



ABA Legal Answers

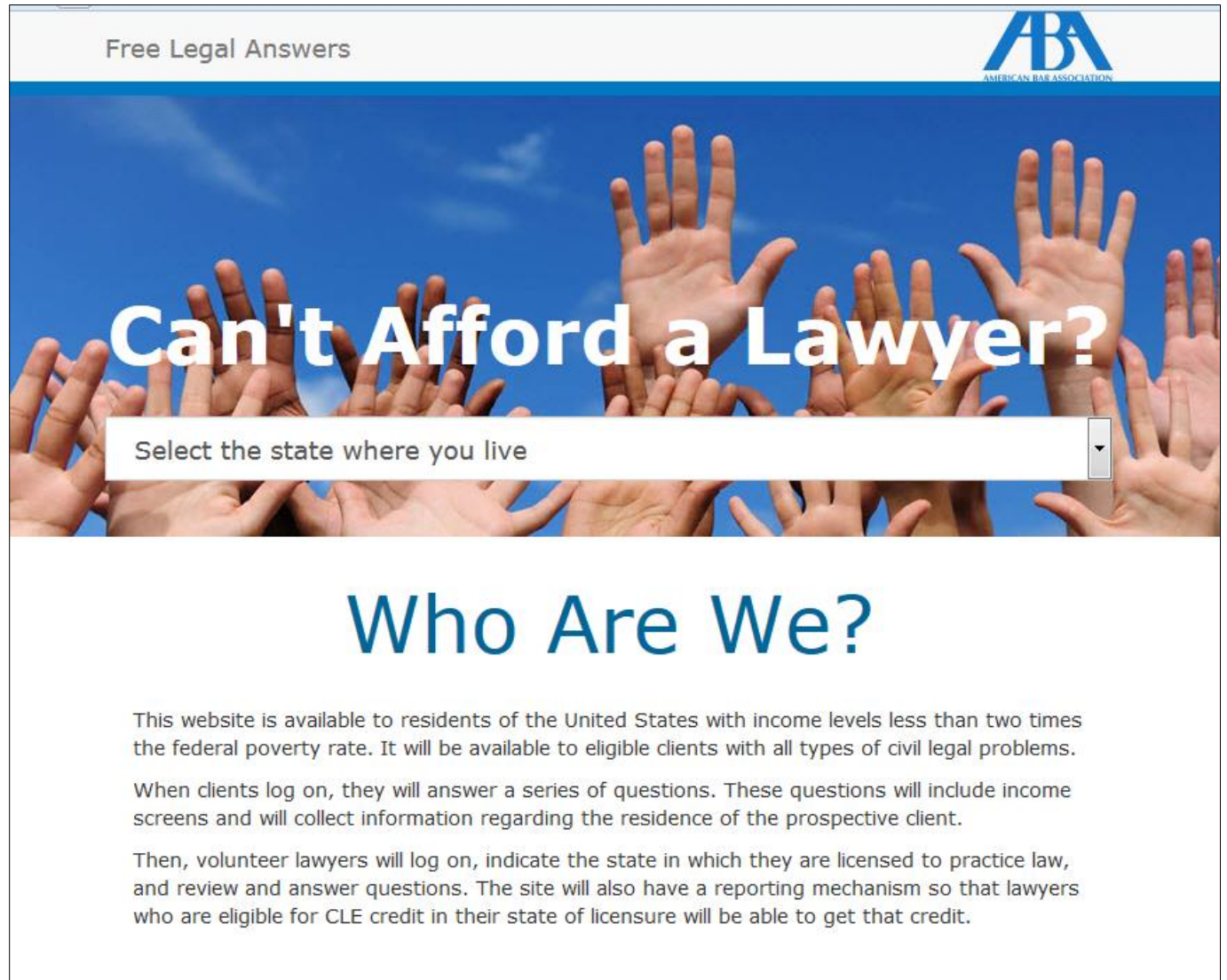
INFORMATION UPDATED 6/6/2016; SUBJECT TO CHANGE WITH SITE DEVELOPMENT

FOR MORE INFORMATION, CONTACT:

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National Page

Users select their state of residence here.



