



PRE-PAID LEGAL SERVICES PTY LTD (“PPL”)

Extended Business Plan

How the PPL Extended Business Plan Membership Works

Please Note: *This Plan is a twenty four (24) month Contract and is governed by and must be read in conjunction with the terms and conditions of the Extended Business Plan Membership Contract.*

The Pre-Paid Legal Extended Business Plan provides Extended Business owner(s) direct access to the legal services they need most for their business for an affordable \$285.00 + GST per month.

In order to qualify for the Extended Business Plan the business entity must be an incorporated business. This plan is available to both private and publicly listed companies with more than fifty (50) but less than one hundred (100) employees and requires the owner(s) and or its directors to hold a Singles or Family Plan membership. This plan does not cover the business owners, directors or its employees for any personal legal matter.

Businesses with more than one hundred (100) employees are required to take out additional business cover in accordance with the number of business employees. For example for a business with one hundred and twenty (120) employees will require one Small Business Plan Membership Contract plus one Extended Business Plan Membership Contract in conjunction with the Personal Plans for all owner(s) and or directors.

Legal Services provided by the plan include;

- Preventative legal services, including;
 - Telephone advice and consultation
 - Face to face consultation
 - Phone calls and letters to third parties on your behalf
 - Contract and document review and preparation
 - Recoveries/Debt collection
 - Insurance law
 - Special consultation;
- Sale and Purchase of property/land/business;
- Banking & Finance legal services;
- Motor Vehicle/Commercial craft legal services;
- Employment and Workplace Relations;
- Court proceedings;
- Income Taxation legal services;
- Preferred Member Discount;



The company reserves the right at all times to make any changes to this plan contract and/or pricing structure without notice to the member. In the event of a member defaulting in payment of membership fees, the company reserves the right to charge a payment processing fee for each default and to take recovery action.

PREVENTATIVE LEGAL SERVICES

How often have you felt that you have not been given a fair deal or suspected that somehow your rights are not being protected? There are many laws to protect a business owner. In most cases a simple phone call to a PPL lawyer will help to clarify whether the matter is one to worry about or not. When there is a legal matter, your Legal Service Provider will make a phone call or write a letter on your behalf to a third party.

Legal Consultation Services.

One of the most powerful tools you can have is a clear knowledge of the law. Understanding your legal rights and how to protect them is the first step to resolve any problem.

Membership includes telephone and personal consultation and advice (including phone calls to third parties on your behalf) with the Legal Service Provider for issues regarding your business. If in the opinion of the Legal Service Provider a further personal consultation is required then the member is eligible for up to a one (1) hour of consultation on the business matter. The Legal Service Provider will provide advice and service regarding any legal aspect of your business such as:

- Landlord/tenant issues
- Employee hiring/termination
- Equipment hire purchase/lease
- Company establishment
- Intellectual property/Trademark/Copyright/Design
- Joint ventures/Partnerships
- Bankruptcy/Liquidation
- Small claims
- Workers Compensation
- Pursuit by creditors
- Disclaimers
- Town Planning/Local Council
- Consumer advice/Customer complaints
- Verbal/written contracts
- Vendor/Purchaser problems

Legal Correspondence Services.

Has your business ever received an unfair bill? Has a disgruntled customer or their solicitor ever threatened legal action? Does someone owe your business money and refuses to pay? These are just a few of the potential legal problems we face every day. Even if you are responsible and law abiding and operate your business lawfully you still may have to defend your business in a variety of circumstances.

Membership includes up to forty eight (48) business letters in the first year – four (4) per month, per subject matter, non-cumulative), increasing yearly the longer you maintain membership (Refer to Clause B of Legal Correspondence Services, Section 1 Preventative Legal Services of the Extended Business Plan Membership Contract), written on your behalf by the Legal Service Provider to a third party when the need arises, on an unlimited range of subjects. Additional or follow up letters in that same month and on the same subject matter will be provided at Preferred Member discount of 25% discount off the Legal Service Provider's standard hourly rate.

Contract & Document Review and Preparation.

How often have you entered into or signed an agreement you later wished you hadn't? In most cases it is someone else's solicitor who has prepared most legal documents you will be expected to sign in your business. Signing can have devastating consequences, especially if you are not aware of your full rights and obligations. Proper legal advice will help you to protect your business rights and ensure a better understanding of your responsibilities before you sign.

With an Extended Business Plan you don't have to make a decision to sign or not without knowing the consequences. Now you can have contracts and documents prepared or reviewed with your rights in mind and by doing so protect and enhance the value of your business.

Membership includes up to forty eight (48) business contracts or documents in the first membership year - four (4) per month existing or new, one per subject matter, non-cumulative) reviewed by the Legal Service Provider increasing yearly the longer membership is retained (see Clause D Contract/Document Review and Preparation, Section 1 Preventative Legal Services of the Extended Business Plan Membership Contract). Advice and comment on contracts or documents beyond the allotted number per month will be available at a 25% discount from the Legal

Service Providers standard hourly rate for the given legal service.

