement, the indemnified parties shall include LegalZoom and its owners, affiliates, subsidiaries, parents, shareholders, members, successors, assigns, representatives, franchisees, officers, directors, agents, attorneys, and employees.

13. Limitation of Liability.

a. Registered Agent Services.

- i. YOU AGREE AND ACKNOWLEDGE THAT NEITHER LEGALZOOM NOR YOUR REGISTERED AGENT IS LIABLE FOR ANY DAMAGE TO MAIL OR LOSS OF MAIL DURING OR AFTER MAILING OR SHIPMENT TO YOU. NEITHER LEGALZOOM NOR YOUR REGISTERED AGENT IS RESPONSIBLE FOR MAIL FOR WHICH THERE IS NO RECORD OF RECEIPT BY EITHER OF US. Any additional insurance in excess of the standard amount insured by carriers, if any, must be authorized and paid for in advance by you. You acknowledge and agree that neither LegalZoom nor your Registered Agent has any responsibility or obligation to insure any Mail or shipments sent to you.
- ii. NEITHER LEGALZOOM NOR YOUR REGISTERED AGENT SHALL BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OR INJURY ARISING OUT OF OR CAUSED, IN WHOLE OR IN PART, BY NEGLIGENT ACTS OR OMISSIONS IN COMPILING, COLLECTING, PROCESSING, COMMUNICATING, OR DELIVERING MAIL OR HANDLING PHYSICAL OR DIGITAL DOCUMENTS, DIRECTLY OR INDIRECTLY. YOU AGREE AND ACKNOWLEDGE THAT THE TOTAL AMOUNT OF OUR LIABILITY, IF ANY, FOR ANY AND ALL CLAIMS, CAUSES OF ACTION, DAMAGES, LOSSES, OR JUDGMENTS ARISING OUT OF OR RELATED TO THIS AGREEMENT AND THE SUBSCRIPTION SERVICES OR THE CENTER SHALL NOT EXCEED \$100.00 WITHOUT REGARD TO THE NATURE OF THE CLAIM, LOSS, OR DAMAGE INCURRED. NEITHER LEGALZOOM NOR YOUR REGISTERED AGENT SHALL BE LIABLE FOR ANY OTHER LOSS, CLAIM, DAMAGE, OR INJURY ARISING OUT OF, RELATED TO, OR IN ANY WAY CONNECTED WITH THIS AGREEMENT OR THE PROVISION OF ANY SUBSCRIPTION SERVICES PURSUANT TO THIS AGREEMENT.

b. Alerts.

Any alerts included as part of our Subscription Services may include reminders in the Center or by email of filing deadlines or other important dates. Your failure to view or read the message or inability to receive the message does not create any liability on the part of LegalZoom. The Compliance Calendar is made available to you so you can identify and comply with important deadlines. Compliance with any deadlines, whether or not referenced or communicated in the Center or by email, is always your sole responsibility. LegalZoom will not be liable for any loss of good standing of an entity for any reason.

14. Internal Revenue Service (IRS) Circular 230 Tax Advice Disclosure. To ensure compliance with requirements imposed by the IRS under Circular 230, we inform you that any U.S. federal tax advice contained in any communication from LegalZoom (including information contained in the Center) is and was not intended or written to be used, and cannot be used, for the purpose of (1) avoiding penalties under the Internal Revenue Code or (2) promoting, marketing, or recommending to another party any matters addressed therein.

