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## SOCIAL MEDIA POLICY

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We're excited that you've joined us on our Facebook Fan page, and we know you've got plenty to say. At Law For All, our mission is our resolution: To provide the most powerful legal protection solutions in South Africa. We value your opinions/feedback and aim to create a community that allows you to freely express your views, and provide an opportunity to digitally interact with our company.

In the interest of fairness, openness, honesty and respect for others' rights, we encourage you to take a moment to read the following guidelines we ask you to follow when contributing to our Facebook Fan page:

1. Don't say or do anything that breaks the law.
2. Be polite and courteous, even if you have an opposing point of view. Inappropriate, offensive or hateful actions such as name calling, crudeness, threats or abuse, discriminatory remarks, sexual harassment, bullying is unacceptable and will not be tolerated.
3. Stay on topic. We love to hear your opinions, but please keep the discussion relevant to the community and constructively contribute to the dialogue.
4. Keep it real. All wall postings should come from a real person and Facebook profile. Postings from fake or anonymous profiles will be deleted and the profile blocked.
5. Customer service-related questions, complaints, concerns or ideas. If you are a customer and have a customer service comment, complaint, concern or idea, we encourage you to contact our Client Experience Department for assistance by calling 0861 10 22 51. In the interest of transparency, we do not delete any service related comments or queries from our Facebook Fan Page.
6. Remember that we have a dedicated FB team tasked with responding to customer queries or feedback. Our Social Media team is responsible for engaging customers through our Fan page. To avoid confusion, we ask that you not attempt to respond to customer queries or comments directed specifically to Law For All, or ask for an official company response on this site.

7. We reserve the right to remove any content posted to our Facebook Fan page that violates these guidelines, and further reserve our right to remove any content that is off-topic, out of context, spam, promotional, links to third party sites or violates copyright laws.
8. Your time is valuable, and we will always respond. Our Social Media team works hard to respond to all comments on our wall, posts and direct messages. Kindly note that responses will be managed within a 48 hour lead time. Queries that require further investigation, will be escalated to our Customer Experience Department and/or any other relevant Department, and resolved within a 72 hour period.
9. For Legal Advice and Assistance please contact our expert Legal Team, by calling the call centre. Any legal queries lodged via our Facebook Fan page will be sent to our Legal Advice Department for further assistance. Kindly note that nothing posted on our Facebook Fan Page by the Administrator constitutes legal advice.  
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10. We encourage our staff members to join our Facebook community and participate in conversations, however any direct complaints or concerns that may be job related must be voiced through the appropriate internal channels at all times.
11. Disclaimer - Law For All does not accept any responsibility or liability for any loss suffered by use of our Facebook Fan page, or any technical issues on Facebook. Anyone posting content to the page is solely responsible for that content, and Law for All hosts the information only as Administrator. The Law For All page is managed daily by an Administrator, who will respond to content during working hours, 08h00 – 16h30.

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