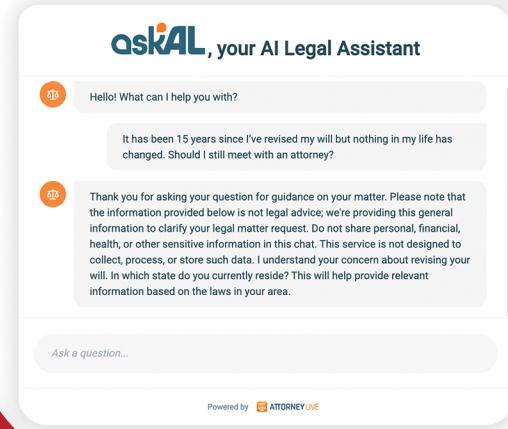


Ask AL: A New Member Resource

Powered by  ATTORNEY LIVE®



What is Ask AL?

Ask AL is a Legal Resources member chatbot tool designed to help employees explore common legal questions and better understand next steps.

It's available for moments when a legal question comes up late at night, when you're learning about a life event and just want general information, or when you'd prefer to explore a topic on your own without needing to call or speak with anyone right away.

Using Ask AL is entirely optional. Members may contact Legal Resources Member Services or a plan attorney at any time. When used, Ask AL can help members organize their thoughts, understand general legal concepts, and feel more prepared for those conversations.

Ask AL is powered by our technology partner, Attorney Live.

How does Ask AL support the Legal Resources benefit?

Ask AL supports the Legal Resources benefit by helping members make sense of their legal questions in a low-pressure, self-guided way. Whether someone is unsure how to describe their situation, doesn't know what type of attorney they may need, or just wants to gather their thoughts before reaching out, Ask AL can help bring clarity.

For members who choose to use it, Ask AL helps organize key details, highlights common considerations related to a legal matter, and provides general information that can make conversations with Legal Resources Member Services or a plan attorney more efficient and productive.

Members are always free to contact Member Services or a plan attorney directly, with or without using Ask AL. The tool simply offers an additional way to prepare and feel more confident when navigating a legal issue.



What can Ask AL *not* do?

Ask AL is designed to provide general legal information and help members think through their questions, but it has limits.

Ask AL does not provide legal advice or legal opinions, make legal decisions, or act on a member's behalf. It cannot replace an attorney, represent members in legal matters, or determine legal outcomes.

Like any automated tool, Ask AL may occasionally make mistakes. Members should always verify important information and contact Legal Resources Member Services or a plan attorney when legal advice or confirmation is needed.

Is Ask AL safe to use?

Yes. Ask AL uses a private AI environment. Information entered by members stays within the platform and is not used to train public or open-source AI models.

Each conversation begins with a clear disclaimer that Ask AL provides general legal information, not legal advice. When sharing details about a legal question, members are not required to provide personally identifiable information, such as Social Security numbers, dates of birth, or home addresses.

Data is securely stored, access is restricted, and information is never sold or used for advertising.

How does Ask AL handle the information members share?

Information shared in Ask AL is processed and stored within Attorney Live's secure platform. The information remains within the system and is used only to support the member's interaction and the delivery of Legal Resources services.

Information shared in Ask AL is not sold, not used for advertising, and not shared with third parties for marketing purposes. Member information is also not used to train public or open-source AI models.

Access to information is limited to authorized systems and personnel and is managed in accordance with established security and data protection standards.



Access Ask AL

Ask AL is available inside the Legal Resources Member Portal.

Visit LegalResources.com to log in or create your online member account.