

LEGAL SERVICES IN BC 2020 SURVEY

The Law Society of British Columbia

Final Report

2020-05-01

© 2020 Ipsos. All rights reserved. Contains Ipsos' Confidential and Proprietary information and may not be disclosed or reproduced without the prior written consent of Ipsos.

The Law Society
of British Columbia



TABLE OF CONTENTS

3	OBJECTIVES & METHODOLOGY
7	EXECUTIVE SUMMARY
15	DETAILED FINDINGS
78	WEIGHTED SAMPLE CHARACTERISTICS
80	APPENDIX: SUMMARY OF SERIOUS AND DIFFICULT PROBLEMS



OBJECTIVES & METHODOLOGY

Objectives



This report presents the findings of an online survey conducted on behalf of the Law Society of British Columbia.

The main goal of the research was to understand British Columbians' legal services needs and experiences. Ipsos conducted a similar survey for the Law Society of British Columbia in 2009.

Key research objectives included:

- Measure use of legal services in British Columbia
- Compare usage of lawyers and non-lawyers*
- Measure satisfaction with legal services
- Identify barriers to using legal services
- Test potential initiatives to help legal services access
- Measure knowledge of personal legal rights, obligations, and resources
- Understand how legal services needs and experiences have changed since 2009

Insight gained by this research will help inform the Law Society of British Columbia's policies and plans.

* *Defined as: mediators, neighbourhood clinics, law student's advice programs, community advocates or agencies, telephone advice lines, self-help centres, unions, police, government offices, friends and relatives, other organizations, support groups, the internet, books/magazines, and notary publics.*

Methodology



The survey was conducted online with a representative sample of 1,517 adult (18+ years) British Columbians between March 19 and April 4, 2020.

The final sample was stratified by region and household income as follows:

REGION

- n742 Lower Mainland
- n260 Vancouver Island
- n365 Interior
- n150 North

HOUSEHOLD INCOME

- n467 <\$50,000
- n535 \$50,000-<\$100,000
- n515 \$100,000+

The final data was weighted to reflect the British Columbian population based on Census data for region, age, gender, and income.

The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll is accurate to within ± 2.9 percentage points, 19 times out of 20, had all adult British Columbians been polled. The credibility interval will be wider among subsets of the population.

Interpreting and Viewing the Results

While the research comprised a total sample of 1,517 completed surveys, many questions were answered by a much smaller number of individuals. In particular, questions about the use of legal services from lawyers and non-lawyers were answered only by those respondents who had used these services. In these instances, some caution needs to be used in drawing definite conclusions when population subgroups are considered. Indeed, for the most part, the findings in these cases should be seen as directional rather than conclusive.

Some totals in the report may not add to 100%. Some summary statistics (e.g., total satisfied) may not match their component parts. The numbers are correct and the apparent errors are due to rounding.

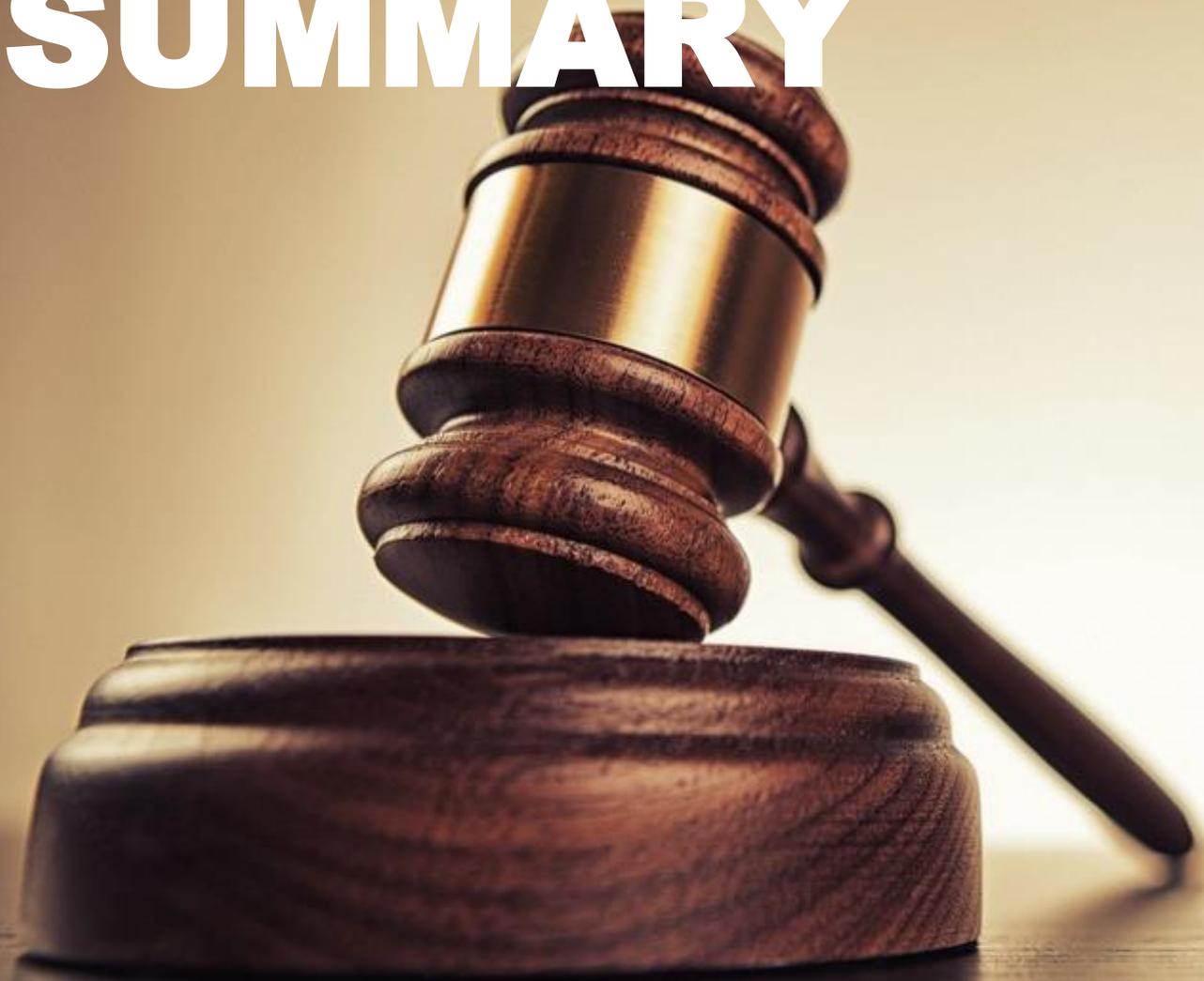
Reporting focuses on the overall results as well as differences by region and household income. Analysis of other statistically significant demographic differences is included where appropriate. While a number of significant differences may appear in the cross-tabulation output, not all differences warrant discussion.

Where appropriate, this year's survey results are compared to a similar survey conducted in 2009. Arrows (▲/▼) are used to denote significant differences between 2020 and 2009.

- Note: In 2020, respondents were asked about their use of and experiences with **lawyers** and **someone other than a lawyer**. This is slightly different than 2009, which asked about **lawyers** and **non-lawyers**.



EXECUTIVE SUMMARY



Executive Summary

EXPERIENCE WITH SERIOUS AND DIFFICULT TO RESOLVE PROBLEMS

- Most British Columbians have experienced at least one serious and difficult to resolve problem in the past three years. The percentage experiencing problems is down 4 points from 2009.
- Consumer problems remain the most common overall, followed by employment problems and housing or land problems.
- Resolution of problems is highly important and disruption on daily life is common.
- Lack of knowledge continues to be the main barrier to resolution although a growing number point to conflict/stress (up 10 points) and practical considerations (up 4 points).

ASSISTANCE SOUGHT IN RESPONDING TO SERIOUS AND DIFFICULT TO RESOLVE PROBLEMS

- While more British Columbians are seeking legal assistance, this has not translated into increased use of lawyers.
 - The percentage of those who experienced a problem and opted to not seek any kind of legal assistance is down 10 points this year. That said, it still represents the majority of respondents.
 - Self-reliance is the main reason for not seeking legal assistance.
 - Those who did seek legal assistance are nearly twice as likely to have consulted a non-lawyer than a lawyer. Usage of non-lawyers is up 11 points this year while usage of lawyers is unchanged from 2009.
 - Those opting to work with a lawyer point to their legal expertise (ability to assist) and knowledge. Reputation and referrals are key factors when choosing a specific lawyer for legal assistance.
 - Conversely, cost is the main reason for opting to work with someone other than a lawyer. Friends and relatives are the most popular source of non-lawyer assistance, with the decision of who to work with primarily determined by the cost of services and personal connections.

Executive Summary

EXPERIENCE WITH LEGAL ASSISTANCE FROM LAWYERS

- Similar to 2009, most of those who sought legal assistance from a lawyer are satisfied with the help received.
- Fair outcomes are much more common than unfair outcomes. Perceptions have improved since 2009.
- A strong majority of those who resolved their issue believe that a lawyer helped achieve a better outcome, on par with 2009.
- Many had a monetary gain or loss at stake, at an average absolute value of just over \$100,000. At the same time, the average cost of hiring legal assistance is less than \$6,000. The vast majority say these costs are reasonable.

EXPERIENCE WITH LEGAL ASSISTANCE FROM SOMEONE OTHER THAN A LAWYER

- Most of those who sought legal assistance from someone other than a lawyer are satisfied with the help received, on par with 2009. While overall satisfaction with lawyers and non-lawyers is similar, those working with lawyers are more likely to say they are 'very satisfied', suggesting lawyers are doing a better job of 'delighting' clients.
- Resolutions with non-lawyers are up this year, with most describing the outcome as fair. Compared to those working with lawyers, those working with non-lawyers are more likely to have resolved their issue but twice as likely to describe the outcome as 'unfair'.
- Nearly one-third of those who resolved their issue feel they could have achieved a better outcome with a lawyer; one-half say it would have made no difference. The percentage saying a lawyer would have made things worse is down 9 points from 2009.
- Those working with non-lawyers have less at stake financially, with the average absolute value of the gain/loss at just over \$34,000 and the average cost of resolution at around \$1,300. The vast majority say these costs are reasonable.

Executive Summary

FUTURE USE OF LAWYERS AND NON-LAWYERS

- The potential future use of lawyers is more assured than for non-lawyers. However, openness to non-lawyers is growing.
 - Three-quarters of British Columbians say they are likely to use a lawyer in the event of a serious legal issue. This jumps to nearly nine-in-ten among those who used a lawyer previously. The overall likelihood of using a lawyer is down 4 points from 2009.
 - Conversely, fewer than one-half say they are likely to use someone other than a lawyer. Nearly two-thirds of those who used a non-lawyer in the past would do so again in the future – a lower level of ‘repeat behavior’ than for lawyers. That said, the overall likelihood of using someone other than a lawyer is up 7 points from 2009.
- Future use of lawyers is mainly attributed to their legal expertise and ability to deal with serious legal problems, while lower cost is the main reason to work with someone other than a lawyer.
- Cost is by far the largest barrier to hiring a lawyer in the future, while concerns around effectiveness detract from future use of non-lawyers.