Updated: December 28, 2012

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EXHIBIT 25



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Company-specific bylaws and resolutions

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- Ray Lucia**
Radio host of "The Ray Lucia Show"
- Dan Patrick**
Radio host of "The Dan Patrick Show"

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Everything you need to know about incorporating your business:

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LEGALZOOM IN THE NEWS

Our satisfied customers speak out:

"I received help from ALL levels. If I had to do everything myself in order to get my business off the ground...I might have had a STROKE!!!"
-William H., Stone Mountain, GA

"AWESOME SERVICE."
-Tameka B., Kew Gardens, NY

"Very informative, very easy for the beginner, very fast service, very professional operation. ... It's comforting to know there [are] still companies out there like LegalZoom."
-Dustin A., Lubbock, TX

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EXHIBIT 26

EXHIBIT 26

10 American Foods that are Banned in Other Countries

Posted on August 30, 2013 by Blindfold

**Personalized,
Affordable,
Legal
Protection.**

**File for
Incorporation
here.**

Rated "A"
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Americans are slowly waking up to the sad fact that much of the food sold in the US is far inferior to the same foods sold in other nations. In fact, many of the foods you eat are BANNED in other countries.

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EXHIBIT 27

EXHIBIT 27



Better Business Bureau®

In Los Angeles

BBB BUSINESS REVIEW

What is a BBB Business Review?

LegalZoom.com

(323) 962-8600

[View Additional Phone Numbers](#)

101 N Brand Blvd 11th Fl, Glendale, CA 91203-2639

<http://www.legalzoom.com>



BBB is currently updating its files on all businesses in the Greater Los Angeles area and pending that review, a BBB rating is unavailable. However, this business is Accredited by BBB, which means that the business has committed to meeting our standards.

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BBB Accreditation

A BBB Accredited Business since 11/01/2001

BBB has determined that LegalZoom.com meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses pay a fee for accreditation review/monitoring and for support of BBB services to the public.

BBB accreditation does not mean that the business' products or services have been evaluated or endorsed by BBB, or that BBB has made a determination as to the business' product quality or competency in performing services.

Customer Complaints Summary

46 complaints closed with BBB since March 10, 2013

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	6
Billing / Collection Issues	9
Delivery Issues	6
Guarantee / Warranty Issues	4
Problems with Product / Service	21
Total Closed Complaints	46

Additional Information

Business started: 07/12/1999

Business Category

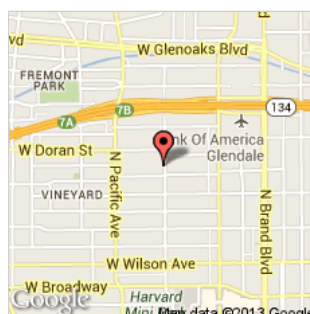
Legal Forms, Divorce Assistance, Legal Services Plans

Alternate Business Names

LegalZoom.Com.Inc.

Industry Tips

Legal Service Plans



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In Los Angeles

EXHIBIT 28

EXHIBIT 28

Better Business Bureau Expels Los Angeles Organization for Failure to Meet Standards

3/12/2013

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Arlington, VA (March 12, 2013) – BBB of the Southland, the Better Business Bureau that served the greater Los Angeles marketplace, has been expelled from the national organization, has lost its right to use the BBB name and logo, and was cut off from services provided by the [Council of Better Business Bureaus](#) (CBBB), the umbrella organization.

“For 100 years, the Better Business Bureau has been the leader in advancing marketplace trust between businesses and consumers through industry self-regulation,” said Carrie A. Hurt, President and CEO of CBBB. “We hold businesses to high standards for honesty, transparency, fairness and integrity, and we hold ourselves to those same standards. Over a period of more than two years, BBB of the Southland failed to resolve concerns about compliance with several standards required of BBBs, including standards relating to accreditation, reporting on businesses, and handling complaints.”

Hurt first shared the news in an [interview yesterday](#) with ABC’s Brian Ross, whose “20/20” investigation more than two years ago found that BBB of the Southland was accrediting companies without checking their credentials to be sure they were eligible. In a “sting” type operation, a blogger working with ABC filled out an application for the terrorist organization Hamas, which briefly appeared on the local website as a BBB Accredited Business with an A+ rating. Hurt told Ross that his original story was “painful,” but that it helped the organization realize that the local group, even though it was the largest in the BBB network, had to change or be expelled. “When you are a standards-based organization, there is no such thing as ‘too big to fail,’” Hurt told Ross.