The business entity is also entitled to have prepared, by the legal service provider, contracts or documents on behalf of the business entity where the business entity is a contracting party. The Legal Service Provider will provide up to six (6) hours per contract/document per month, per subject matter in the first year, increasing yearly the longer membership is retained (see Clause D Contract/Document Review and Preparation, Section 1 Preventative Legal Services of the Extended Business Plan Membership Contract). Additional hours beyond the hours allotted will be charged at the preferred member discount rate of 25% off the Legal Service Provider's standard hourly rate.

Limits and Exclusions:

- ◆ All documents or contracts to be reviewed or prepared require at least five (5) working days for completion.
- ◆ In the event the member requires a document or contract reviewed or prepared as a matter of urgency, the document/contract will be charged for the service at the Preferred Member Discount rate of 25% off the Legal Service Providers standard hourly rate.
- ◆ The Legal Service Provider shall be entitled to any costs associated with the preparation of any contract or document where the business entity is not the contributing party.



Recoveries/Debt Collection.

Have you ever tried to collect money owing to your business or are you too busy running your own business to find the time to follow up or send out a letter? Have you sent out a letter of demand without success? Have you been unable to locate the party owing you money as they have changed address? These are just a few of the legal problems a business can face every day. Even if your business is well managed today there is simply no guarantee that your customers will pay you on time or honour their undertakings to do so.



Given the number of businesses that collapse each year it is important your business cash flow is maintained and your debtors pay you promptly.

With a PPL Extended Business Plan you can have the support you need when the situation does arise. This service is designed to cater for your most fundamental business requirements.

The Legal Service provider will provide advice and service on a wide range of debt collection matters up to an aggregate of six (6) matters non-cumulative per month including:

- Debt collection - up to six (6) initial letters of demand per month, by the Legal Service Provider written on your behalf to a third party. Additional letters written in a given month are provided at the Preferred Members Discount rate of 25% off the Legal Service Provider's standard hourly rate.
- Advice and negotiation on breaches of all forms of consignments, bills of sale and other contracts (up to six (6) per month).
- Advice, negotiation and representation on enforcement of debt (up to six (6) per month).
- Representation with regard to any debt recovery process will be dealt with under the Section 6 Court Proceedings of the Extended Business Plan Membership Contract.

As a member the business entity has direct access to **PPL Account Solutions** providing full debt collection and debtor/creditor management services, in conjunction with the above service. For information regarding debt collection matters contact PPL directly on (08) 9355 5822.

Insurance Law.

Have you ever lodged an insurance claim only to have it rejected or be told you have insufficient evidence or that you are not covered?

The Legal Service provider will provide advice, consultation and correspondence (including letters to third parties) in relation to insurance matters relating to the business entity.

Member benefits under this section of the plan will be provided under Section 1 Preventative Legal Services, of the Extended Business Plan Membership Contract. Representation in Court will be provided under Section 6 Court Proceedings of the same Contract.

Special Consultation.

In certain circumstances your business is entitled to additional telephone or personal consultations arranged by the Legal Service Provider, each consisting of up to two (2) hours at a time. Matters provided under this benefit are;

- Securities
- Patents/Copyrights/Trade Marks/Designs
- Commodities
- Maritime Law
- Company Law
- Partnerships
- Capital raising
- Directors responsibilities
- Franchising

Merits of Case.

Depending on the merits of your case, payment of any fees due to the Legal Service Provider may be deferred or payment arrangements made at the sole discretion of the Legal Service Provider.

The Preventative Legal Services section is a part of and is subject to all General Provisions of the Extended Business Plan Membership Contract.

“How the process works if you have a legal issue”

How you would use your membership benefits with PPL if you believe you had a legal issue.

1. Telephone PPL on (08) 9355 5822 during normal business hours. A PPL Customer Service Representative will ask for your name and membership number. The PPL Customer Service Representative would ask about your issue and help you to understand whether you had an issue or not that required legal attention and if this issue would be provided for by your membership plan.

2. The PPL Customer Service Representative could have the solution at hand or could give you a telephone number of a Legal Service Provider to contact in regards to your issue and a PPL issue reference number.

3. You would then contact the office of the Legal Service Provider, whose details were provided to you by PPL, during normal business hours. You would give them your name, your PPL membership number and the reference number and why you were calling and they will put your call through to, or have an experienced solicitor call you back within twenty four (24) hours.



4. After discussing your situation with the Legal Service Provider, they may ask you to fax, email or mail a copy of any contract, document, fine etc or any supporting information in question to them or they could invite you to attend their office.

5. The Legal Service Provider would advise of any potential legal pitfalls you may need to be aware of or address. They could also recommend changes you should make to a contract or document to ensure your rights are protected or they could request a personal consultation to discuss or review matters.

