

Virtual Offices

Legal support wherever you are



Expanding access to legal services

Life doesn't always make it easy to sit down with an attorney in person. Virtual Offices give members another way to connect with network attorneys through secure online meetings, whether they're at home, at work, or anywhere in between.

By offering both virtual and in-person options, members can choose the experience that works best for them. Virtual Offices also help expand access to legal services in rural areas, making it easier for more people to get the support they need when they need it.

How Virtual Offices Work

Participating law firms assign attorneys who provide legal support and services through secure virtual meetings.

Members can:

- Search for Virtual Offices through the attorney locator
- Contact participating firms using dedicated contact information
- Schedule appointments at a convenient time
- Meet with attorneys remotely while receiving the same covered legal services available through the plan

Participating attorneys are expected to respond to member requests within 24 hours.



Quick Facts

- Available to all MetLife Legal Plans members based on their location
- Over 200 network law firms currently participate
- Eligible dependents can also use Virtual Offices
- Members can choose virtual services even when in-person attorneys are available
- Coverage remains the same whether services are provided virtually or in person
- Members may switch between virtual and in-person representation

Can members choose virtual services if an attorney is available nearby?

Yes. Members may choose a Virtual Office even when in-person attorneys are available in their area.

Are the same legal services available virtually?

Yes. Participating firms determine which services they provide virtually. Covered legal matters remain fully covered under the plan. If an issue requires an in-person appearance, such as a court proceeding, the attorney will continue to provide that representation as needed.

Are virtual meetings secure?

Attorneys are expected to maintain the same level of privacy, confidentiality, and professionalism they provide during in-person consultations. Members should also take steps to protect their privacy by connecting from a private location using a secure internet connection whenever possible.

Can members switch between virtual and in-person services?

Yes. As long as the member continues working with a network attorney, they may move between virtual and in-person services without affecting coverage.

How do members find Virtual Offices?

The attorney locator allows members to search for both virtual and in-person attorneys. Virtual Offices are clearly identified within search results.

What if a member prefers an attorney who is not listed as virtual?

Members may contact the attorney directly to ask whether virtual appointments are available.

Are dependents eligible?

The group's coverage plan will determine dependent eligibility. We encourage members to add dependents so they can create their own accounts on our website, members.legalplans.com, to view coverage options and determine availability.

What if a member does not want to work with an attorney virtually?

No problem. Virtual Offices are just one more way to access legal support. Members can choose the option that works best for them, whether that's meeting with an attorney virtually or working with an attorney in person.

What makes a Virtual Office different from simply having a video call with an attorney?

Virtual Offices make it easier for members to find participating network attorneys who are available to provide legal services remotely. Rather than contacting attorneys individually to determine whether virtual appointments are an option, members can identify participating Virtual Offices directly through the attorney locator. This saves time and provides a more convenient way to connect with legal support, especially when flexibility or location is a concern.



To get started, log in or create an account at members.legalplans.com

Legal plans are administered by MetLife Legal Plans, Inc., Cleveland, Ohio. In California, this entity operates under the name MetLife Legal Insurance Services. In certain states, legal plans are provided through insurance coverage underwritten by Metropolitan General Insurance Company, Warwick, RI. For costs and complete details of the coverage, call or write the company.