Executive Summary

EXPERIENCE WITH COURT OR TRIBUNAL PROCEEDINGS

- One-quarter of British Columbians say they have been involved in a court or tribunal proceeding, down 8 points from 2009.
- Most of those who were involved in a court or tribunal proceeding sought legal counsel. Among those who represented themselves, nearly one-half say they would have preferred to obtain legal counsel, up 14 points from 2009.
 - Reasons for preferring legal counsel are less stress, more knowledgeable, and better chance of getting a satisfactory resolution.
- Similar to 2009, the majority of those involved in a court or tribunal proceeding are satisfied with the process and services.
- Nonetheless, when presented with the option of telephone or Internet proceedings, slightly over one-half of British Columbians say they would be willing to conduct some or all of a court or tribunal proceeding through either of these methods. Compared to 2009, willingness for telephone proceedings is up 13 points, while willingness for Internet proceedings is up 9 points.
 - When presented with the idea that using telephone or Internet proceedings would reduce the time to complete proceedings, approximately six-in-ten say they would be more willing to consider each method.
 - For both telephone and Internet proceedings, approximately one-third of those who were not initially willing to consider an alternative method became more willing when introduced with the benefit of reducing the amount of time for the proceeding.

Executive Summary

KNOWLEDGE OF PERSONAL LEGAL RIGHTS, OBLIGATIONS, AND RESOURCES

- Fewer than three-in-five British Columbians claim to be knowledgeable about their personal legal rights, obligations, and resources, down 12 points from 2009. Moreover, the level of knowledge does not run deep, with less than one-in-ten saying they feel ‘very knowledgeable’.
- Education or training on this topic has also declined slightly (down 3 points from 2009). Fewer than one-in-five say they have received any kind of education or training on their personal legal rights, obligations, and resources.
 - Those who have received training or education are most likely to have obtained this through post-secondary training.
- Knowledge of one’s personal legal rights has an impact on the choices British Columbians make to address the problems they face. Specifically, those less knowledgeable are also less likely to seek any kind of legal assistance.

Executive Summary

INCOME INFLUENCES EXPERIENCE WITH LEGAL SERVICES

- Similar to 2009, lower income British Columbians (those with annual household incomes of <\$50K) have different experiences with legal services in the province than those more fortunate. In general, those with lower incomes are:
 - More likely to have experienced problems across different categories (employment, money/debt, welfare/social assistance, hospital treatment/release, discrimination, police, immigration).
 - More likely to say the problem was disruptive on their daily life.
 - More likely to single out conflict/stress (particularly feeling overwhelmed by the complexity of issue) as a difficult aspect of resolving the problem.
 - Less likely to have sought any kind of legal assistance.
 - Directionally less likely to be satisfied with the legal assistance they receive from lawyers.
 - More likely to be dissatisfied with the legal assistance they receive from someone other than a lawyer as well as more likely to say they received an unfair outcome working with a non-lawyer.
 - Less likely to hire a lawyer in the future, with cost being much more of a barrier.
 - Less willing to conduct court or tribunal proceedings over the telephone or the Internet.
 - Less likely to say they are knowledgeable about their personal legal rights, obligations, and resources.

Conclusions

- Many British Columbians experience serious and difficult to resolve problems that could benefit from legal assistance. Most continue to “go at it alone” rather than seek the services of a professional, although less so than in the past. At the same time, there is widespread acknowledgement that a lack of knowledge, coupled with growing feelings of emotional stress and time pressures, makes resolution difficult. As a whole, this points to an opportunity for increasing the role of legal services in resolving serious legal problems.
- Past usage of lawyers remains stable. While there has been a slight drop in the likelihood of hiring a lawyer for future legal needs, the majority of British Columbians are still likely to utilize their services. British Columbians recognize lawyers’ legal expertise, qualifications, and knowledge, but cost (either real or perceived) is a significant barrier to use, particularly for lower income British Columbians. Promoting the unique benefits of working with a lawyer, as well as providing information on the cost-benefit value, may be one way to encourage use among the general public.
- There is increased openness to seeking legal assistance from non-lawyers, primarily driven by the lower cost of these services. While problems are more likely than not to be resolved fairly, unfair outcomes with non-lawyers are more common than with lawyers. Yet at the same time, only one-in-three think a lawyer would yield in a better outcome. Increased public education on the role of non-lawyers and the potential benefits and drawbacks may help the public make more informed legal decisions.
- Experience with legal assistance, whether from a lawyer or non-lawyer, tends to be favourable. Communicating these positive experiences could help promote the use of legal services and overcome the perception that one is able to do it alone.
- There is growing willingness to conduct court or tribunal proceedings over the Internet or the telephone. British Columbians’ increasing comfort with these options is likely reflective of today’s digital society and represents new opportunities for the delivery of legal services.
- British Columbians’ knowledge of their legal rights, obligations, and resources could be significantly improved and may translate into increased use of legal services for some individuals.

DETAILED FINDINGS



EXPERIENCE WITH SERIOUS AND DIFFICULT TO RESOLVE PROBLEMS

Experience with Serious and Difficult to Resolve Problems

Consumer problems remain the most common overall. Just under three-in-ten (29%) British Columbians say they experienced a serious and difficult to resolve consumer problem in the past three years. The next most common types of problems are employment (21%) and housing or land (20%). While consumer problems remain the most common, mentions are down 4 points from 2009.

- Consumer problems are more common among those with household incomes of \$100K+, while employment problems are more commonly experienced by those earning <\$50K.
- As a whole, lower income households generally experience more types of problems overall, as do those who are <55 years of age.

Nearly two-thirds have experienced at least one problem in the past three years. Overall, 64% of British Columbians say they experienced at least one serious and difficult to resolve problem, down 4 points from 2009. More than one-quarter (27%) have had to deal with three or more of these problems.

Problems experienced the most recently demonstrate the same trend, with consumer problems topping the list. Among those who experienced a problem, 18% say their most recent problem was consumer-related, on par with 2009. Other recently experienced problems include employment (13%), money or debt (13%, down 5 points from 2009), and housing or land (11%).

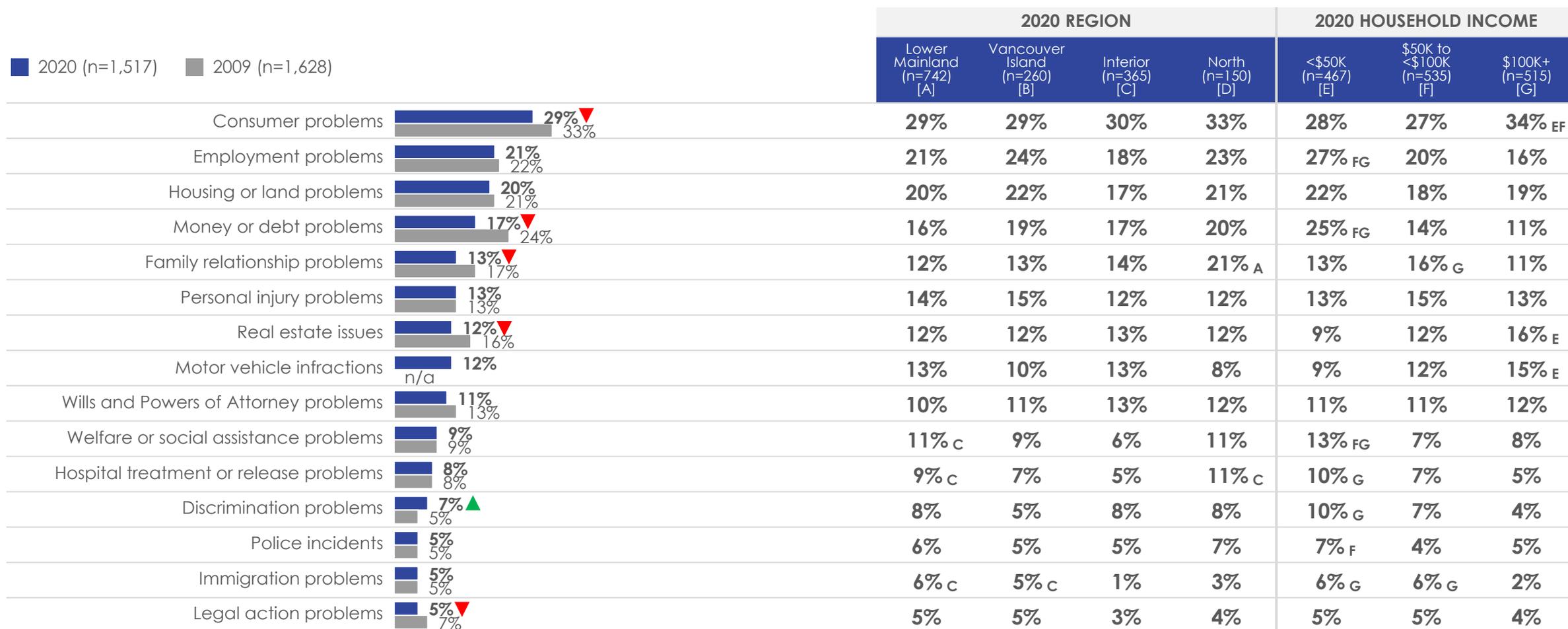
Resolution of problems is highly important and disruption on daily life is common. Nearly all (93%) of those who experienced a problem say it was important to resolve, including 67% saying 'very important'. Fewer, but still a large majority, say the problem was disruptive on their daily life (74%, including 34% 'very disruptive').

- Those with household incomes of \$50K-<\$100K are more likely to say it was important to resolve the problem.
- However, lower income households, as well as those <55 years of age, are more likely to say the problem disrupted their daily life.

Lack of knowledge continues to be the main barrier to resolution. When asked to identify the most difficult aspects of resolving the problem, 61% point to a lack of knowledge, on par with 2009. While lack of knowledge remains the main barrier, a growing number point to conflict/stress (53%, up 10 points) and practical considerations (30%, up 4 points).

- Mentions related to conflict/stress are particularly high among lower income households.