“BBB is not abandoning the LA market,” Hurt said emphatically. “We have been preparing for this possibility for months, and the entire BBB system is dedicated to building a strong, standards-based Better Business Bureau in the Los Angeles market. We have established a ‘virtual BBB’ with experienced staff from across the country to serve businesses in Los Angeles and to serve consumers from anywhere who do business with Los Angeles area companies. That’s our short-term plan. In the long-term, we will build a strong, standards-based BBB that consumers can depend upon and that businesses large and small can participate in with pride.”

“We have a new website at [la.bbb.org](#) that allows consumers to file complaints and businesses to register with BBB,” Hurt noted. “The website will be updated frequently as new information is available. We will also publish an e-newsletter for those who want to be updated on a regular basis. We appreciate the patience of businesses and consumers while we rebuild.”

Hurt emphasized that current Accredited Businesses in Los Angeles can maintain their accreditation and continue to use the BBB seal during the transition. They will be asked to recommit to BBB’s “Code of Business Practices” and agree to resolve complaints in a timely manner. Consumers can access a “Directory of BBB Accredited Businesses in the Greater Los Angeles Market” online, as well. BBB Accredited Businesses will be receiving a letter inviting them to continue their affiliation with BBB.

BBBs must meet nine BBB Performance and Accountability Standards, including 67 specific requirements relating to organizational elements such as financial, governance and technology, as well as BBB-specific elements such as accreditation of businesses. The BBB Operating Committee (BOC), made up of experienced BBB CEOs, is charged with overseeing operations of the 113 BBBs across the U.S. and Canada, and is responsible for setting and enforcing standards so that BBBs are reviewed and held accountable by their peers.

The specific concerns about BBB of the Southland are part of a confidential, internal review. After an exhaustive and fair governance process, including two in-person hearings, the BOC voted to expel BBB of the Southland for recurrent noncompliance with BBB standards. After BBB of the Southland exercised its right to appeal to the CBBB board of directors, the board voted to uphold the BOC’s decision, which is final. The former BBB of the Southland is required to stop using the BBB name and logo, effective immediately.

Los Angeles area businesses that are currently BBB Accredited can continue to use the BBB seal during the transition. More information is available at [la.bbb.org](#), and additional information will be available in the coming days and weeks. Anyone interested can sign up for an e-newsletter that will provide periodic updates.

ABOUT BBB:

For 100 years, Better Business Bureau has been helping consumers find businesses, brands and charities they can trust. In 2012, consumers turned to BBB more than 124 million times for Business Reviews on more than 4.5 million companies and Charity Reports on 11,000 charities, all available for free at [www.bbb.org](#). The Council of Better Business Bureaus is the umbrella organization for 113 local, independent BBBs across the United States and Canada, as well as home to its national programs on dispute resolution and industry self-regulation.

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EXHIBIT 29

EXHIBIT 29



Hong-An Vu <honganvu@gmail.com>

BBB LA Ratings

la-help <help@la.bbb.org>
To: Hong-An Vu <honganvu@gmail.com>

Wed, Sep 11, 2013 at 9:11 AM

Hong,

Yes, we have communicated with BBB Accredited Businesses about the expulsion, the rebuilding of BBB Business Reviews and more.

Karen S.

Council of Better Business Bureaus, Inc.

And BBB Serving Greater Los Angeles

accreditation@la.bbb.org

3033 Wilson Boulevard, Suite 600

Arlington, VA 22201

From: Hong-An Vu [mailto:honganvu@gmail.com]
Sent: Wednesday, September 11, 2013 11:21 AM
To: la-help
Subject: Re: BBB LA Ratings

Karen,

Thank you for this information. I believe this expulsion occurred in March 2013 based on the article in your news section, is this correct? Also, can you please let us know if you notified businesses of the temporary removal of ratings?