6. If a letter or phone call is recommended as the best legal course for you, the Legal Service Provider would fax, email or mail a copy of any letter to you or alternatively if a phone call was to be made, the Legal Service Provider would communicate the results to you over the phone.

7. The appropriate course of action is at the discretion of the Legal Service Provider.

If the Legal Service Provider does not contact you within twenty four (24) hours then you would recontact PPL and they would follow up on the matter for you.

LAND/BUSINESS LAW

Have you ever thought about buying a new business or selling your current business but didn't know where to start or how to follow it through?



Have you wanted to purchase a property so you could expand your business? Have you ever negotiated a lease or renewal of a lease to rent business premises?

Many business owners face this question every year but fail to act, which would add significant value to their business, because they don't have access or can't get the right advice when they need it.

The Legal Service Provider will provide the following;

Settlement and Advice on the sale or purchase of land/property.

Find out the facts and your legal rights - before you sign.

Your business is entitled to one (1) purchase and one (1) sale of land or property per year for the business. The Legal Service Provider will review contracts and prepare property settlement statements and other settlement documentation as well as attending to settlement on your behalf, in accordance with the terms and conditions of the Extended Business Plan Membership Contract.

Settlement and Advice on the sale or purchase of a business.

Find out the facts and your legal rights - before you sign.

You are entitled to one (1) purchase and one (1) sale of a business per year. The Legal Service Provider will also review contracts and prepare business settlement statements and other settlement documentation as well as attending to settlement on your behalf, in accordance with the terms and conditions of the Extended Business Plan Membership Contract.

Additional Land/Property transactions, advice and negotiation.

Where the business is purchasing an investment property or land the Legal Service Provider will provide additional services under this benefit at the special membership discount rate of 50% off the Settlement Agent's scale of fees.

Additional Business transactions, advice and negotiation.

Where the business is purchasing an additional business the Legal Service Provider will provide additional services under this benefit at the special membership discount rate of 50% off the Legal Service Providers fees.

If you have a legal issue.

If you had a Land Law Legal issue you would follow the process "How the process works if you have a legal issue" on Page 3 of this document.

In addition before signing an offer please contact PPL directly and the customer service representative will nominate the Legal Service Provider to review the contract for you and/or for settlement, the nominated Legal Service Provider or Settlement Agent who will act on your behalf and the PPL reference number for your matter.

Limits & Exclusions:

◆ A three (3) month waiting period will apply from the date of joining until provision is activated under parts (A) and (B) only of Section 2 Land/Business Law of the Extended Business Plan Membership Contract. This waiting period will be waived, only when the business entity pays the contract term in full upon signing, or completes an irrevocable payment authority for the balance of any membership fees to be paid at settlement. If settlement fails to proceed the business entity will be debited on the normal monthly basis inline with their Extended Business Plan Membership Contract.

◆ Settlement fees on the sale or purchase of land or property to the value of \$1,100,000.00 or less will be at no cost to the member. Settlement fees on the sale or purchase of land or property to a value in excess of \$1,100,000.00 will be charged on that portion which exceeds \$1,100,000.00 only. Any chargeable portion will be charged at the rate of 75% of (25% off) the Settlement Agent's scale of fees for this service. A waiting period may apply and this plan should be read in conjunction with the General Provisions in the Extended Business Plan Membership Contract.



◆ Settlement fees on the sale or purchase of a business to the value of \$1,100,000.00 or less will be at no cost to the business entity. Settlement fees on the sale or purchase of a business to a value in excess of \$1,100,000.00 will be charged on that portion which exceeds \$1,100,000.00 only. Any chargeable portion will be charged at the rate of 75% of (25% off) the Legal Services Provider's standard fee for this service. A waiting period may apply and this plan should be read in conjunction with the General Provisions in the Extended Business Plan Membership Contract.

◆ Under current State Revenue Guidelines, where you are purchasing land for the purpose of being for your own business, unless you have an existing building contract in place or building has already commenced at the time of stamping the

contract for purchase or prior to the rate of stamp duty being assessed, then the purchase will be considered to be for investment purposes only. In this instance, the purchase of land will fall into part (C) of Section 2 Land/Business Law of the Extended Business Plan Membership Contract.

◆ No waiting period applies under part (C) of Section 2 Land/Business Law of the Extended Business Plan Membership Contract where the covered business entity is entering into additional land, property transactions.

◆ In order for the benefit to apply, the contract for sale or purchase of land, property or a business must be forwarded to PPL no later than seven (7) working days after signing, in order to allow sufficient time to appoint and notify the relevant Legal Provider or settlement agents of your contract arrangements.

◆ Notwithstanding any other provisions of these clauses Section 2 (A) and (B) Land/Business Law of the Extended Business Plan Membership Contract the business entity shall be obliged to pay to the settlement agent/solicitor any disbursements incurred by the settlement agent/solicitor in respect to the process of settlement. For example, Title Search, Title Registration Fees, Stamp Duty, postage and any other out of pocket expenses.

