

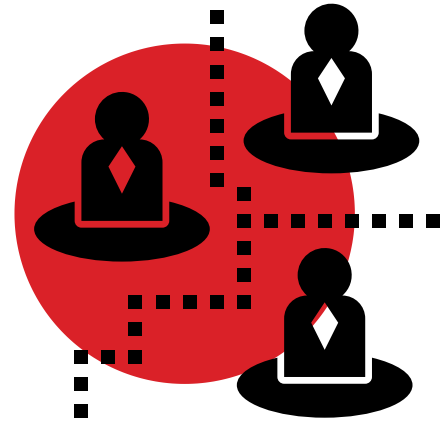
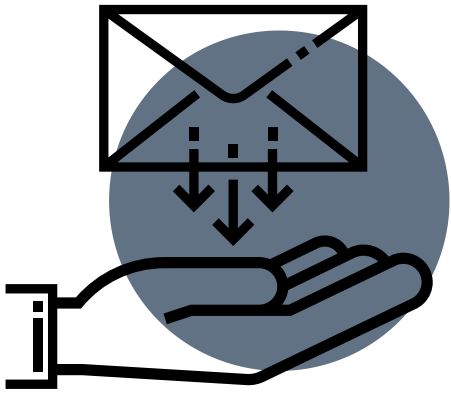
Ngage Live Chat presents

NGAGE CONSUMER ASSISTANCE

Wouldn't it be nice if you could help every consumer who reaches out to you for legal advice, even if they're not in your practice area or geographic location? Well now you can, with Ngage Consumer Assistance, which allows you to put the consumer in touch with the right attorney AND saves you money.

STEP 1

Confirm with your Ngage account representative the practice areas and geographic locations for prospective clients that your team is currently able to help.



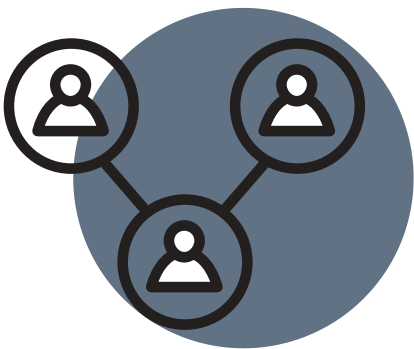
STEP 2

You will continue to receive every chat lead (no change there).



STEP 3

If you receive a chat lead that is outside of your set practice areas or geography, Ngage will automatically NO-FEE it for you AND let the visitor know their inquiry falls outside of your firm's AOPs or Geo.



STEP 4

Ngage will help that visitor by attempting to connect them with a relevant attorney in our network.

STEP 5

If we can successfully connect that visitor with an attorney in our network, you still receive a NO-FEE credit for this lead PLUS a \$10 credit on your Ngage bill.