Thank you again,

Hong-An

On Wed, Sep 11, 2013 at 7:57 AM, la-help <help@la.bbb.org> wrote:

Good morning,

With the recent expulsion of the Better Business Bureau of the Southland from the BBB system, your BBB is re-creating BBB Business Reviews, including ratings, for all businesses in the Los Angeles area. We hope to be able to offer BBB ratings later this month.

Thank you,

Karen S.

Council of Better Business Bureaus, Inc.

And BBB Serving Greater Los Angeles

accreditation@la.bbb.org

3033 Wilson Boulevard, Suite 600

Arlington, VA 22201

From: Hong-An Vu [mailto:honganvu@gmail.com]
Sent: Monday, September 09, 2013 1:40 PM
To: la-help
Subject: BBB LA Ratings

To whom it may concern:

I was looking up LegalZoom, Incorporated on the BBB website and I noticed that you currently do not have ratings for businesses in the Los Angeles area, including LegalZoom. Is there a reasons why there are no ratings for businesses in the Los Angeles area? When where the ratings removed from the businesses in the Los Angeles area? Also, were businesses notified about the revocation of the rating system?

Thank you for your assistance on this matter.

Hong-An

EXHIBIT 30

EXHIBIT 30

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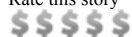
LegalZoom Takes New Twist to Old Profession



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LegalZoom will offer unlimited attorney consultations to small businesses for \$29.99 per month. LegalZoom

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J.D. Harrison

LegalZoom first deviated from the traditional law firm model a decade ago when it introduced online legal document services. Now the company is breaking even further from the mold by offering subscription-based access to attorneys, a move aimed largely at small-business owners and entrepreneurs.

Today, the Glendale, California-based company plans to announce the launch of attorney services, providing lawyers to its clients for one-on-one review of all legal documents created through [LegalZoom](#). Clients will also now have the option to purchase yearlong subscriptions for unlimited access to continued legal advice.

The monthly rate for personal legal services will be \$14.99, while subscriptions for small businesses will cost \$29.99 a month.

"Your average shopkeeper, local family restaurant, and that young entrepreneur right out of college starting a business... can get unlimited consultations with an attorney over the course of a year for the price that most lawyers charge for an hour," CEO John Suh said.

LegalZoom finds itself among an increasing number of companies shaking up the legal industry with alternatives to the traditional partner-structured law firms. Just last month, online legal firm [Rocket Lawyer landed \\$18.5 million](#) in venture funding, and similarly unconventional firms like Axiom, Paragon, and FSB Legal have [gained traction in various regions](#) across the country.

And while the companies aim to disrupt the status quo in the legal industry, at least one high-profile lawyer isn't the least bit wary of the market's recent evolution. On the contrary, criminal defense attorney Mark Geragos of [Geragos & Geragos](#) in California has always thought the subscription model "made sense" and said he's interested to see whether it works.

"Clearly there has been a tectonic shift in the legal market in terms of pricing and how you charge clients," said Geragos, who has defended the likes of Michael Jackson, Winona Rider, and Gary Condit. "So anything you can do that adds value is a step in the right direction."

Attorneys Brian Lee, Brian Liu, Eddie Hartman, and Robert Shapiro (part of O.J. Simpson's defense team in 1995) launched LegalZoom in 1999, and 13 years later, the company reports having nearly 2 million customers and more than \$100 million in funding. The firm is currently profitable on more than \$100 million in annual revenue and [reportedly eyeing an initial public offering](#) sometime in 2012.

Speaking at an event this week in New York City, Suh touted the new subscription service as evidence that improving technology can yield more affordable attorney services. The idea is that the price of legal help will come down as consultations become more efficient (the execs believe their new system will eliminate most of the research attorney's must now conduct for each new case) and access becomes more universal—which is where the Internet comes into play.

"Technology is an enabler, but the primary goal is quality," Suh said. "We think this will fundamentally change and reshape the legal industry."

Geragos believes that if LegalZoom lives up to its promise to provide basic legal services and advice, the company's prices—less than \$400 per year for small businesses—would be a "bargain" compared to rates at most law firms. But attorneys at those traditional firms shouldn't fret changes like these, he said, because lower prices will simply mean more people choosing to pursue their help.