The screenshot shows the top portion of a website. At the top left, the text 'Free Legal Answers' is displayed. At the top right is the logo for the American Bar Association (ABA), which consists of the letters 'ABA' in a stylized blue font with 'AMERICAN BAR ASSOCIATION' written in smaller text below it. The main background image features a blue sky with white clouds and a large number of hands of various skin tones reaching up towards the center. Overlaid on this image is the large white text 'Can't Afford a Lawyer?'. Below this text is a white dropdown menu with the text 'Select the state where you live' and a small downward-pointing arrow on the right side. Below the image area, the text 'Who Are We?' is centered in a large blue font. Underneath this heading, there are three paragraphs of text explaining the website's purpose and how it operates.

Free Legal Answers

ABA
AMERICAN BAR ASSOCIATION

Can't Afford a Lawyer?

Select the state where you live

Who Are We?

This website is available to residents of the United States with income levels less than two times the federal poverty rate. It will be available to eligible clients with all types of civil legal problems.

When clients log on, they will answer a series of questions. These questions will include income screens and will collect information regarding the residence of the prospective client.

Then, volunteer lawyers will log on, indicate the state in which they are licensed to practice law, and review and answer questions. The site will also have a reporting mechanism so that lawyers who are eligible for CLE credit in their state of licensure will be able to get that credit.

State Homepage

A Tennessean who's never used the site would select "Get Started"

The images in black are placeholders for donors to the site. If you have questions about donors, please email Buck Lewis at blewis@bakerdonelson.com

The screenshot shows the Tennessee State Homepage for the ABA's "Get Free Legal Answers" service. The page features a blue header with the Tennessee state logo, "Home", "Volunteer Attorney Registration", and "Sign In" links, along with the ABA logo. The main content area has a blue background with the text "Get Free Legal Answers." and two buttons: "Get Started" (orange) and "Sign In" (blue). Below this is a "How it Works." section with four steps: "See if you qualify", "Ask a question", "Check your email", and "Log back in". Each step includes a brief description of the process. The footer contains a list of donors and a copyright notice.

Tennessee Home Volunteer Attorney Registration Sign In ABA AMERICAN BAR ASSOCIATION

Get Free Legal Answers.

Get Started Sign In

How it Works.

- See if you qualify**
Answer a few questions to see if you qualify to use this service.
- Ask a question**
Ask our volunteer attorneys a specific question about your civil legal issue.
- Check your email**
You'll receive an email telling you when your question receives a response.
- Log back in**
See the response to your question; ask more questions.

Site made possible by generous donations from:

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Screening Page

Clients are asked to complete a screening to see if they are eligible to use the site.

Ineligible clients are taken to an Ineligibility screen.

Eligible clients are taken to the User Homepage. Eligible users are:

- 18 or older
- Are not currently in jail or prison
- Have a household income of 250% or below that of the federal poverty guidelines
- Have less than \$5,000 or less in assets.

New Client Information (required)

How old are you?

Are you currently in a jail or prison?

Yes No

How many people live in your household?

Enter the total estimated income for yourself and the members of your household

How often?

Do you have a checking account?

Yes No

Do you have a savings account?

Yes No

Do you have any stocks or bonds?

Yes No

Next

Ineligible Page

If a client is deemed ineligible, they are referred to a webpage that lists other places to find help.

Each state populates their own ineligibility page.



You are not eligible at this time

Based on one or more of your responses to our required questions, this site cannot help you at this time. Below is a list of other places to find help.

Nashville Bar Association's Lawyer Referral Service

North, Suite 1050 **Nashville**, TN 37219 615-242-6546 <http://lawyer-referral.nashvillebar.org/> ...

Southern Migrant Legal Services (SMLS)

Visit their website at: <http://www.trla.org/office/nashville-smls> Service Office 311 Plus Park ... Boulevard Suite 135 **Nashville**, TN 37217 615-750-1200 866-721-7828 615-366-3349 ...

Tennessee Volunteer Lawyers and Professionals for the Arts (VLPA)

37011 37010 c/o Arts and Business Council of Greater **Nashville** 211 Commerce Street, Suite 100 **Nashville** ...

Tennessee Justice Center (TJC)

37012 37011 37010 301 Charlotte Avenue **Nashville**, TN 37201 615-255-0331 1-877-608-1009 ...

Disability Law & Advocacy Center of Tennessee (DLAC)

37020 37019 37018 37016 37015 37014 37013 37012 37011 37010 2416 21st Avenue South Suite 100 **Nashville** ...