The Land/Business Law section is a part of and is subject to all General Provisions of the Extended Business Plan Membership Contract.

BANKING & FINANCE LEGAL SERVICES

Have you ever signed a financial document without getting the independent views of a solicitor first to protect your rights or explain the risks that may be involved.

When it comes to banking and finance contracts and legal documents of this nature you can be sure that a solicitor has prepared or been involved in the preparation process.

With an Extended Business Plan you can have a solicitor view the documents for you without you having to make a decision to sign or not to sign. In this way, you can protect and enhance the value of your business.

The Legal Service Provider will;



Mortgages and other security documentation relevant to your business.

Interpret, and review existing and new mortgages and other security documentation relevant to your business.

Use the Legal Service Provider to review and interpret all your business security documents and protect your legal interests.

Member benefits under this section of the plan will be provided under Section 1 Preventative Legal Services, of the Extended Business Plan Membership Contract.



Loan recovery, mortgagee sales, foreclosures and the enforcement of securities.

Advise on issues of loan recovery, mortgagee sales, foreclosures and the enforcement of securities.

Member benefits under this section of the plan will be provided under Section 1 Preventative Legal Services, of the Extended Business Plan Membership Contract.

Review Bills of Sale, charges and other debt securities.

Have your documentation reviewed by a qualified and experienced practitioner so that you understand your business rights and obligations.

Member benefits under this section of the plan will be provided under Section 1 Preventative Legal Services, of the Extended Business Plan Membership Contract.

Security Contract and Document Preparation

The Legal Service Provider will also draft, prepare and negotiate mortgages, bills of sale and other securities including the enforcement of said securities on behalf of the business entity. (see Clause D Contract/Document Review and Preparation, Section 1 Preventative Legal Services of the Extended Business Plan Membership Contract)

If you have a legal issue.

If you have a Banking and Finance Legal Services legal issue you would follow the steps under "How the process works if you have a legal issue" on Page 3 of this document.

Limits & Exclusions:

◆ The Legal Service Provider will provide solicitors certificates in respect to guarantor arrangements. Please contact Pre-Paid Legal directly in this instance.

◆ If the business entity requires the Small Claims Debt collection service should contact PPL directly.

◆ Each member is responsible for any court costs, fines, penalties, costs ordered to be paid by the Court to any party, security for costs orders and related fees, including stamp duty, rates, taxes, GST and all out of pocket expenses.

◆ Matters in which the business entity is a lender or recipient of security are excluded from this section, but are provided by Section 1 Preventative Legal Services of the Extended Business Plan Membership Contract in respect of legal consultation, legal correspondence, document review and preparation and Section 6 Court Proceedings of the same contract in respect of recovery or defence action.

◆ The Legal Service Provider shall be entitled to all party-party costs awarded by any Court, and any legal costs allowed in a negotiated settlement. For the purposes of negotiating a legal costs allowance, the Legal Service Provider shall be entitled to calculate costs on the basis of its standard hourly rate.

◆ The Legal Service Provider shall be entitled to any costs associated with the preparation of any contract or document where the business entity is not the contributing party.

The Banking and Finance section is a part of and is subject to all General Provisions of the Extended Business Plan Membership Contract.

MOTOR VEHICLE/COMMERCIAL CRAFT LEGAL SERVICES

Accidents can and do happen and there can be a great many legal consequences. Whose fault was it? Are you likely to be sued? Accidents can have many implications and they should be discussed with a lawyer at an early date. A PPL Plan will cover the business entity's owners for any motor



vehicle, motor bike or pleasure boat legal matter in the course of carrying out their normal employment responsibilities.

The Legal Service Provider will protect you the owner(s) and your business's legal rights by providing;

Motor vehicle, motor bike or commercial craft and parking related offences, including criminal charges.

Advice and representation for motor vehicle, motor bike or commercial craft and parking related offences.

Protect yourself and your business's, legal rights and defend all charges, including criminal charges.

Drivers licence assistance.

Advice, consultation, document preparation and representation for all drivers licence assistance (including extraordinary and special licence applications)

This benefit is applicable where the business owner(s) may have their licence suspended or revoked. It also covers the right to appeal or access to assistance if needed to reinstate or maintain a licence for job related matters or medical reasons.



Motor vehicle, motor bike or commercial craft related personal injury and property damage claims.

Advice, consultation and representation for any motor vehicle, motor bike or commercial craft related personal injury and property damage claims.

The Legal Service Provider will advise and/or represent the business and the business owner(s) for any claims that occur in the course of carrying out their normal business duties.

Member benefits include up to six (6) hours consultation and preparation time and six (6) hours actual court time per matter. Any time required in excess of the amount will be dealt with under

Section 6 Court Proceedings of the Extended Business Plan Membership Contract.

If you have a legal issue.

If you have a Motor Vehicle/Commercial Craft Legal issue you would follow the steps under "How the process works if you have a legal issue" on Page 3 of this document.