Problems Experienced in Past 3 Years

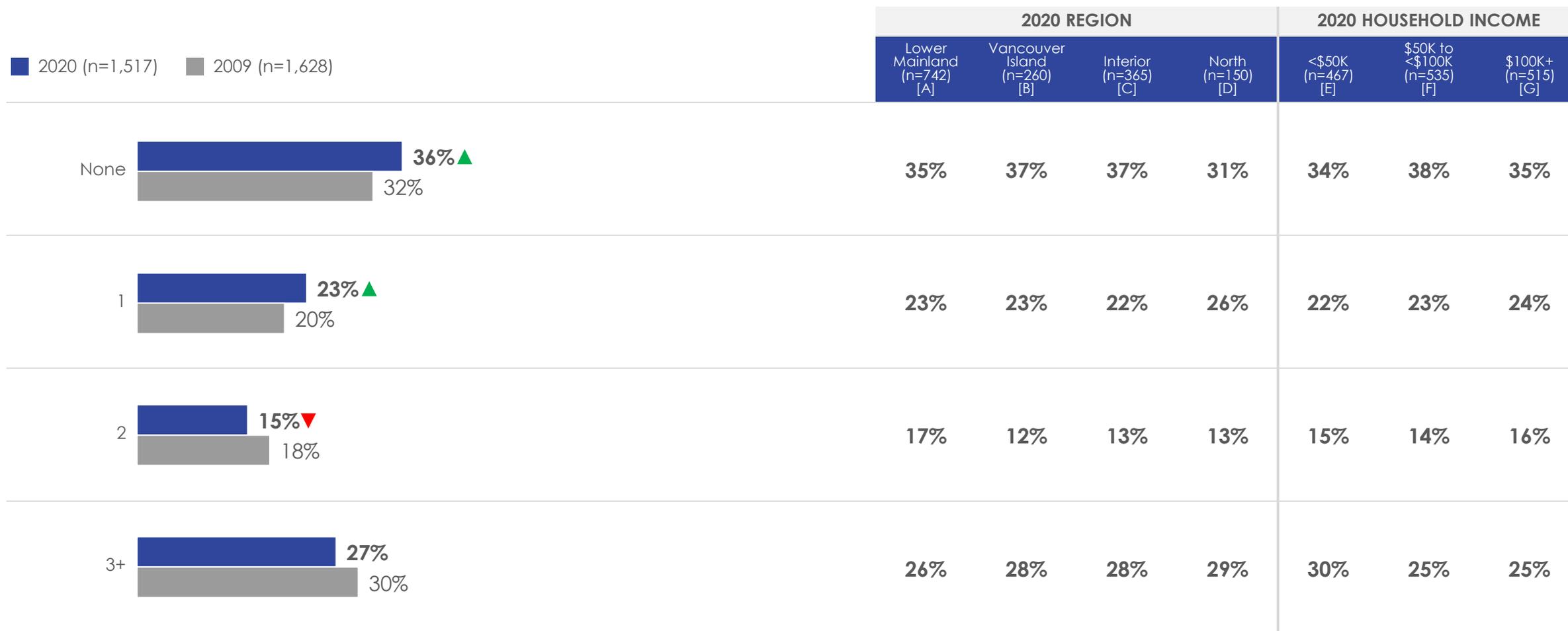


Base: All respondents

Note: Detailed description of problems can be found in the Appendix.

QB1. People can experience many different kinds of problems in their day-to-day lives. Some are relatively minor, while others are more serious and difficult to resolve. Following is a list of different types or categories of problems. Please read the description of each type of problem, and then indicate whether or not you've experienced a problem in each category in the past 3 years that was serious and difficult to resolve.

Number of Problems Experienced in Past 3 Years



Base: All respondents

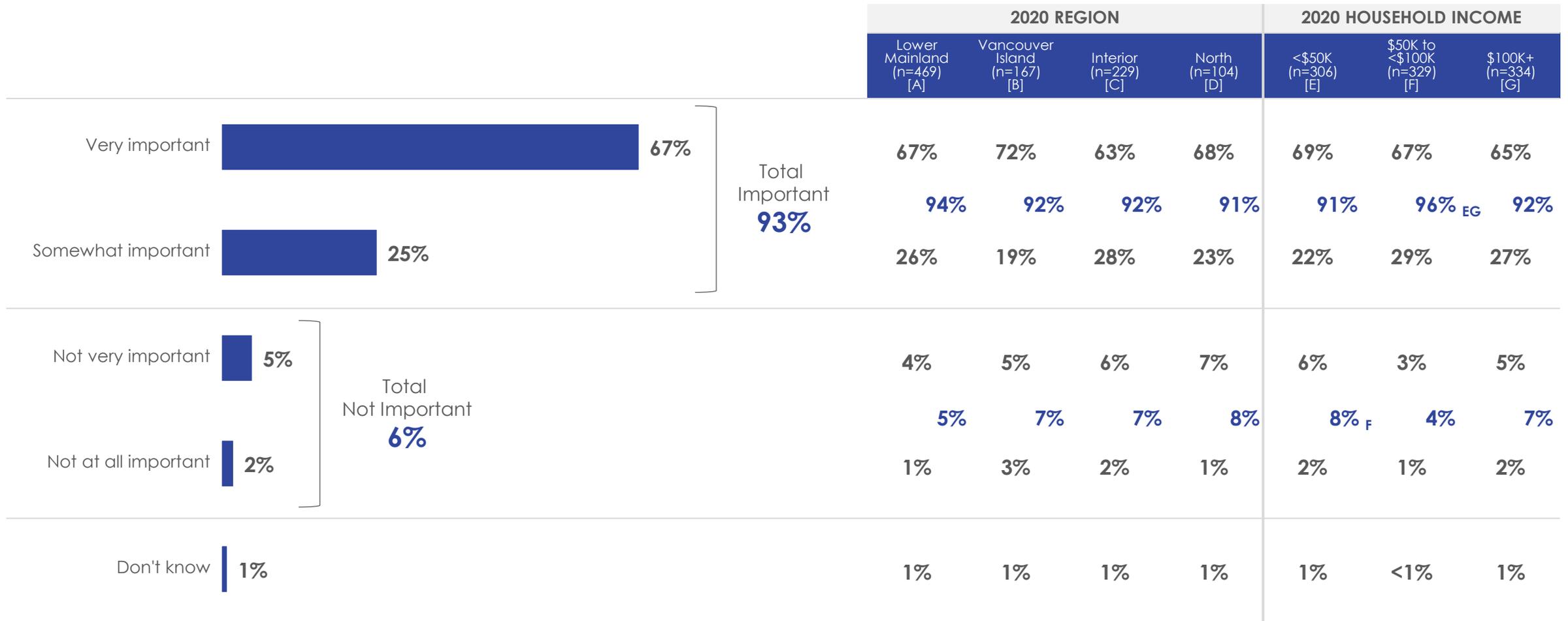
QB1. People can experience many different kinds of problems in their day-to-day lives. Some are relatively minor, while others are more serious and difficult to resolve. Following is a list of different types or categories of problems. Please read the description of each type of problem, and then indicate whether or not you've experienced a problem in each category in the past 3 years that was serious and difficult to resolve.

Problem Experienced Most Recently

	2020 (n=969)	2009 (n=1,101)	2020 REGION				2020 HOUSEHOLD INCOME		
			Lower Mainland (n=469) [A]	Vancouver Island (n=167) [B]	Interior (n=229) [C]	North (n=104) [D]	<\$50K (n=306) [E]	\$50K to <\$100K (n=329) [F]	\$100K+ (n=334) [G]
Consumer problems	18%	20%	17%	18%	22%	17%	12%	20% ^E	23% ^E
Employment problems	13%	13%	15%	13%	12%	7%	15%	15%	10%
Money or debt problems	13% [▼]	18%	14%	11%	11%	13%	20% ^{FG}	9%	9%
Housing or land problems	11%	11%	11%	15%	11%	7%	11%	11%	11%
Personal injury problems	7%	6%	7%	12%	6%	8%	6%	8%	9%
Wills and Powers of Attorney problems	7%	6%	7%	5%	8%	7%	7%	6%	9%
Real estate issues	6%	7%	6%	6%	7%	3%	5%	7%	7%
Family relationship problems	6%	8%	5%	5%	7%	14% ^{AB}	6%	6%	6%
Motor vehicle infractions	5%	n/a	5%	2%	6%	4%	2%	5%	7% ^E
Hospital treatment or release problems	3%	3%	4%	5%	2%	3%	4%	6% ^G	1%
Discrimination problems	3% [▲]	1%	3%	2%	1%	5% ^C	4%	2%	1%
Welfare or social assistance problems	2%	3%	2%	1%	3%	5% ^{AB}	4% ^F	0%	3% ^F
Immigration problems	2%	1%	3%	1%	1%	1%	2%	3%	1%
Legal action problems	1%	1%	1%	3% ^A	1%	3%	1%	2%	1%
Police incidents	1%	1%	1%	1%	1%	1%	1%	1%	1%

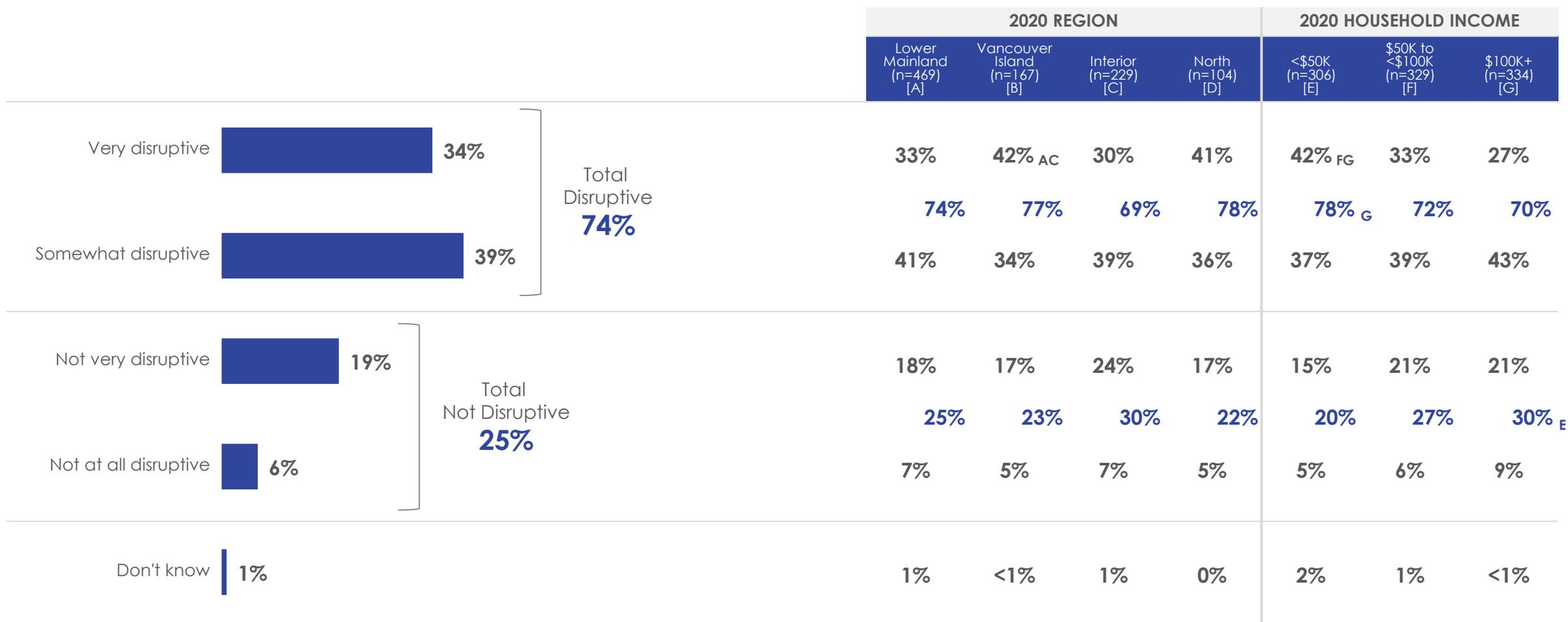
Base: Experienced any problem
 QB2. Which one of these serious and difficult to resolve problems have you experienced most recently?

