



Free Legal Helpline:
免費法律諮詢專線：
8200 8002



Personal Injuries
人身傷亡



Matrimonial Law
婚姻法



Criminal Law
刑事法



Mediation
調解

To enhance the general public's understanding of law and encourage solicitors to contribute to the community by serving the general public, the Law Society launched the "Free Legal Helpline" 8200 8002 since 20 May 2013. This Helpline offers legal advice to the public on three areas of law namely (1) Personal Injuries, (2) Matrimonial Law, and (3) Criminal Law. The Helpline is well received by the public and the Law Society has received over 6,000 calls.

Conditions of use of the Free Legal Helpline

Panel of Personal Injuries

The Panel of solicitors will provide up to 45 minutes of free consultation to victims of the incident who want to seek legal advice in their claims for compensation.

Victims or a relative (who must be aged 18 or over) on behalf of the victim can make enquiries by calling 8200 8002 and providing the following information to the operator:

- You are making enquiries on Personal Injuries
- Full name of the victim of the incident and the caller
- The alphabet and first four digits of identity card number of the victim of the incident*
- Telephone number of the victim of the incident or caller
- Date of incident
- Full name of the potential defendant (if known)

A potential defendant / defendant is not eligible under this scheme.

Panel of Matrimonial Law

The Panel of solicitors will provide up to 45 minutes of free consultation on legal issues relating to matrimonial matters.

Callers can make enquiries by calling 8200 8002 and providing the following information to the operator:

- You are making enquiries on Matrimonial Law
- Full name of the caller
- Full name of the caller's spouse
- The alphabet and first four digits of identity card number of the caller*
- Telephone number of the caller

Panel of Criminal Law

The Panel of solicitors will provide up to 45 minutes of free consultation on legal issues relating to criminal law matters.

Callers can make enquiries by calling 8200 8002 and providing the following information to the operator:

- You are making enquiries on Criminal Law
- Full name of the caller
- The alphabet and first four digits of identity card number of the caller*
- Telephone number of the caller

A panel solicitor will contact you within 3 working days of your call to the Helpline and will provide up to 45 minutes of free advice in relation to your legal issue.

Remarks:

1. *Collection of personal data including full name, alphabet and first four digits of the ID card number of the caller and/or victim of the incident and telephone number is for the purposes of administering the Helpline and the assignment of cases only. The caller and/or the victim of the incident consents to the Law Society using his or her personal data for the said purposes. All personal data will be deleted within 6 months from the date of call.
2. Callers are not eligible under this scheme if they have already obtained legal aid or engaged a lawyer for the matter.
3. The Helpline is available from 9:00 a.m. to 5:30 p.m. (From Monday to Friday, except public holidays)

Disclaimer

The provision of legal advice through the Free Legal Helpline ("the Service") is by individual panel solicitors on a pro-bono basis. The Law Society does not accept any responsibilities and shall not be held liable in contract, tort (including negligence), or otherwise for any loss or damage whatsoever arising from and/or suffered in connection with the Service and/or any legal advice provided by panel solicitors.

All calls will be processed within 3 working days of the call to the Helpline during which a panel solicitor will contact the caller. The Law Society does not accept liability should the limitation period expire when the call is being processed.

About the Law Society of Hong Kong

The Law Society of Hong Kong was incorporated in 1907 and is a professional body of solicitors in Hong Kong vested with the statutory powers to regulate the professional conduct of solicitors. It establishes and promotes professional standards and the solicitors' code of conduct and practice and ensures its compliance. The Law Society assists its members to promote Hong Kong legal services and offers its views from time to time on legal issues that are of public concern. For more information, please visit: www.hklawsoc.org.hk.

To enhance the general public's understanding of law, the Law Society launched the Free Legal Helpline since 20 May 2013.

The Helpline is available from 9:00 a.m. to 5:30 p.m. (From Monday to Friday, except public holidays)

For more information, please visit: http://www.hklawsoc.org.hk/pub_e/probono/

為了提升公眾對法律的認知，香港律師會由2013年5月20日起設立了免費法律諮詢專線。

本專線的服務時間為星期一至五上午9時至下午5時30分（公眾假期除外）。

如欲索取更多相關資料，請瀏覽：http://www.hklawsoc.org.hk/pub_e/probono/

Panel of Mediation

Mediation is a voluntary dispute resolution process in which a neutral person, the mediator, helps the parties to reach their negotiated settlement. To continue with our efforts to serve the needs of the society, the Law Society's pilot scheme on mediation has been extended to 31 December 2019. Up to 45 minutes of free telephone session on mediation will be provided. Callers can make enquiries by calling 8200 8002 and providing the following information to the operator :

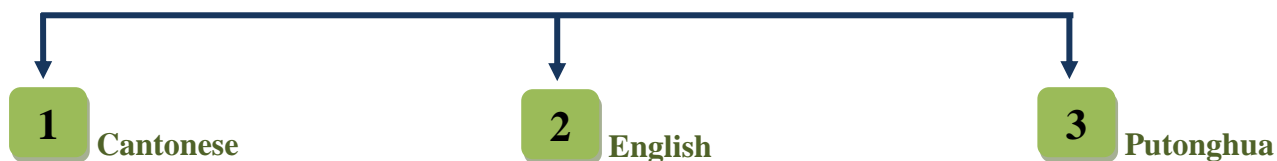
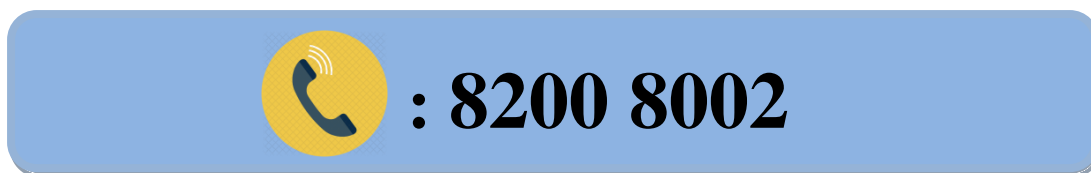
- You are requesting information on Mediation
- Full name of the caller
- The alphabet and first four digits of identity card number of the caller*
- Nature of dispute in question
- Full name of the potential opposing party (if known)

Our Dispute Resolution Coordinator or a panel Solicitor-Mediator will contact you within 3 working days of your call to the Helpline and will provide up to 45 minutes of free session.

Remarks:

1. *Collection of personal data including full name, alphabet and first four digits of the ID card number of the caller and telephone number is for the purposes of administering the Helpline and the assignment of cases only. The caller consents to the Law Society using his or her personal data for the said purposes. All personal data will be deleted within 6 months from the date of call.
2. The Helpline is available from 9:00 a.m. to 5:30 p.m. (From Monday to Friday, except public holidays)

Self Service call-flow of the Law Society of Hong Kong Free Legal Helpline



Gender

- 1 Male
- 2 Female

Age Range

- 1 18 – 34 years old
- 2 35 – 44 years old
- 3 45 – 54 years old
- 4 55 – 64 years old
- 5 65 years old or above