In addition, after discussing your situation with the Legal Provider, you would email, fax or mail copies of your traffic or parking ticket, your driver's licence and insurance information to the Legal Service Provider. In the case of a traffic ticket, the Legal Service Provider would call you to discuss the best alternatives for your defence. If you had been involved in a car, bike or recreational craft accident the Legal Service Provider would advise and defend you from all charges, including criminal charges.

Limits & Exclusions:

◆ Representation in respect of driver's licence matters and criminal, traffic or parking offences is provided subject to the operation of a properly licensed motor vehicle, motorbike or boat and the possession of a valid driver's licence or the Commercial Skippers Ticket in respect to all commercial craft matters.

◆ The business entity and its owner(s) is responsible for any court costs, fines, penalties, costs ordered to be paid by the Court to any party, security for costs orders and related fees, including stamp duty, rates, taxes, GST, medical costs including professional opinions and all out of pocket expenses.

◆ A fifteen (15) day waiting period applies from the date of joining until cover is activated. If you have any traffic or parking tickets before your fifteen (15) day waiting period has passed, the Legal Service Provider will provide services at the member discount rate under the Preferred Member Discount section of the Contract.

◆ Pre-existing charges or causes of action are excluded and are provided by the member discount under the Preferred Member Discount Section of your plan, as defined in the General Provisions of the Extended Business Plan Membership Contract.

◆ Commercial vehicles registered for business use of three (3) tonne or more are not provided for under this section but will be provided under the Preferred Member Discount section.

◆ Commercial Craft registered or used for commercial purposes above sixteen (16) metres, are not provided for under this section but will be provided under the Preferred Member Discount section.

◆ Any representation that includes extraordinary or special license applications for medical reasons under this benefit will be covered according to its merits at the sole discretion of the Legal Service Provider.

◆ Any claim or defence that in the opinion of the Legal Service Provider appears to be frivolous, groundless or will not prevail in court.

◆ The Legal Service Provider shall be entitled to all party-party costs awarded by any Court, and any legal costs allowed in a negotiated settlement. For the purposes of negotiating a legal costs allowance, the Legal Service Provider shall be entitled to calculate costs on the basis of its standard hourly rate.

◆ Appeals against judgement will be undertaken by the Legal Service Provider at a preferred member discount rate of 25% off the Legal Service Provider's standard hourly rate.

◆ All indictable motor vehicle, motorbike or commercial craft criminal matters will be dealt with under Section 6 Court Proceedings of the Extended Business Plan Membership Contract.

◆ Any personal injury or damage to property claims in respect of which the covered business entity is named as defendant shall be dealt with under Section 6 Court Proceedings of the Extended Business Plan Membership Contract.

◆ Any nominated employees under this plan will only be covered under the Preferred Member Discount section for any Motor Vehicle, motor bike or commercial craft related offences.

The Motor Vehicle/Commercial Craft Legal Services Section is a part of and is subject to all General Provisions of the Extended Business Plan Membership Contract.

EMPLOYMENT AND WORKPLACE RELATIONS

As an employer you will be affected by this ever growing and complex area of law. Employment law exists to protect the rights of employers and employees. As a PPL member, you can make sure

your rights are protected, by seeing a Legal Service Provider as soon as you think you have a problem

The Legal Service Provider will provide assistance and representation for your business including;

Workplace Agreements

Have your agreements prepared by a qualified legal practitioner to protect your business's rights.

Unfair dismissal

Protect your business from frivolous claims. Get the full protection of the law with a PPL Service Provider.

Harassment/Discrimination

As an extended business owner with PPL Services you don't have to face this minefield alone. You've already paid for the Legal Service Provider - use them.

Personal injury/workers compensation

Understand your rights and have a qualified and experienced solicitor obtain the best results for you and your business. The Legal Service Provider is on your side.

Once an application is lodged, complaint is made, dispute is lodged or proceedings commenced, whether by the member in whichever forum the Legal Service Provider considers appropriate, or by the other party to the matter, then the matter shall be provided by Section 6 Court Proceedings of the Extended Business Plan Membership Contract.



If you have a legal issue.

If you have an Employment and Workplace Relations Legal issue you would follow the steps under "How the process works if you have a legal issue" on Page 3 of this document.

Limits & Exclusions:

◆ Pre-existing claims or causes of action are excluded and are provided by your preferred member discount under the Preferred Member Discount section of this plan.

◆ Representation under this section is excluded in the event that a dispute arises between the owner(s) and/or director(s) of the business entity.

◆ Representation under this benefit is excluded in the event that a dispute arises between the business entity and its owner(s) and/or director(s).

◆ Services under this section of the plan will be provided and governed by Section 1 Preventative Legal Services of the Extended Business Plan Membership Contract in respect of legal consultation, legal correspondence, document review and preparation and Section 6 Court Proceedings of the same contract in respect of recovery or defence action.

The Employment and Workplace Relations Section is a part of and is subject to all General Provisions of the Extended Business Plan Membership Contract.