Importance of Resolving Problem



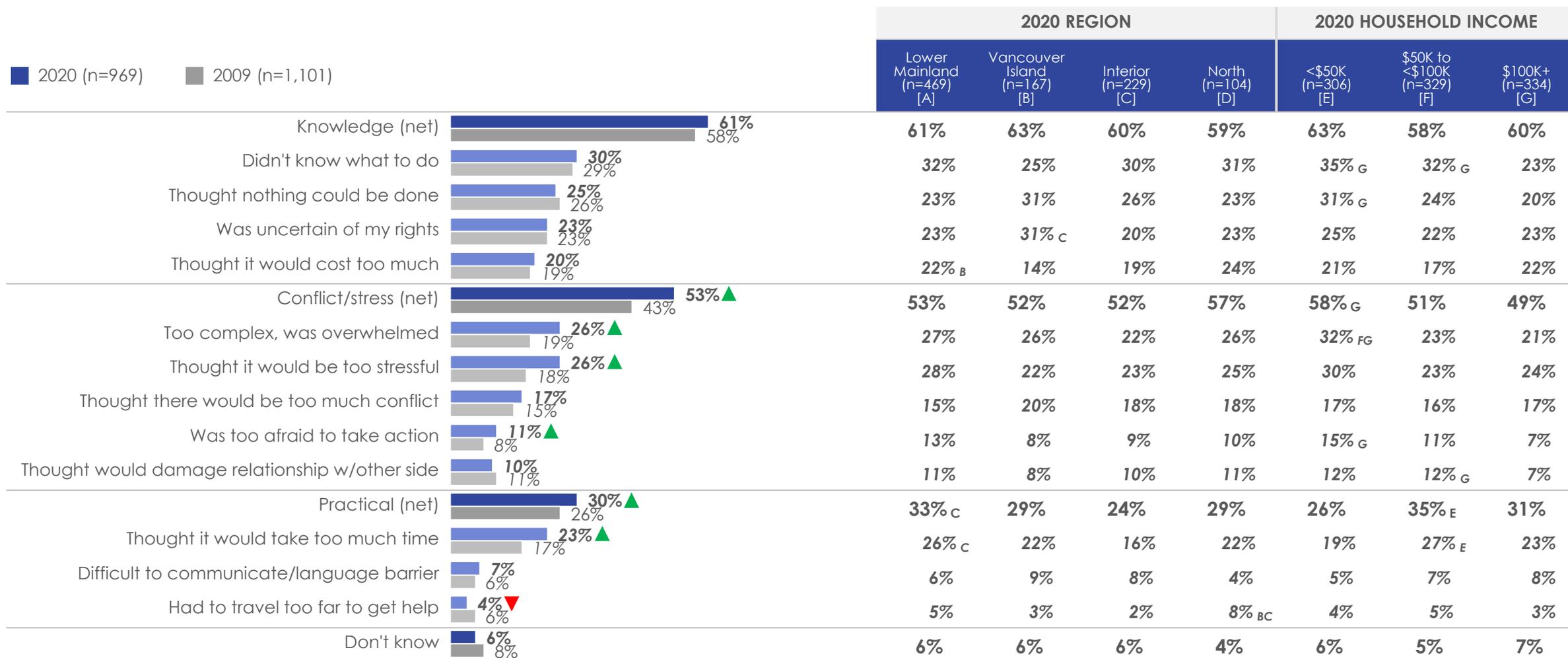
Base: Experienced any problem (n=969)
 QB3a. You mentioned that your most recent serious and difficult to resolve problem was related to [QB2 issue]. Overall, how important was it to you to resolve the problem?

Disruption on Daily Life



Base: Experienced any problem (n=969)
 QB3b. Overall, how disruptive was this problem on your daily life?

Difficult Aspects of Resolving Problem



Note: Only individual responses of 3% or more in 2020 are shown.

Base: Experienced any problem

QB3. What would you say were the most difficult aspects of resolving this problem, regardless of whether you took action or not?

ASSISTANCE SOUGHT IN RESPONDING TO SERIOUS AND DIFFICULT TO RESOLVE PROBLEMS

Assistance Sought in Responding to Serious and Difficult to Resolve Problems

While more British Columbians are seeking legal assistance, this has not translated into increased use of lawyers. Overall, six-in-ten (60%) of those who experienced a problem say they sought no legal assistance, down 10 points from 2009. Those who did seek legal assistance are nearly twice as likely to have consulted someone other than a lawyer (27%, up 11 points) as a lawyer (15%, on par with 2009).

- Lower income households are more likely to seek no legal assistance, as are those with little knowledge of their legal rights.
- Consumer problems are more likely to be resolved without assistance. Those dealing with housing or land problems are the most likely to have sought some kind of legal assistance.

Self-reliance remains the main reason for not seeking legal assistance. Among those who sought no legal assistance, 38% say they “wanted to resolve it by myself” and 32% say they “didn’t really need someone else’s help”, on par with 2009.

- Men are more likely than women to say they wanted to resolve it by themselves.

Those opting to work with a lawyer point to their legal expertise and knowledge. More than one-half (54%) of those who sought legal assistance from a lawyer say they “believed a lawyer was best able to assist me”. Another 47% say “I think lawyers are more knowledgeable about the law”. This year’s results are consistent with 2009.

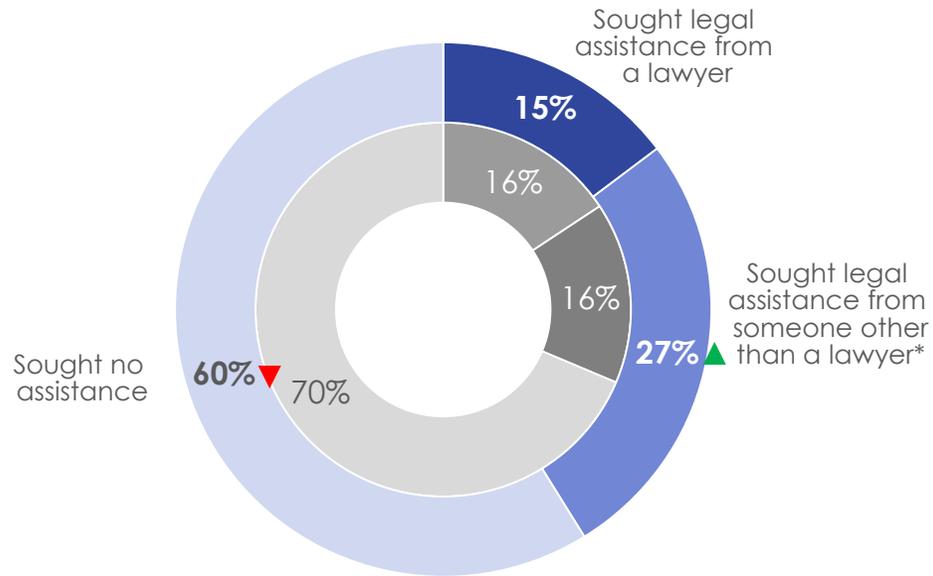
- Reputation and referrals continue to be key factors when choosing a lawyer. When asked why they chose a specific person to provide legal assistance, 39% say “the lawyer had a good reputation” and 35% say “I was referred by another person”.

Conversely, cost is the main reason for choosing to work with someone other than a lawyer. Among those who sought legal assistance from someone other than a lawyer, 34% say they “didn’t contact a lawyer, but believed it would have been too expensive” and 27% say “I thought I could get the same assistance, but pay a lot less”. Again, this year’s results are consistent with 2009.

- “Friends and relatives” continue to be the most popular source of non-lawyer assistance (36%). Younger British Columbians are particularly likely to consult friends and relatives.
- The decision of who to work with is mainly determined by “the cost of services” (34%) and “I knew this person personally” (31%).

Assistance Sought in Responding to Problem

■ 2020 (n=969) ■ 2009 (n=1,101)



	2020 REGION				2020 HOUSEHOLD INCOME		
	Lower Mainland (n=469) [A]	Vancouver Island (n=167) [B]	Interior (n=229) [C]	North (n=104) [D]	<\$50K (n=306) [E]	\$50K to <\$100K (n=329) [F]	\$100K+ (n=334) [G]
From a lawyer	16%	12%	15%	17%	14%	18%	14%
From someone other than a lawyer	26%	29%	30%	21%	24%	29%	28%
No assistance	59%	61%	59%	62%	64% _F	54%	60%

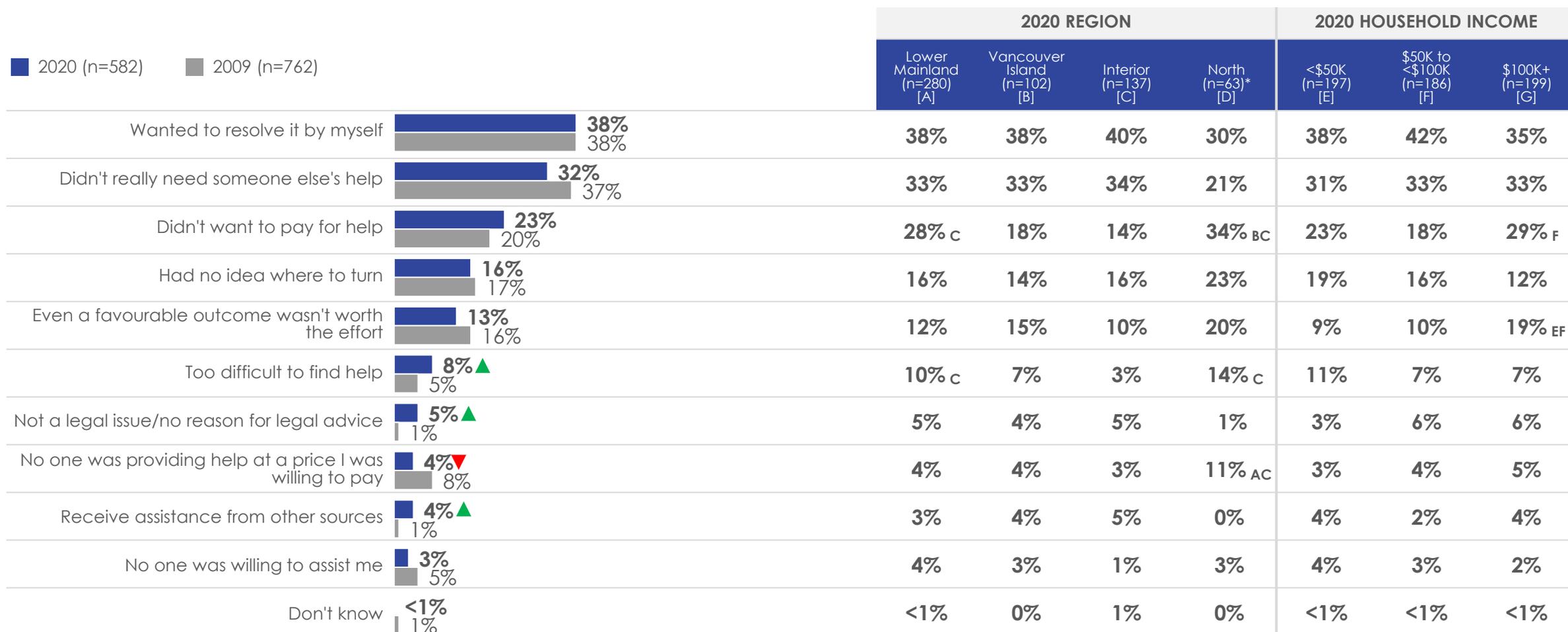
	2020 RECENT PROBLEM			
	Consumer (n=180) [H]	Money or Debt (n=120) [I]	Employment (n=121) [J]	Housing or Land (n=107) [K]
From lawyer	2%	2%	9% _{HI}	16% _{HI}
From someone other than lawyer	14%	30% _H	26% _H	44% _{HJ}
Sought no assistance	83% _{IJK}	68% _K	66% _K	43%