"Part of the current problem in the law industry is that the middle class has been priced out of effective legal representation, especially in the civil arena," said Geragos—and he isn't the only one who noticed.

Suh said the same thing two days earlier in New York.

"Forget the fear-based notion of technology replacing lawyers, because that's completely down the wrong path," he said. "Think of it as lawyers embracing technology to create greater access to the law and extend legal services to the over 100 million Americans to whom it is currently out of reach."

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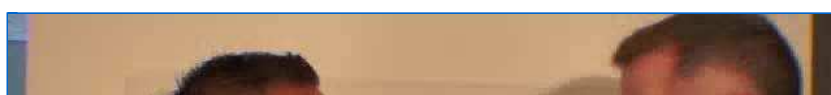
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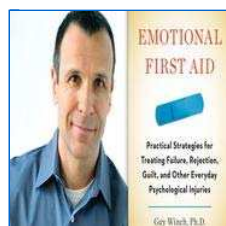
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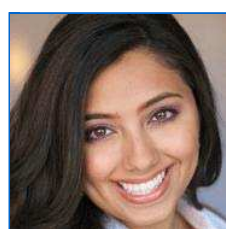
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

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EXHIBIT 31

EXHIBIT 31

Iteration Z

Software Product Management and Development Services

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- September 14, 2013

Creating a formal business structure with the help of online legal services

A Quick History

I created two companies before I set up Iteration Z, both in the late 90's. One experience involved purchasing an existing local brick-and-mortar business, while the other was in the technology realm – a niche web hosting company with a subscription-based business model. In both cases, I chose the S-Corp as the formal business structure. Though my business partner and I were most interested in creating an LLC, the local business was service-based, and required special licensing from the State of California. Unfortunately for us, the laws about licensing were outdated enough that a license couldn't be issued to an LLC because that business structure didn't exist when the laws were written. When it came time to set up the second company, it seemed easiest to follow the same path I'd already walked. I worked with a lawyer, and even in the case of the cleaner setup of a new company, it still cost us somewhere in the range of \$2000 in legal fees – lots more for the purchase of the existing business. Fast forward to 2013, though, and I had different options.

Introducing the Competitors

When I decided to move forward with Iteration Z, this time I knew I wanted to create an LLC, for a few reasons. I'm the only founder this time around, it's easier to set up than a corporation is, and there's generally less administrative work required by the State to maintain an LLC. The best part was that I didn't need to work with a lawyer, because of companies like [RocketLawyer.com](#) and [LegalZoom.com](#). I spoke with each company about what I needed done, and I chose RocketLawyer after hearing from both. The prices each company quoted me were comparable, and though RocketLawyer was cheaper than LegalZoom, that wasn't the determining factor for me. The design of the website and the customer service were the tipping points. In fact, in the end, I signed up for additional premium services with RocketLawyer as a result of my positive experiences with their website and their staff.

Design Comparison

I'll discuss design first. Note, I'm only going to compare a single page in the process, so this is not intended to be an exhaustive review of both products. I do believe first impressions are everything, though, so analyzing the first step in any workflow process/funnel is one of the more important areas to focus on. One other note – I've lettered the issues I discuss below so they correlate with the markup I created of each web page in [Balsamiq Mockups](#).

LegalZoom



Image 1 – Click to view full size

A – While I'm generally an advocate of simple UI designs that use a white background, LegalZoom's site design represents a case where I don't think it works well. In this design, there's nothing that tells me what is important to read, so I have to read everything or I risk missing something that might be important, and study after study has shown that users do not read much of the text on web pages. They visually scan for the first thing (not the *best* thing – the *first* thing) that registers in their brain as being associated with the task they want to achieve. I'm no different than the average web user in this case, and I did not want to read the details on the first page. My eyes went to the drop-down fields and I chose my answers and moved on.



