



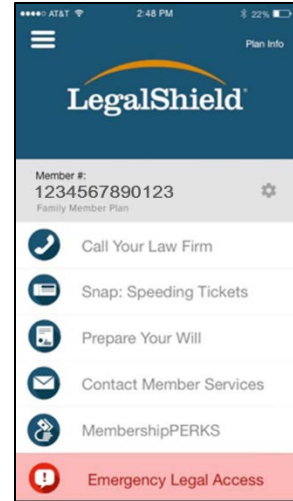
LegalShield App Version 3.3.0 FAQs

Q. What's new with this update?

A. First, we've made the logo on the home page nice and big. Now, it will stand out when you share the app with others. The logo also shrinks when you scroll, to allow more viewable space on the home screen. Next, we understand that some members still prefer a physical member card that they can keep in a purse or wallet, so we've added that feature to the app, too. Now you can easily download your membership card and print it or share it with others on your plan via text or email.

Q. How do I locate and share my membership card?

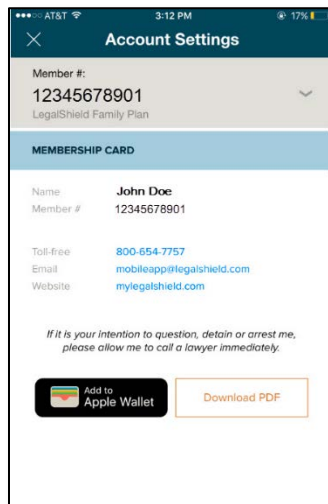
A. From the app homepage, tap the settings icon (upper right corner) and you'll see your membership card info along with an option to download a PDF of your card. If you have an iPhone, you can add your membership card to your Apple Wallet for quick reference, too.



Q. What's on the membership card?

A. Legal plan members will see things like their Membership number, Law firm name and contact information, and Member Services contact information. For Memberships that include Emergency Access, the back of the card contains the EA info including the "Notice" that can be presented to law enforcement in covered emergency situations.

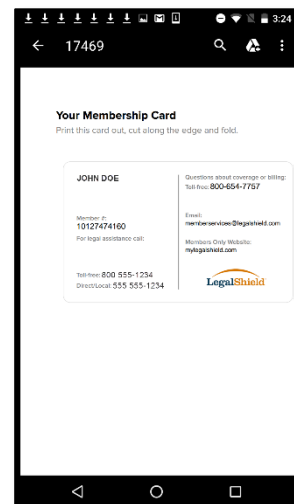
IDShield members will see their IDShield number and contact info on the IDShield card, including EA info (if applicable).



Settings view



Apple Wallet view (iOS)



PDF Front View (Android)



Q. Will the LS app update automatically?

A. It depends on your device settings. If your device is not set to update apps automatically, you'll need to go to the App Store or Google Play to update your app. You can also open the LegalShield app and you'll receive a prompt to update your app.

Q. I'm having trouble logging into the app, what should I do?

A. If you're having trouble logging in, here are a few things to try. First, remember that both your username and password are case sensitive. Some devices automatically capitalize the first word you type into a field which can cause you to have an issue logging in. Make sure to enter both your username and password correctly. If you're still having trouble, tap the forgot username/password link to reset your mylegalshield.com password. If you typically login with your Associate's Only login info, visit online.legalshield.com to reset your Associate login, if needed.

Q. I've never downloaded the app before, how do I get it?

A. Tap the App Store or Google Play app on your phone and search for LegalShield in the store. Once you see the LegalShield app, just tap to download the app to your phone and login using your mylegalshield.com or online.legalshield.com login information.