User -Ask a question Page

If a client is deemed eligible, they become a site user and they are able to ask a question.

Users may ask up to three question in a 365 day span.

Ask a question


Kind of Problem

Please Select a Category

What is your question about? (e.g., Subject)

Ask your question here. And tell us any details that would help explain the problem.

File Edit Insert View Format Table Tools



Words: 0

Enter a court date or legal deadline, if you have one

Tell us who you have a disagreement with

Is your conflict with a person or an organization?

Person

Organization (Business/Association/Government Agency)

Identify the people and/or organization that you are having a conflict with:

200 words remaining.


Attorneys – Volunteer Homepage

When a client posts a question, it is sent to the queue of questions and attorneys can select which question they'd like answer.

Tennessee		thughes@tals.org		ABA AMERICAN BAR ASSOCIATION	
Available questions queue					
Sort		Filter			
Older than 25 days or pending legal deadline					
Older than 10 days					
Legal Deadline	Kind of Problem	Opposing Parties	Subject	Submitted	
Jun 1, 2016 15 days left	Special Education	John Adams High S...	IEP	May 9, 2016 8 days old	Preview
May 31, 2016 14 days left	Debts & Purchases	Davidson County C...	court fees when I didn't have a hearing	May 9, 2016 8 days old	Preview
May 24, 2016 7 days left	Family/Divorce/Custody	Rosalynn Carter	want to move my divorce to my county	May 9, 2016 8 days old	Preview
	Housing or Property Owned	Donaghey Court Ap...	Severe mold in apartment	May 9, 2016 8 days old	Preview
	Housing or Property Owned	Green Hill Real E...	ADA Compliance	May 9, 2016 8 days old	Preview
	Family/Divorce/Custody	Eleanor Roosevelt	child support modification	May 9, 2016 8 days old	Preview
	Family/Divorce/Custody	James Madison	can't find husband	May 10, 2016 7 days old	Preview

Attorney Response Page


An attorney answers the question and decides if they will leave the queue open for additional questions or close the conversation or mark the question as closed.

Tennessee thughes@tals.org 

Home Question History Profile FAQ Training Resources Log My Hours

DEBTS & PURCHASES
medical debt collections
Asked on May 11, 2016 at 1:47AM

Legal Deadline: May 25, 2016 | **Description:** deadline to pay reduced amount
Opposing Parties: Knox Debt Co.
2 replies


Nayeli Chavez

Resident County: Fayette

Hi, I have a collection agency who is trying to collect an old medical dept. I asked if it was possible to pay a lesser amount. They said they would submit the offer. I call back an they gave me a lesser amount. I asked them if they could send me a debt settlement letter or something with the new amount on it. They refused to send me anything. I don't feel safe paying something like this over the phone. I just would feel safe if the new agreement amount was in writing. Is this legal? Can they refuse to send me anything stating the new amount? What should I do?

From You
May 11 at 1:48AM

You are absolutely correct in your suspicions. Do not pay the reduced amount without getting it in writing that it is a settlement of the complete amount owed. You need to get it in writing for it to be enforceable, otherwise they can still come after you for the balance.

Just as an aside how "old" is the debt? If it is very old, it could be beyond the statute of limitations and uncollectable.