Base: Experienced any problem

QB4. As you know, there are many different ways to address the various problems people face. You mentioned that your most recent serious and difficult to resolve problem was related to [QB2 issue]. How did you respond to this problem?

*Note: Slightly different wording in 2009.

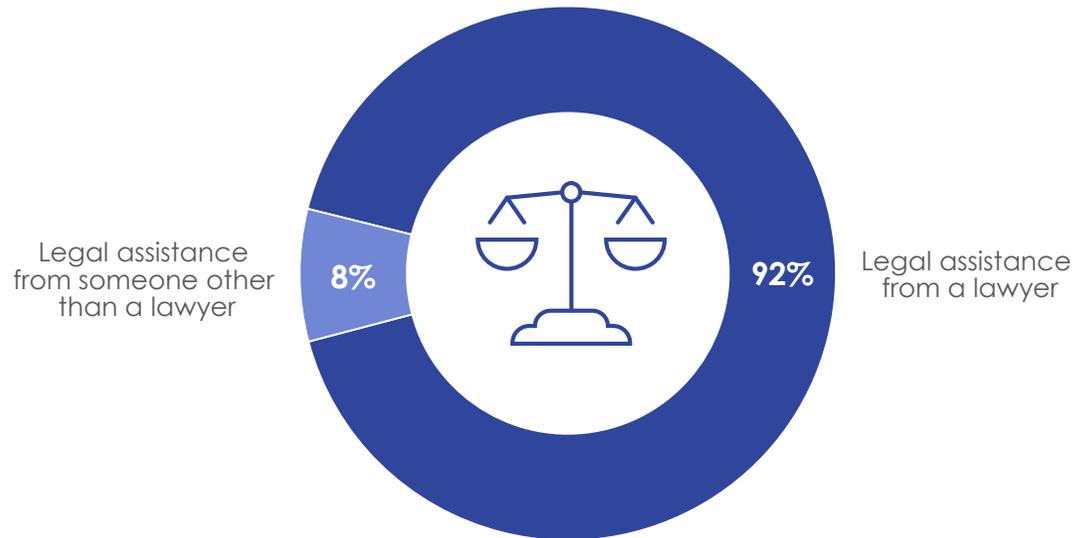
Reasons for Seeking No Assistance



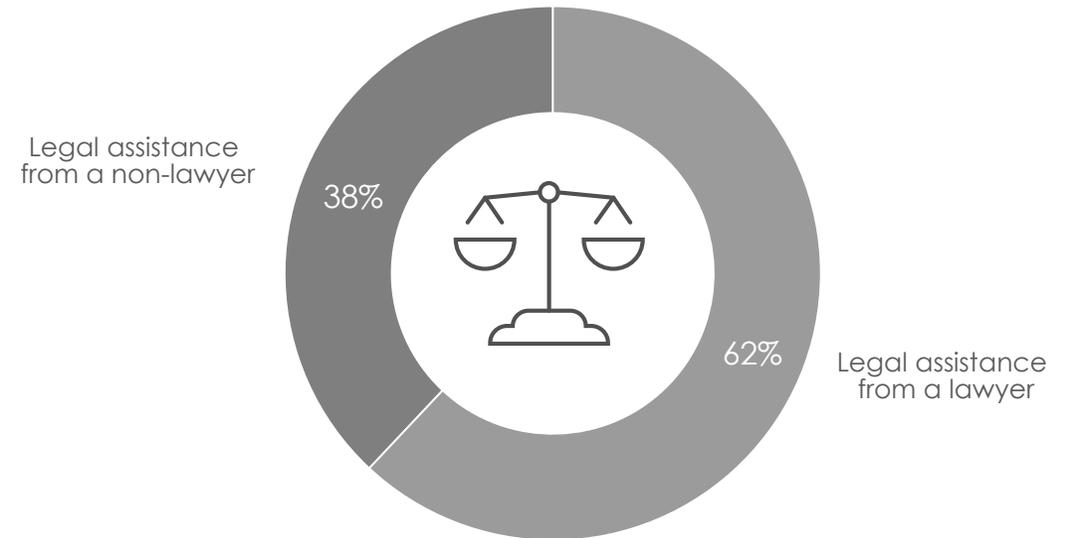
Note: Only individual responses of 2% or more in 2020 are shown.
 Base: Sought no assistance
 QB5c. Why did you choose to NOT seek legal assistance or any assistance at all?

Preferred Type of Legal Assistance When Both Are Used

2020 (n=20)**

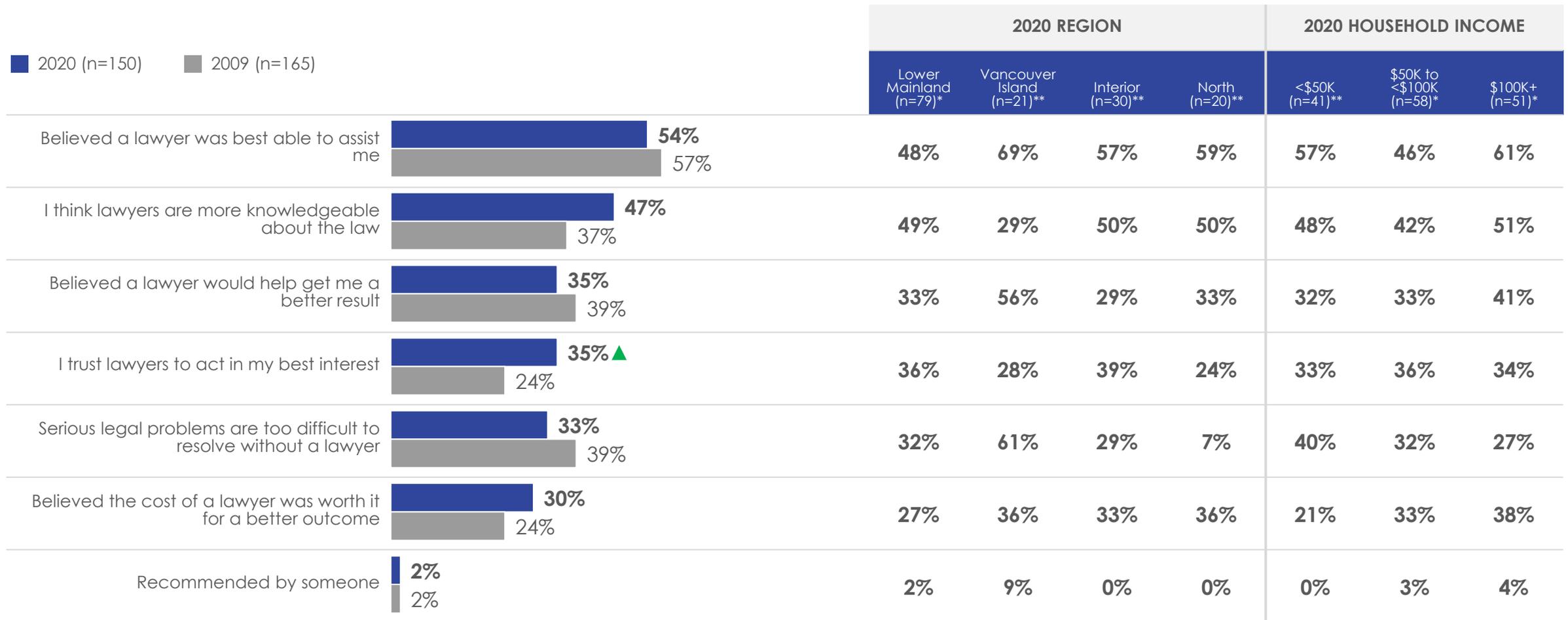


2009 (n=23)**



Base: Sought legal assistance from a lawyer and from someone other than a lawyer
QB4a. What type of legal assistance did you rely on most in responding to the [QB2 issue]?