Image 2 – Click to view full size

B – Now, notice the orange help icons in Image 1. I ignored these, because I knew the answers to the questions and didn't think I needed any help. Had I clicked on the first one, though, I'd have seen the pop-up shown in Image 2. LegalZoom had hidden the fact that an option I chose was going to cost me more money inside a pop-up help box. To be fair, I could un-check the option at the end of the process, but I nonetheless feel this is a misleading way to present services. There are two other smaller, more nitpicky things I don't like about this design.

C – First, there's the question at the top right – Why form an LLC? Conceivably, if I've already started to fill out the form, I have already made this choice and don't need that information. The screen real estate could be used more widely.

D – Second, while I'm glad it's easy to see how to talk to a human if I want to, the stock image of the call center operator with the headset feels a bit cheesy and outdated.

RocketLawyer

Contrast this with RocketLawyer's design.

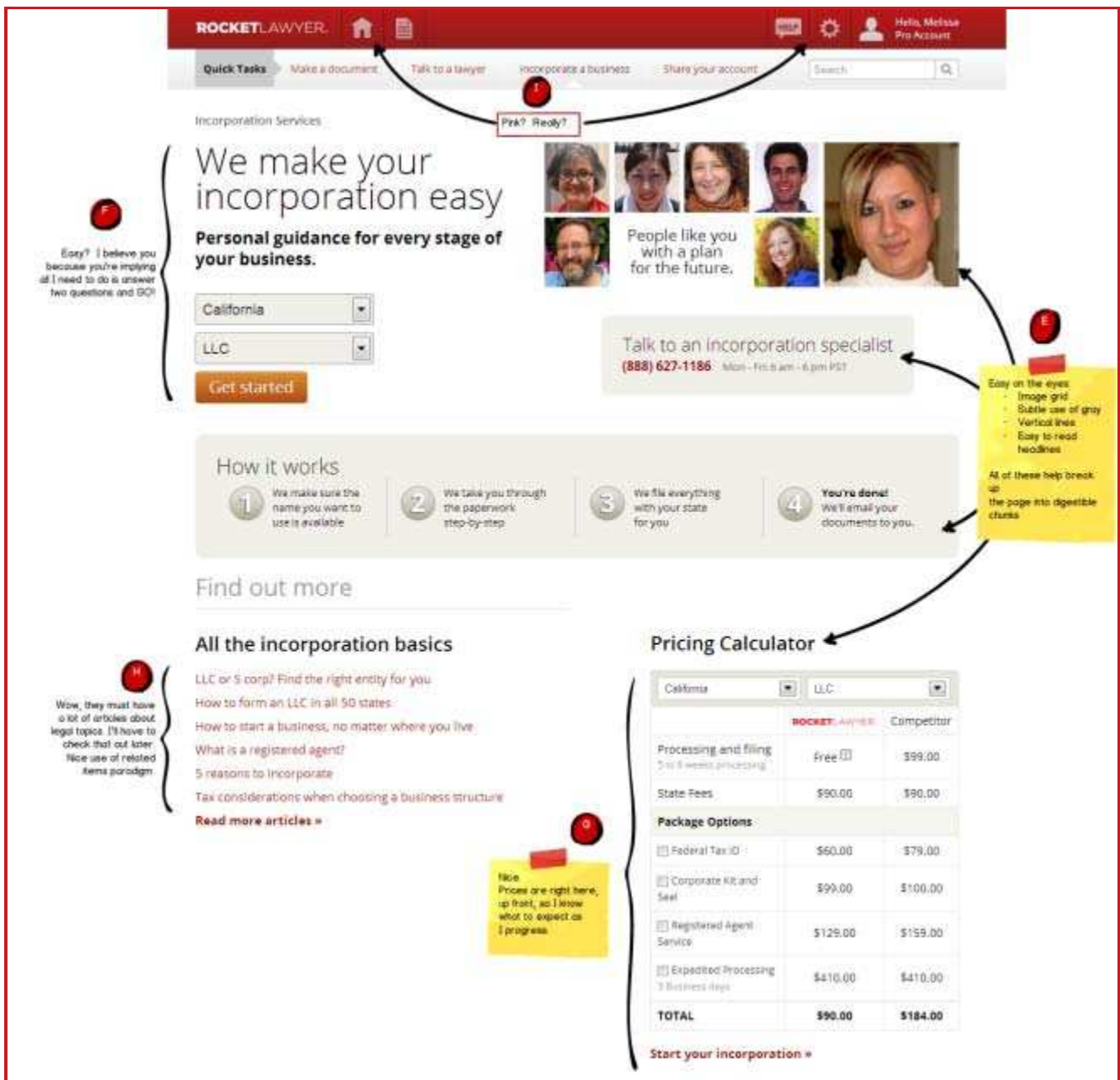


Image 3 – Click to view full size

E – RocketLawyer also uses a simple background design that is largely white, but they alter their font sizes and introduce a subtle gray background in the center of the page that helps break up the content into pieces that are digestible.

F – More importantly, they put the most vital element of the page on the top left, where my eye is naturally going to look first. This design communicates to me that I don't really have to pay attention to the rest of the screen if I don't want to – I can enter my responses in the two drop-down fields and go. However, if I'm more comfortable talking to a human, it's easy for me to see how to

do that, and if I want to know more about how the whole process works, the large numbers tell me where to find that information.

G – Also, RocketLawyer has put a pricing guide on this page, so I know before I start the process where the charges are likely going to come from. Granted, they use this as an opportunity to knock their “competitor” on price, but at least they’re not hiding pricing from me.

H – RocketLawyer also has a small section with related articles, the first of which addresses the question, ‘LLC or S-Corp?’ Again, conceivably, I have made the decision already, but the presence of that question doesn’t bother me nearly so much in this design. Why not? Because it’s presented in a larger list of articles that are related to what I’m doing. That tells me two things. First, because the article is the first among a list of articles, it feels more like a preview of what is likely to be a pretty deep library of articles, and that is interesting to me. Second, it’s a design pattern that has become more and more prevalent on the Internet, and that is the presentation of sophisticated context-sensitive content. It signals to me this company has invested in its technology.