COURT PROCEEDINGS

Have you ever needed to take someone to court? Has someone ever threatened, or actually instigated legal; proceeding against your business or you personally as the owner?

To most of us, the thought of a court appearance is a daunting one. The consequences of a court appearance can be serious.

Suing or being sued is stressful at the best of times. It is even more stressful when you don't know where to begin or how to protect yourself or the rights of your business.

You should seek the expert guidance of a Lawyer immediately you know that you might be faced with an appearance in Court. A PPL Legal Service Provider will not only help to guide you through this process, but represent your interests as well.

The Legal Service Provider will provide;

Assistance in defending an action (civil and criminal)

Membership includes a minimum one hundred and twenty (120) hours aggregate of solicitors time, which increases the longer you keep your membership in force and provides all civil proceedings and/or criminal charges for you and your business when named defendant or respondent. Of the one hundred and twenty (120)

hours solicitor's time, thirty (30) hours may be used for all legal services rendered prior to actual trial. (Refer table below under this benefit). If the matter is settled prior to actual trial, then the member may elect to apply solicitor's time against the total aggregate allowable hours under this section of the plan.

Additional Pre-Trial & Trial Services.

Any legal services that exceed time provided for under this benefit (Refer table below) will be provided at a Preferred member Discount rate of 25% off the Legal Service Provider's standard hourly rate. All pre-existing causes of action are provided for under the Preferred Member Discount section of this plan.



Membership becomes more valuable the longer you renew and keep it in force.

Membership Year 1. 120 total hours
(90 hrs Trial time, 30 hrs Pre trial)

Membership Year 2. 160 total hours
(120 hrs Trial time, 40 hrs Pre trial)

Membership Year 3. 200 total hours
(150 hrs Trial time, 50 hrs Pre trial)

Membership Year 4. 240 total hours
(180 hrs Trial time, 60 hrs Pre trial)

Membership Year 5. 280 total hours
(200 hrs Trial time, 80 hrs Pre trial)

From the sixth membership year onwards your membership will include a maximum of three hundred and sixty (360) hours aggregate of solicitors time (trial time) plus a maximum of one hundred (100) hours aggregate of solicitors time (pre-trial time) for any court proceedings and pre-trial legal services respectively.

If you have a legal issue.

If you have a Legal issue that meant the possibility of or were summoned for court proceedings you would follow the steps under "How the process

works if you have a legal issue” on Page 3 of this document.

In addition the Legal Service Provider has the right to determine whether or not your claim or defence would be frivolous or without merit. The legal provider would also have the right to present your claim or defence according to their independent professional judgement. PPL would not influence or attempt to modify how the Legal Service Provider would provide their professional services.

Limits & Exclusions:

- ◆ Court Proceedings provisions provide the business entity and the business owner(s) and/or director(s) for civil and criminal actions which arise out of their employment responsibilities in respect to third parties.
- ◆ Class actions or interventions or amicus curiae filings or class actions filed in which the member is a party or potential party are excluded.
- ◆ Pre-existing causes of action are excluded under this section. Pre-existing conditions are defined as those acts which give rise to a lawsuit which are alleged to have occurred prior to the covered business entity’s enrolment, irrespective of whether or not the lawsuit was filed until after such date. Pre-existing causes of action are provided under the Preferred Member Discount section of this plan.
- ◆ Any matter in respect of which the business entity is entitled to receive costs from another party on an indemnity basis shall be carried out by the Legal Service Provider at their ordinary rate. In the event that there shall be no or only partial recovery or allowance for costs, the benefits provided under this section shall then be applied by the Legal Service Provider to that portion which is not recovered.
- ◆ Any claim, defence, or legal position which, in the opinion of the Legal Service Provider, will not prevail in court is excluded from this section.
- ◆ Any claim, defence, or legal position which, in the opinion of the Legal Service Provider, appears to be frivolous or groundless is excluded from this section.
- ◆ Any civil or criminal charge against the covered business owner(s) while driving a commercial vehicle registered for business use of three (3) tonne or more or a commercial vessel for

business use of more than sixteen (16) metres will be excluded under this section but will be provided under the Preferred Member Discount section of this plan.

- ◆ This benefit does not provide for garnishment, attachment or any other post judgement relief action. The Legal Service Provider will provide services in accordance with the Contract up to the point of final judgement by court of record. Appeals against judgement will be undertaken by the Legal Service Provider at a preferred member discount rate of 25% off the Legal Service Provider’s standard hourly rate.