Reasons for Seeking Assistance From a Lawyer

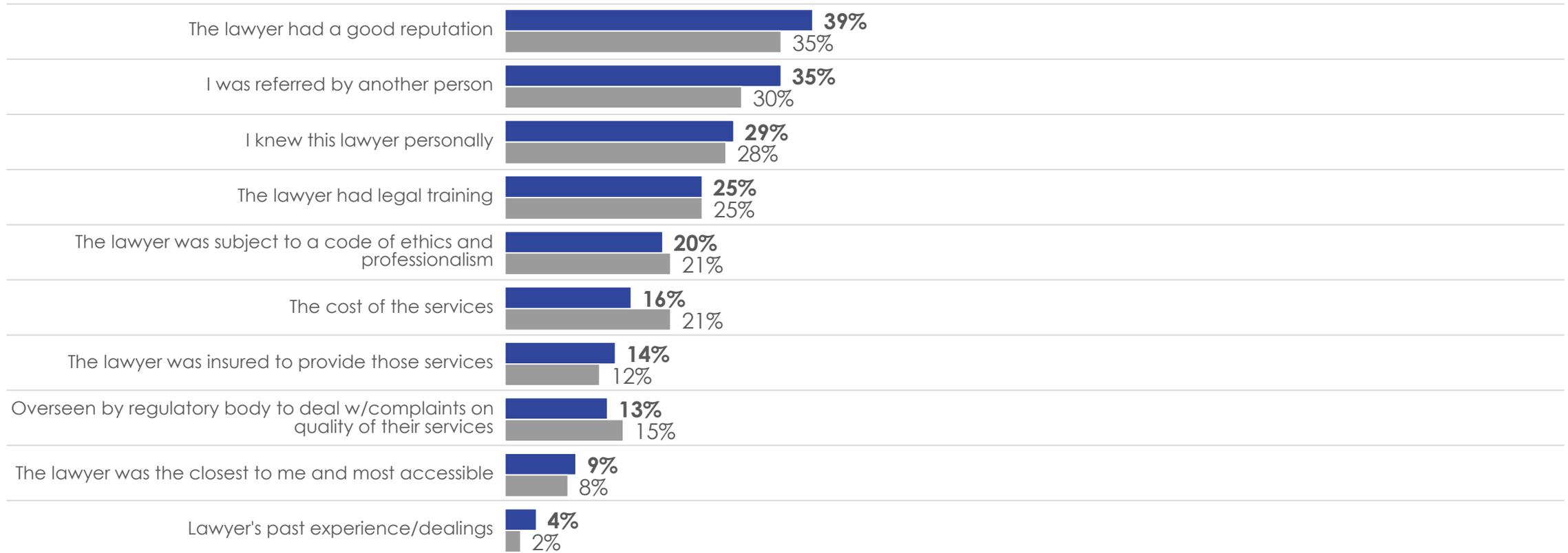


Note: Only individual responses of 2% or more in 2020 are shown.
 Base: Legal assistance from a lawyer only
 QB5a. Why did you choose to seek legal assistance from a lawyer?

* Small base size (<100), interpret with caution.
 ** Very small base size (<50), interpret with extreme caution.
 Note: Sample sizes do not allow for significance testing between subgroups.

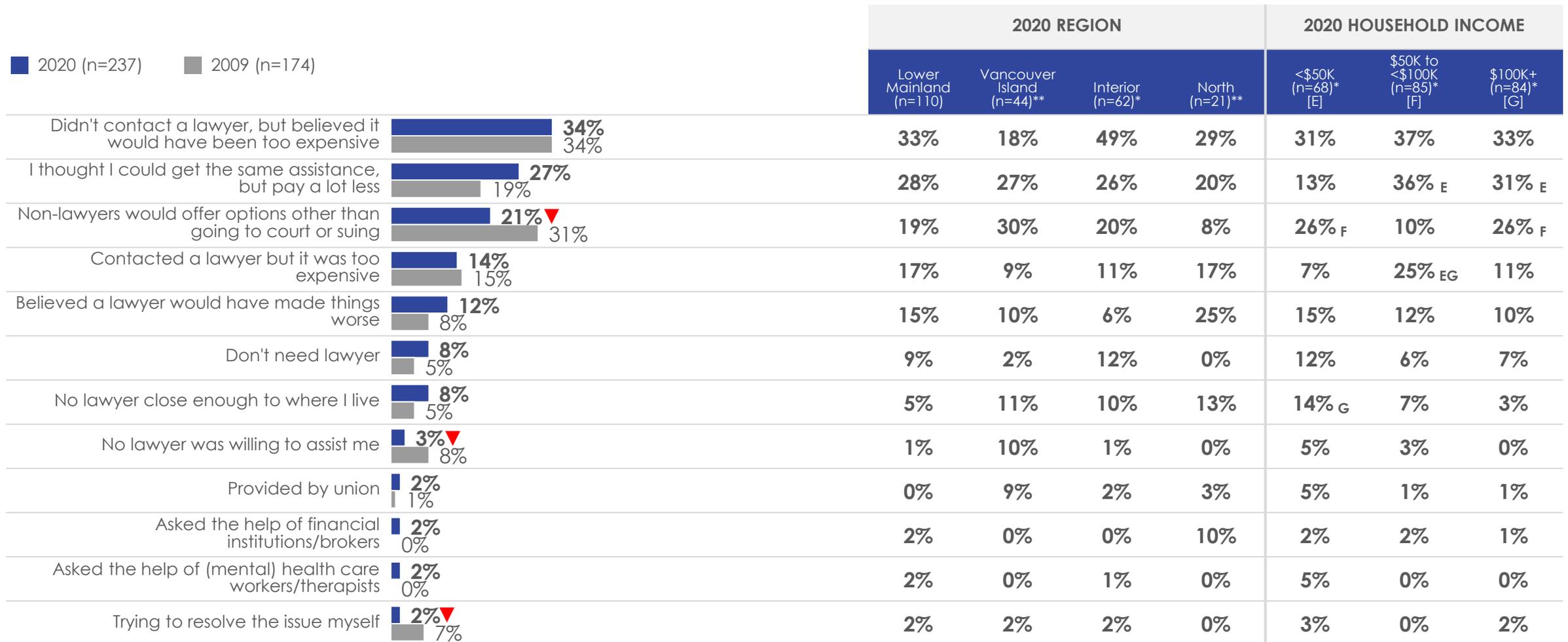
Factors Contributing to Selecting Legal Assistance from a Lawyer

■ 2020 (n=84)* ■ 2009 (n=87)*



Base: Fair/unfair experience with a lawyer
 QC6. In seeking legal assistance from a lawyer, which of the following factors contributed most to how you chose the specific person to provide you with legal assistance?

Reasons for Seeking Assistance from Someone Other than a Lawyer



Note: Only individual responses of 2% or more in 2020 are shown.
 Base: Legal assistance from someone other than a lawyer only
 QB5b. Why did you choose to seek legal assistance from someone other than a lawyer?

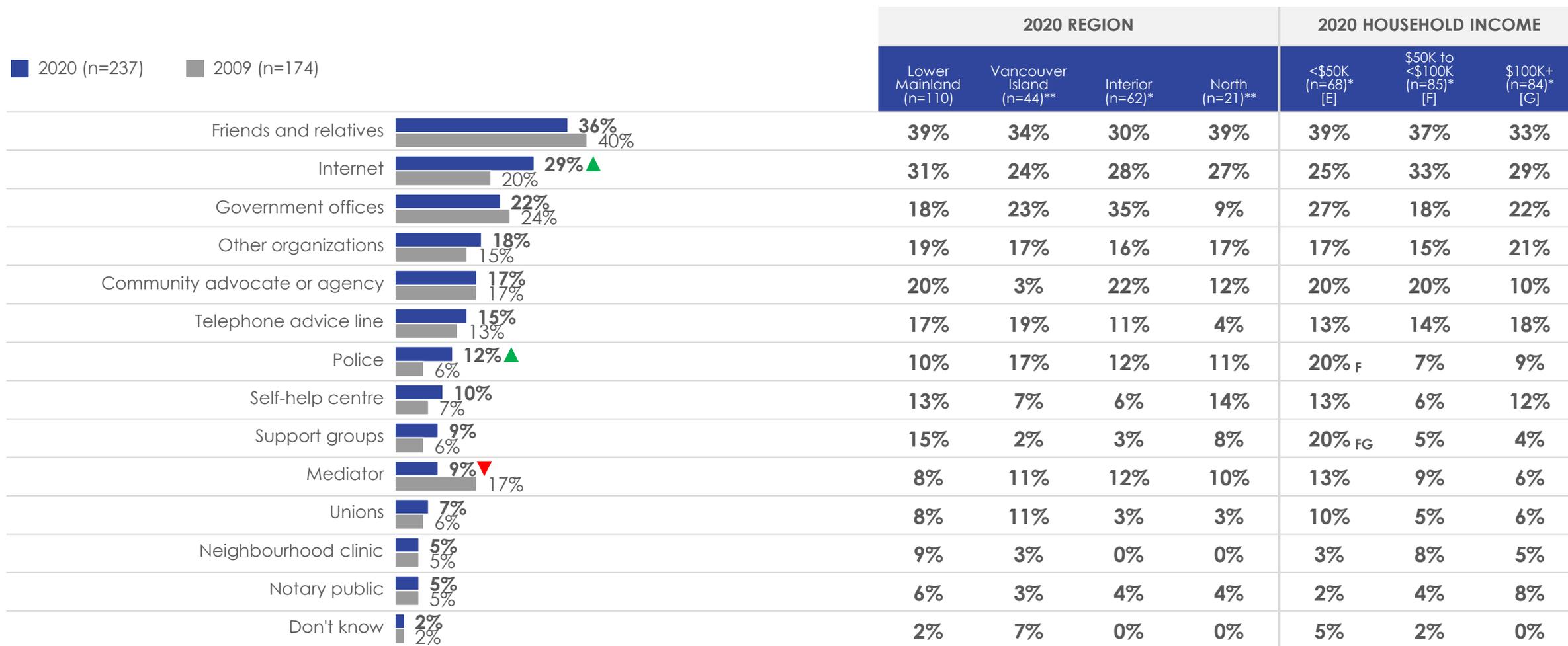
* Small base size (<100), interpret with caution.

** Very small base size (<50), interpret with extreme caution.

Note: Sample sizes do not allow for significance testing between region subgroups.

EFG Significantly higher than category represented by the letter.

Type of Non-Lawyer Turned to for Legal Assistance



Note: Only individual responses of 5% or more in 2020 are shown.

Base: Legal assistance from someone other than a lawyer only

QD1. You indicated that you sought legal assistance from someone other than a lawyer to help resolve the [QB2 issue]. Which, if any, of the following did you turn to for legal assistance to help you resolve this problem?

* Small base size (<100), interpret with caution.

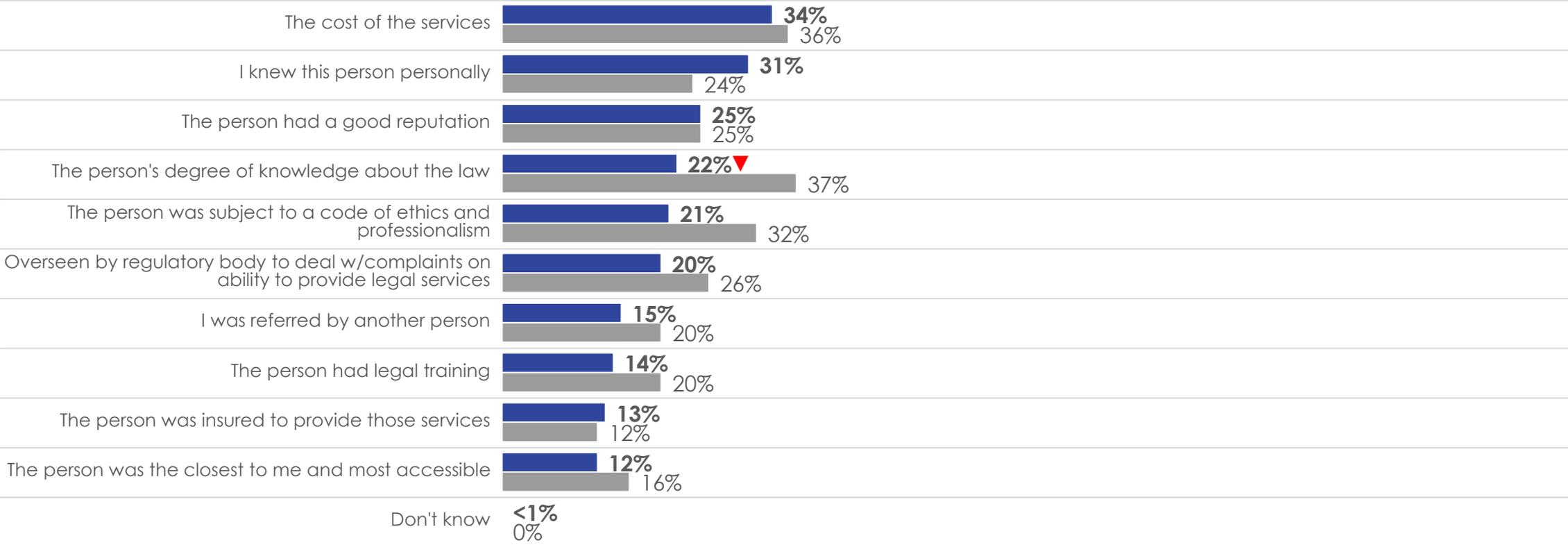
** Very small base size (<50), interpret with extreme caution.