I – The one thing I don’t get is the use of pink as an accent color in the red navigation bar. Maybe it’s just my taste, but I think white or a very light gray would be better.

The Support Experience

I’ll close with a brief note of the experiences I had with each company’s support staff. When I began the process on LegalZoom, which I tried out first, I went fairly far into the online interview, but stopped because there was a question I had to answer that I wasn’t yet sure of. I saved my draft and moved on to some other work. Then I got a phone call – and an email – and another phone call – and another email. They were all prompts to come back and finish setting up my LLC. Even after returning the phone call and explaining my situation, the calls and emails kept coming, and it wasn’t long before I felt a little bit stalked. So, I went to RocketLawyer and started the process with them.

When I got to a point where I was again unsure of the answer to a question in the interview, this time, I called RocketLawyer. I got better answers to my questions, one of which had to do with whether I should file for expedited service with the State of CA or not. Jeff, my account guy, explained that the State of CA takes a pretty darn long time to process the paperwork, and whether I should expedite or not depended on how quickly I wanted to do business. He went on to explain that often, RocketLawyer can get a Federal Employer’s ID Number quickly, and I could use that to begin other processes, such as getting a business license in my city, and opening a bank account, which would allow me to essentially do business while I waited for the State to stamp the paperwork and send it back to me.

With my questions resolved and a quick discussion about overall price and options, Jeff took over and did the rest of the setup for me on his end, so I didn’t even have to finish the online interview. He had a FEIN for me the same day, sent me some standard documents I’d need for my records,

and I hadn't spent hundreds of dollars more to expedite the process unnecessarily. I think the fact that I remember my account guy's name a month after interacting with him says a lot all on its own. I walked away feeling like this was not only a technology company dedicated to delivering a great service on the Web, it was also a company that understood customer service, and really, what more can you ask for? Oh, and the price was probably about a quarter of what I'd spent last time I set up a company, because I didn't have to shell out for expensive lawyer fees.