- ◆ The Legal Service Provider must be given a minimum of ten (10) days notice prior to court representation.
- ◆ Each business entity and its owner(s) are responsible for any court costs, fines, penalties, costs ordered to be paid by the Court to any party, security for costs and related fees, including stamp duty, rates, taxes, GST and all out of pocket expenses.
- ◆ (A) The Legal Service Provider shall be entitled to deduct from any settlement sum, judgment sum or any other award obtained by the Legal Service Provider on behalf of the client the Legal Service Providers' costs on a solicitor client basis at the Legal Service Provider's standard hourly rate;
- (B) In the event that a matter proceeds to trial after receiving advice from the Legal Service Provider to settle the claim and the client is unsuccessful in obtaining a greater amount than that recommended for settlement by the Legal Service Provider, the Legal Service Provider shall be entitled to the Legal Service Providers cost on a solicitor client basis at the Preferred Member Discount rate;
- (C) Once the Legal Service Provider has been paid pursuant to sub-clause (A) or (B) hereof then the

client's entitlement shall be reinstated to the extent of the legal costs paid.

- ◆ Appeals against judgement will be undertaken by the Legal Service Provider at a preferred member discount rate of 25% off the Legal Service Provider's standard hourly rate.
- ◆ Advice, consultation and correspondence not provided for under this section will be covered under Section 1 of the Extended Business Plan Membership Contract.
- ◆ In the event that the covered business entity is ordered by the court to pay security for costs, or make payment of a sum into court, or provide an undertaking to the court, and fails to do so in the time required by the Court, the Legal Service Provider shall be at liberty to cease acting for the business entity in respect of that matter, and the business entity shall sign any notice required to advise the court that they act in person, should the Legal Service Provider so require it. In the event that the Legal Service Provider is required to make application to the Court to cease acting, the business entity shall be liable to the Legal Service Provider for the costs of such an application.

The Court Proceedings section is a part of and is subject to all General Provisions of the Extended Business Plan Membership Contract.

INCOME TAXATION LEGAL SERVICES

All of us are affected in one form or another. It is an ever changing and complex area of law and your affairs should be looked at regularly to take account of these changes. As a member, a PPL Legal Service Provider is the best person to advise you and help you to keep your tax affairs in order.

Legal Service Provider services for your business.

The Legal Service Provider will provide up to one hundred and twenty (120) hours of legal services for your business.

Includes up to sixty (60) hours for legal consultation and advice, negotiation and discussion with the Australian Taxation Office upon receipt of a notice and sixty (60) hours for trial representation, if required for your business. Any additional services or representation by the Legal Service Provider under this benefit will be provided at a 25% discount off the Legal Service Provider's standard hourly rate.

If you have a legal issue.

If you have an Income Taxation Legal issue you would follow the steps under "How the process works if you have a legal issue" on Page 3 of this document.

After discussing your situation, the Legal Service Provider could ask you to fax or mail a copy of any document in question. The legal provider would advise the potential legal pitfalls you would need to be aware of or address and may negotiate with the Australian Taxation Office on your behalf, to ensure your rights were protected. The appropriate course of action would be at the discretion of the Legal Service Provider.



Limits & Exclusions:

- ◆ Benefits of this service begins with the covered business entity's Income Tax Return, due 1 July on the year of enrolled.
- ◆ Does not include preparation of tax returns or financial statements or financial advice or financial planning advice.
- ◆ Pre-existing causes of action where the covered business entity has already been notified by the Australian Taxation office prior to membership are excluded. Pre-existing causes of action are covered under the Preferred Member Discount section in this plan.
- ◆ If, in the opinion of the Legal Service Provider, outside specialist legal tax advice is needed, then the covered business entity may be referred to a Referral Legal Service Provider. In this instance cover will fall under the Preferred Member Discount section of this plan.
- ◆ Garnishment, attachment or any other post-judgement relief.
- ◆ Class actions or interventions or amicus curiae filings.
- ◆ Payroll and information returns, business activity statements, fringe benefits tax returns, or portions thereof are excluded.

- ◆ Services by a registered tax agent are excluded.
- ◆ Requests by the Australian Taxation Office asking for additional information to be supplied by mail or telephone before written notification of an audit is received.
- ◆ Advice, consultation and correspondence not provided for under this section will be provided under Section 1 Preventative Legal Services of the Extended Business Plan Membership Contract.

The Income Taxation Legal Services section is a part of and is subject to all General Provisions of the Extended Business Plan Membership Contract.

PREFERRED MEMBER DISCOUNT

Other Legal Services not covered by this plan.

Any other legal service not otherwise covered specifically by your Extended Business Plan is available at a 25% discount from the Legal Service Provider's standard hourly rate including all pre-existing matters and courses of action.

You will always save money on legal fees through your business membership. If you require any legal services that are not pre-paid through your membership - you are guaranteed a 25% minimum preferred member discount. A higher discount may be available at the discretion of the Legal Service Provider based on the nature and merits of each matter. A retainer may be required by the Legal Service Provider prior to services being rendered under this section of your Extended Business Plan.

If you have a legal issue.

If you have an existing Legal issue or require additional legal services not provided for under this plan you would follow the steps under "How the process works if you have a legal issue" on Page 3 of this document.