Note: Sample sizes do not allow for significance testing between region subgroups.

EFG Significantly higher than category represented by the letter.

Factors Contributing to Selecting Legal Assistance from Someone Other than a Lawyer

■ 2020 (n=154) ■ 2009 (n=93)*



Note: Only individual responses of 2% or more in 2020 are shown.
 Base: Fair/unfair experience with someone other than a lawyer
 QD6. In seeking legal assistance from someone other than a lawyer, which of the following factors contributed most to how you chose the specific person to provide you with legal assistance?



EXPERIENCE WITH LEGAL ASSISTANCE FROM LAWYERS

Legal Assistance From Lawyers

Most of those who sought legal assistance from a lawyer are satisfied with the help received. Overall, 64% of those who consulted a lawyer say they are satisfied, including 37% saying 'very satisfied'. Another 21% say they are 'neither satisfied nor dissatisfied'. Fewer than one-in-five (14%) say they are dissatisfied with the help they received from a lawyer. Satisfaction this year is on par with 2009.

- Directional evidence suggests that lower income households are less likely to be satisfied with the assistance they received.

Fair outcomes are much more common than unfair outcomes. Perceptions have improved since 2009. Just over one-half (55%) of those who sought legal assistance from a lawyer indicate the issue has been resolved. Most (48%) of these respondents describe the outcome as 'fair', up 12 points from 2009. Only 7% say 'unfair', down 8 points.

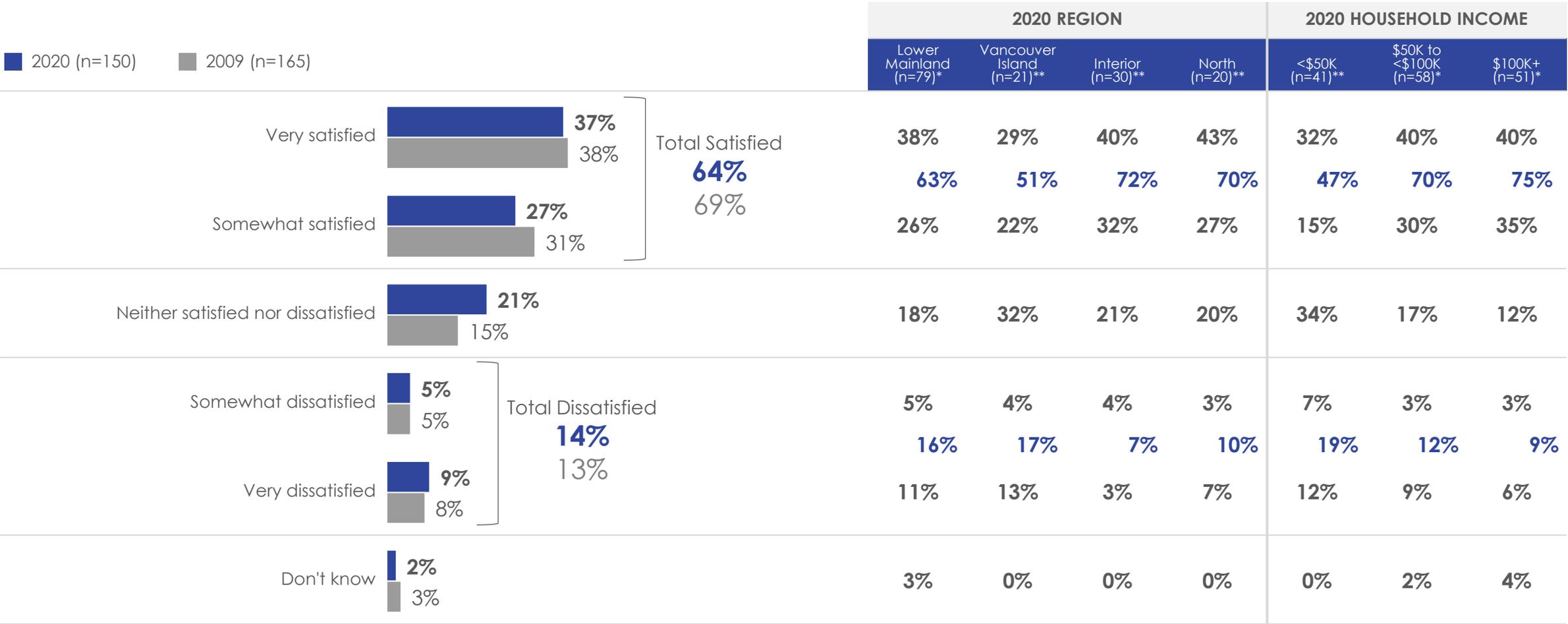
A strong majority believe that a lawyer helped them achieve a better outcome. More than four-in-five (82%) of those who resolved their issue feel that they received a better outcome as a result of seeking legal assistance from a lawyer, on par with 2009. This includes nearly one-half (46%) saying a lawyer helped them achieve a 'much better outcome'.

Most travelled less than 30 km when seeking legal assistance from a lawyer. In total, 77% of those who resolved their issue say they had to travel less than 30 km, similar to 2009. This includes 25% saying 'less than 5 km', 28% saying '5 km to less than 10 km', and 24% saying '10 km to less than 30 km'.

Many had a monetary gain or loss at stake. Three-in-five (62%) of those who resolved their issue say there was the potential for a personal monetary gain or loss, at an average absolute value of \$100,837. At the same time, the average cost of hiring legal assistance is \$5,880. While small sample sizes prevent statistically meaningful comparisons between 2020 and 2009, directional evidence suggests that the financial stakes this year are lower than the past.

Perceptions of costs are favourable. In total, 84% of those who resolved their issue say the costs were reasonable. While this is higher than 2009, year-over-year comparisons should be considered directional in nature only due to small sample sizes.

Satisfaction with Legal Assistance from a Lawyer



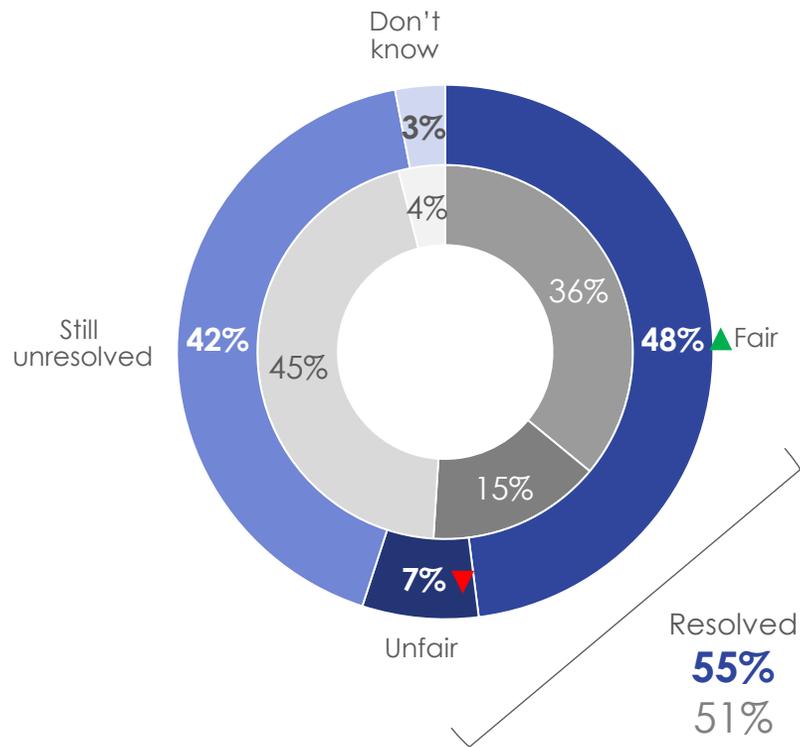
Base: Legal assistance from a lawyer only
 QC1. You indicated that you sought legal assistance from a lawyer to help resolve the [QB2 issue] you experienced. Overall, how satisfied were you with the legal assistance from a lawyer you received to help resolve the [QB2 issue] you experienced most recently?

* Small base size (<100), interpret with caution.
 ** Very small base size (<50), interpret with extreme caution.
 Note: Sample sizes do not allow for significance testing between subgroups.