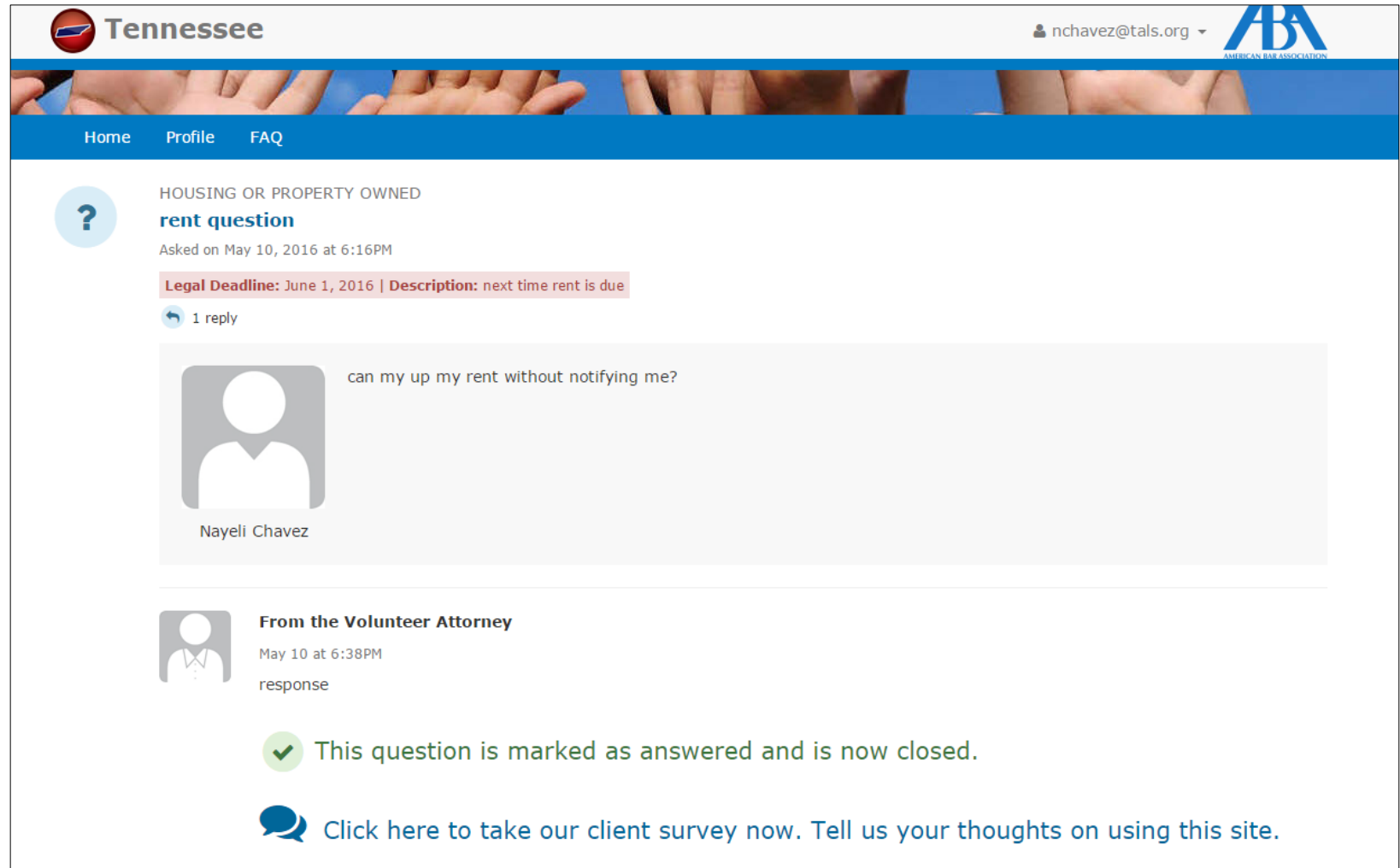
Reply

Mark as Closed

User – Question Closed Page

When an attorney closes a question, the user is notified that a question has been closed and is prompted to take a survey.

Users who received responses from attorneys will also be prompted to complete another survey 30 days after their question is closed to help find results about the outcome of their legal issue.



The screenshot shows a web interface for Tennessee. At the top, there is a header with the Tennessee state logo and the text "Tennessee". On the right side of the header, there is a user profile icon and the email address "nchavez@tals.org" with a dropdown arrow, and the ABA American Bar Association logo. Below the header is a blue navigation bar with links for "Home", "Profile", and "FAQ". The main content area features a question card with a question mark icon, the title "HOUSING OR PROPERTY OWNED rent question", and the text "Asked on May 10, 2016 at 6:16PM". A pink box highlights the "Legal Deadline: June 1, 2016 | Description: next time rent is due". Below this, it says "1 reply". A response from a user named "Nayeli Chavez" is shown with a grey profile icon and the text "can my up my rent without notifying me?". Below the response, there is a section titled "From the Volunteer Attorney" with a profile icon, the text "May 10 at 6:38PM", and the text "response". A green checkmark icon is followed by the text "This question is marked as answered and is now closed." At the bottom, there is a blue speech bubble icon followed by the text "Click here to take our client survey now. Tell us your thoughts on using this site."