~Melissa

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1. *mgena* says:

[June 26, 2013 at 2:36 pm](#)

Reblogged this on [Melissa Gena](#) and commented:

I'm moving my product related posts over to iterationz.com. Head there to check out my comparison between RocketLawyer and LegalZoom.

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»

EXHIBIT 32

EXHIBIT 32

- 1. LLC Setup
- 2. Ownership
- 3. Management
- 4. Details
- 5. Offers
- 6. Purchase

Get started on your LLC

Before you start creating your LLC, here are some answers to commonly asked questions.

How long will this take?

You'll probably find these questions simple to answer. Most people finish in as little as 15 minutes.

Help

What information will I need?

You'll need to tell us what you'd like to call your company. Don't worry -- we'll check to see if it's available.

You will also need to tell us where you plan to start doing business and who will own the business.

You will not need anything else to get started. Just answer the questions as best as you can -- if we have any questions, we'll call.

Would you like us to help your LLC apply for a federal tax identification number?

Help

Yes, please obtain my tax identification number for me.

Type of LLC

Please let us know how we can help you form an LLC.

I would like to:

Form a new LLC

In what state would you like to form the LLC?

California

Save and Continue ▶

Hmm... Where should I look? Do I have to read all of this?

I don't need any help...

Why form an LLC?
1: Save money on taxes.

I've already chosen to set up an LLC. This is irrelevant at this point.

Have Questions?
Call (888) 381-8758

M-F 9:00 AM-8:00 PM PT
S/S 7:00 AM-4:00 PM PT



Decent visibility on contact info, but image is a little cheesy and center justification doesn't work, especially with left justification below

LegalZoom's Promise: We provide experience you can trust. You will receive dedicated customer support. Our work is 100% Satisfaction Guaranteed.

EXHIBIT 33

EXHIBIT 33

ROCKETLAWYER. [Home](#) [Help](#) [Settings](#) [Hello, Melissa Pro Account](#)

Quick Tasks [Make a document](#) [Talk to a lawyer](#) [Incorporate a business](#) [Share your account](#)

Incorporation Services **Prk? Really?**

We make your incorporation easy

Personal guidance for every stage of your business.

California

Talk to an incorporation specialist.
(888) 627-1186 Mon - Fri: 9 am - 6 pm PST

How it works

- 1** We make sure the name you want to use is available
- 2** We take you through the paperwork step-by-step
- 3** We file everything with your state for you
- 4** **You're done!** We'll email your documents to you.

Find out more

All the incorporation basics

LLC or S corp? Find the right entity for you
 How to form an LLC in all 50 states
 How to start a business, no matter where you live
 What is a registered agent?
 5 reasons to incorporate
 Tax considerations when choosing a business structure
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Pricing Calculator

California

	ROCKETLAWYER	Competitor
Processing and filing <small>5 to 6 weeks processing</small>	Free <input type="checkbox"/>	\$99.00
State Fees	\$90.00	\$90.00
Package Options		
<input type="checkbox"/> Federal Tax ID	\$60.00	\$79.00
<input type="checkbox"/> Corporate Kit and Seal	\$99.00	\$100.00
<input type="checkbox"/> Registered Agent Service	\$129.00	\$159.00
<input type="checkbox"/> Expedited Processing <small>3 Business days</small>	\$410.00	\$410.00
TOTAL	\$90.00	\$184.00

[Start your incorporation »](#)

F
Easy? I believe you because you're implying all I need to do is answer two questions and GO!

E
Easy on the eyes:
 • Image grid
 • Subtle use of gray
 • Vertical lines
 • Easy to read headlines
 All of these help break up the page into digestible chunks

H
Wow, they must have a lot of articles about legal topics. I'll have to check that out later.
 Nice use of related items paradigm

G
Nice. Prices are right here, up front, so I know what to expect as I progress