Limits & Exclusions:

- ◆ The Legal Service Provider must have a minimum of ten (10) days notice prior to court Representation.
- ◆ The Legal Service Provider has the right to determine whether or not any claims, defence, or legal position is frivolous or without merit and if they so determine, reserve the right to decline to act for the business entity.
- ◆ The Legal Service Provider has the right to present your claim or defence according to their independent professional judgement.

The Preferred Member Discount Section is a part of and is subject to all General Provisions of the Extended Business Plan Membership Contract.



PPL Business Network

The PPL Business Network provides members with valuable products, services and information to help their businesses from our growing group of affiliates at a special priority member discount rate. The PPLBN members become part of a team of innovative business owners who share ideas and resources to build profitable businesses.

Fees and Disbursements

Each business is responsible for payment of their own court costs, fines, penalties, court filing fees and all disbursements and out of pocket expenses incurred by the Legal Service Provider, including those of each business owner(s) and covered nominated employees in the course of dealing with each member, owner or nominated employee's individual matter. Payment of any fees or disbursements will be in accordance with the Legal Service Providers normal payment terms.



Disputes between Members

The Legal Service Provider cannot act for both parties in the event of a dispute between members. In this event the Legal Service Provider will act on behalf of a member on a 'first come first served' basis. The other member(s) will qualify for legal representation under the Preferred Member Discount section of this Plan with a Referral Legal Service Provider. If the Legal Service Provider is unable to act for any reason, on behalf of any member(s), the Legal Service Provider will refer the member(s) to a Referral Legal Service Provider, who will provide the legal service at a Preferred Member Discount.



WORKING WITH THE LEGAL SERVICE PROVIDER

Seek help early.

By the time it occurs to you that legal advice may be needed, it probably is. The earlier you seek help, the more options you and the Legal Service Provider will have and the greater your chances of eliminating the problem altogether. Preventative law works.

Establish clear ground rules.

A good relationship with the Legal Service Provider depends on good communication and a firm understanding of your respective needs and responsibilities. Nothing breeds misunderstandings more than assumptions. Be clear about what you want. Ask questions and listen to the answers. The Legal Service Provider should listen carefully to you as well. They should clearly explain your options and discuss a timetable.

Respect the Legal Service Provider's judgement.

The Legal Service Provider is working with you in mind and should not make any important decisions without discussing them with you. You must, however, respect their judgement and allow them to do their job. Remember that the law does not always allow a resolution to your problem in a way that is completely satisfactory to you.

Allow the Legal Service Provider to be an intermediary.

It is not always necessary to take a case to court. Trials are costly and sometimes the solution may be reached amicably without going to court.

What level of contact will I have with the Legal Service Provider?

Some people want 'yes or no' answers; others want full explanations. Some clients want the Provider to do everything and just tell them when it's done. Be sure to discuss what level of contact you want. Our provider will give you legal advice but cannot advise you accurately if you do not follow the advice given. Keep the lines of communication open.

What should I expect if my case requires representation?

If, based on the consultation, it is determined that your matter requires representation, you may be required to pay a retainer fee for services beyond contract benefits. This applies to all pre-existing conditions as well as to assistance and/or representation not fully covered under your contract.

What should I do if things don't seem to be going well with my Case?

If the legal matter isn't going the way you expected, if nothing seems to be happening, if you don't understand what is happening, speak up. Call the Legal Service Provider if you want more information. Also, let Pre-Paid Legal's office know about the situation and we will be happy to assist you.

Legal Service Provider Selection

Pre-Paid Legal Services Pty Ltd takes selection of its Legal Service Providers seriously. Our criteria includes only dealing with established Law Firms committed to providing quality legal services to meet the needs of our members. We expect the providers to demonstrate understanding and empathy with our members and provide courteous and professional service at all times.

Prospective providers must be in good standing with the Legal Practice Board and have a history of practicing a service philosophy parallel to that of PPL Services Pty Ltd.

Legal Service Provider Monitoring System

Pre-Paid will conduct regular random surveys of members who have used the legal services of the Legal Service Provider. The Legal Service Provider will be notified of the results.

Any complaints received from members will be documented and taken up with the Legal Service Provider immediately. Satisfactory resolution is our immediate priority.

Pre-Paid will receive daily statistical reports from our purpose designed software. This will enable further daily monitoring of the Legal Service Provider.

The information contained in this material is governed by the terms and conditions of your membership contract, which should be read in conjunction with this document. Coverage under the plans is restricted to the states or territories of Australia in which PPL provides Legal Service Provider network access.



PRE-PAID Legal Services®

CONTACT DETAILS

For more information contact your independent Associate or Pre-Paid Legal direct:

Pre-Paid Legal Services Pty Ltd

Corporate Office: Suite 1/160 Burswood Rd,
Burswood,
Western Australia, 6100.

Phone: (08) 9355 5822

Fax: (08) 9355 5833

WST during normal office hours.

Email: enquiries@prepaidlegal.com.au

Web sites for Personal & Business Plans:

www.prepaidlegal.com.au

OR

www.ppl-smi.com.au