

**Can I go to a local office for help instead of calling the Helpline?**

It depends. Not all Legal Aid of Southeastern Pennsylvania offices have walk-in hours, so if you want to talk to someone in person, you should call your local office first.

**Can my friend who does not speak English get assistance by calling the Helpline?**

Yes. The Helpline has access to an interpreting service for up to 150 different languages. A caller that does not speak English will be put on hold and within a few minutes an interpreter will come on the line and translate the call.



*Serving Bucks, Chester, Delaware and Montgomery Counties*

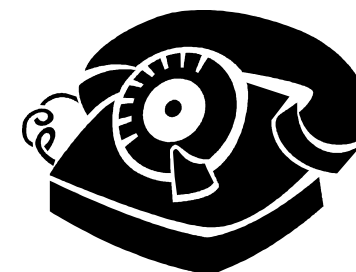
**Toll Free Helpline: (877) 429-994**  
**Monday-Friday, 9:00 a.m. to 1:00 p.m.**



**Toll Free Helpline: (877) 429-5994**

[www.lasp.org](http://www.lasp.org)

Central Administrative Office: 625 Swede Street,  
Norristown, PA 19401 (610) 275-5400



## What is the Advice and Referral Helpline?

The Advice and Referral Helpline provides information and advice to residents of Bucks, Chester, Delaware and Montgomery Counties. Although the information and advice that we can provide varies from county to county, topics include:

- Bankruptcy
- Consumer issues
- Landlord/tenant problems
- Housing issues
- SSI
- Unemployment compensation
- Public benefits/welfare
- Family Law
- Mortgage foreclosure

The Helpline will also refer cases to Legal Aid of Southeastern Pennsylvania local offices as well as other legal aid programs if we believe further help can be provided.



## What are the hours of the Helpline?

The helpline accepts calls between 9:00 a.m. and 1:00 p.m. Monday through Friday.

## When I call the Helpline will I speak with an attorney?

You will speak to either an experienced paralegal or an attorney who will provide information and advise you on your specific situation.

## What information do I have to provide when I call the Helpline?

You will be asked to provide the following information:

- Your name, address and telephone number;
- Information about your income and other financial information;
- Your social security number;
- The details about your case

When you call the Helpline please have all the paperwork (letters, court documents, etc.) handy so you can answer any questions the Helpline advocate might have about your case.

\*Toll Free Helpline (877) 429-5994\*



## Is my information kept confidential?

Yes, any information you give to the Helpline advocate will be kept completely confidential.

## If my case is referred to a local office, will an attorney there help me?

An attorney will talk with you about your case and give you advice. If the attorney cannot represent you, he or she may be able to offer you ideas on how you can represent yourself.

## I was referred to a clinic. What does that mean?

Some local offices have classes or clinics to help people with particular issues such as custody and bankruptcy. If you are referred to a clinic, your local office will provide you with information about the class including the date and time and what information you should bring with you.