Outcome of Problem Using a Lawyer

■ 2020 (n=150) ■ 2009 (n=165)

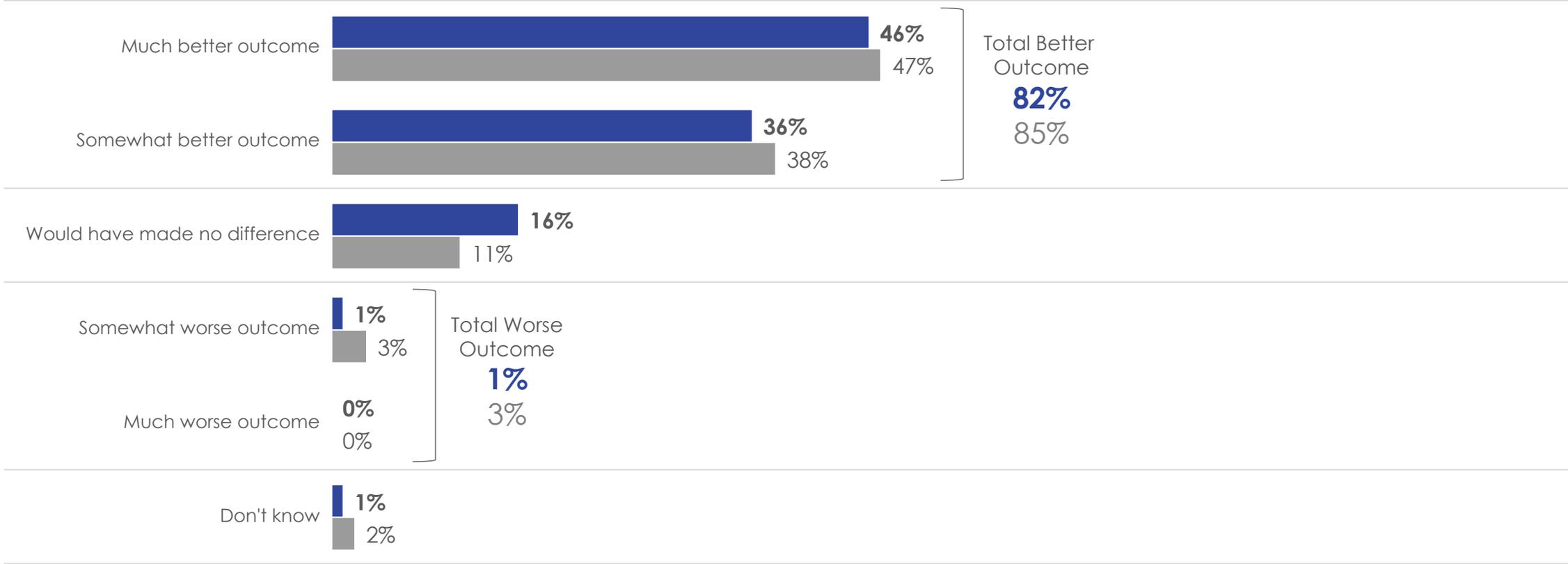


	2020 REGION				2020 HOUSEHOLD INCOME		
	Lower Mainland (n=79)*	Vancouver Island (n=21)**	Interior (n=30)**	North (n=20)**	<\$50K (n=41)**	\$50K to <\$100K (n=58)*	\$100K+ (n=51)*
Resolved	58%	62%	48%	41%	53%	63%	48%
Fair	52%	44%	46%	35%	44%	55%	44%
Unfair	6%	18%	2%	7%	9%	8%	5%
Still unresolved	37%	38%	52%	59%	39%	37%	52%
Don't know	5%	0%	0%	0%	8%	0%	0%

Base: Legal assistance from a lawyer only
 QC3. Overall, how would you describe the outcome of the [QB2 issue] you experienced most recently?

Outcome as a Result of Seeking Legal Assistance From a Lawyer

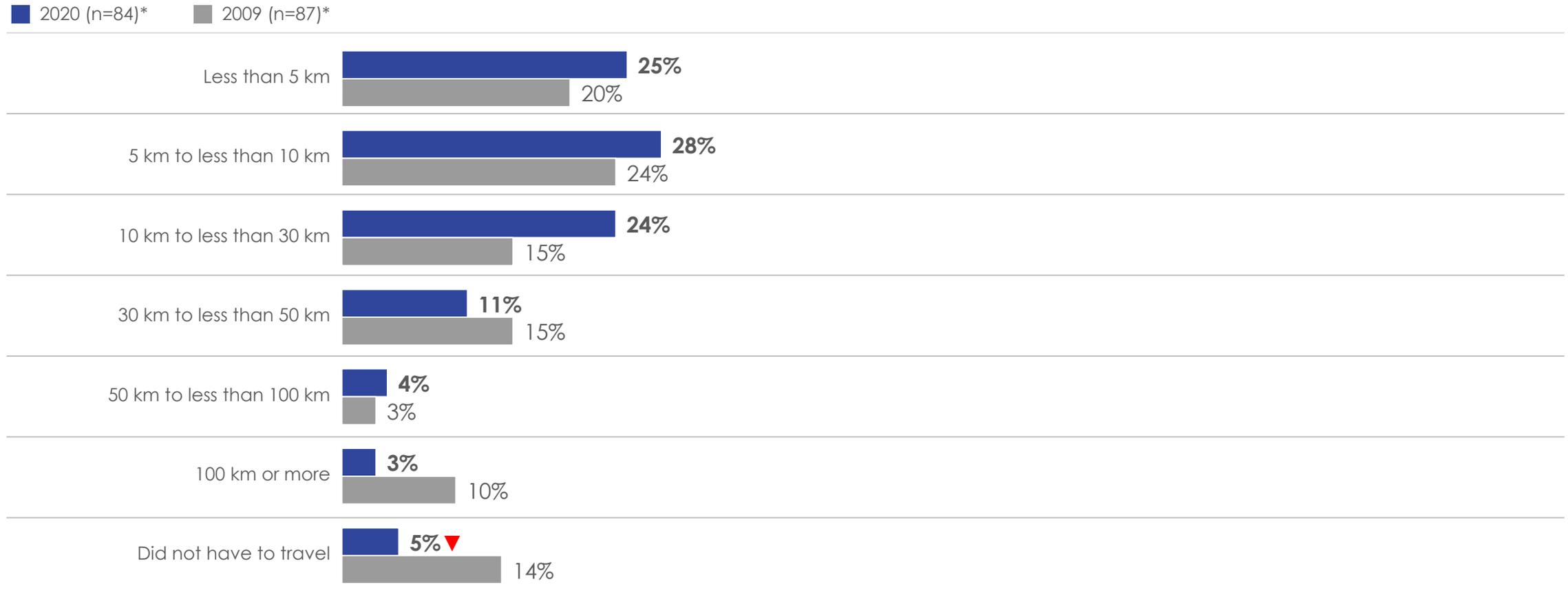
■ 2020 (n=84)* ■ 2009 (n=87)*



Base: Fair/unfair experience with a lawyer
 QC5. Overall, do you think the outcome of the [B2 issue] you faced was better or worse as a result of seeking legal assistance from a lawyer, or do you think getting legal assistance from a lawyer made no difference to the outcome?



Distance Travelled for Legal Assistance from a Lawyer

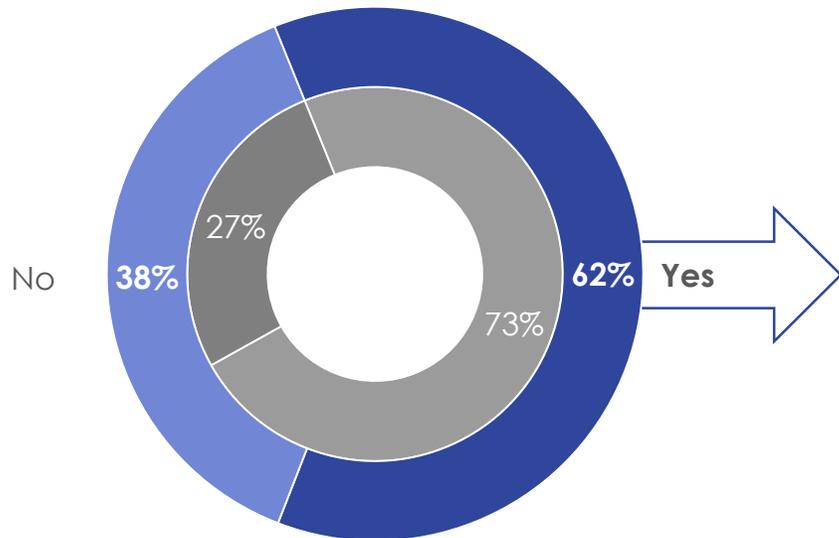


Base: Fair/unfair experience with a lawyer
 QC7. How far did you have to travel when you sought legal assistance from someone other than a lawyer to resolve the [QB2 issue]?

Potential for Monetary Gain or Loss with a Lawyer

POTENTIAL FOR MONETARY GAIN OR LOSS

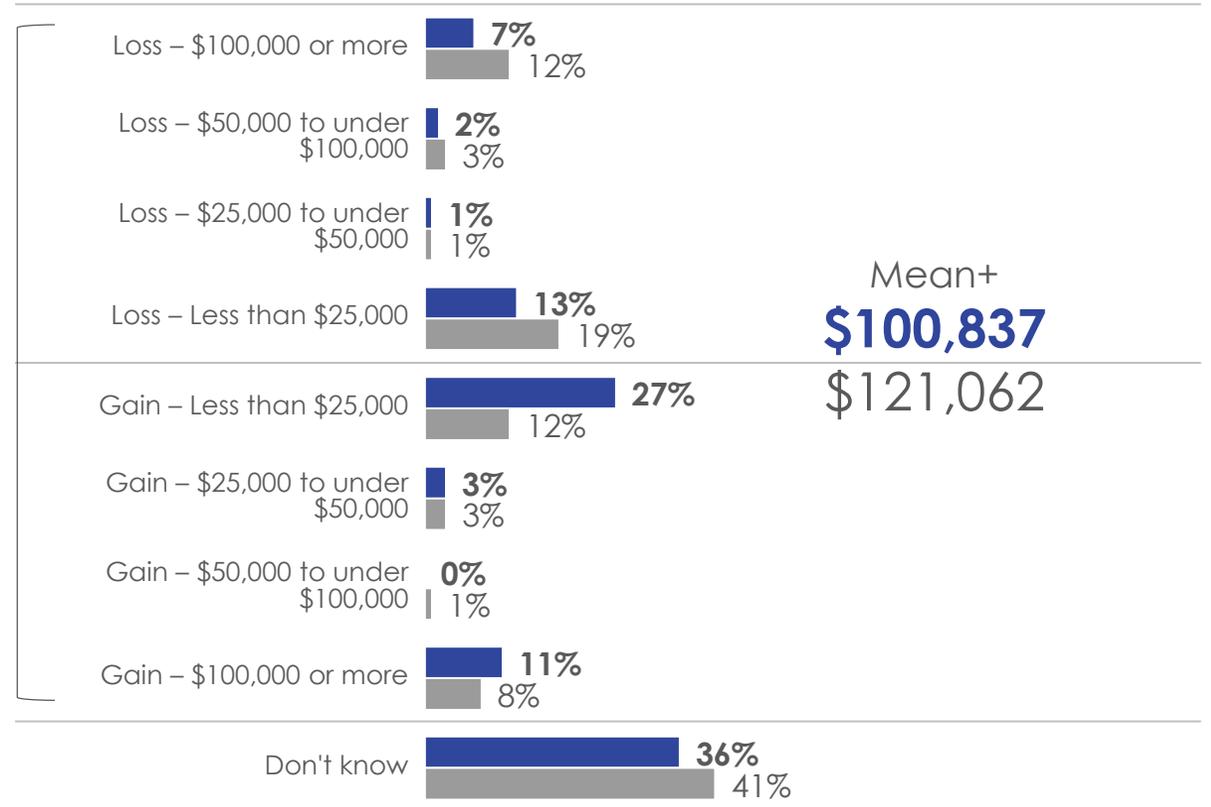
■ 2020 (n=84)* ■ 2009 (n=87)*



Base: Fair/unfair experience with a lawyer QC8. For the [QB2 issue], was there the potential for monetary gain or loss to you personally?

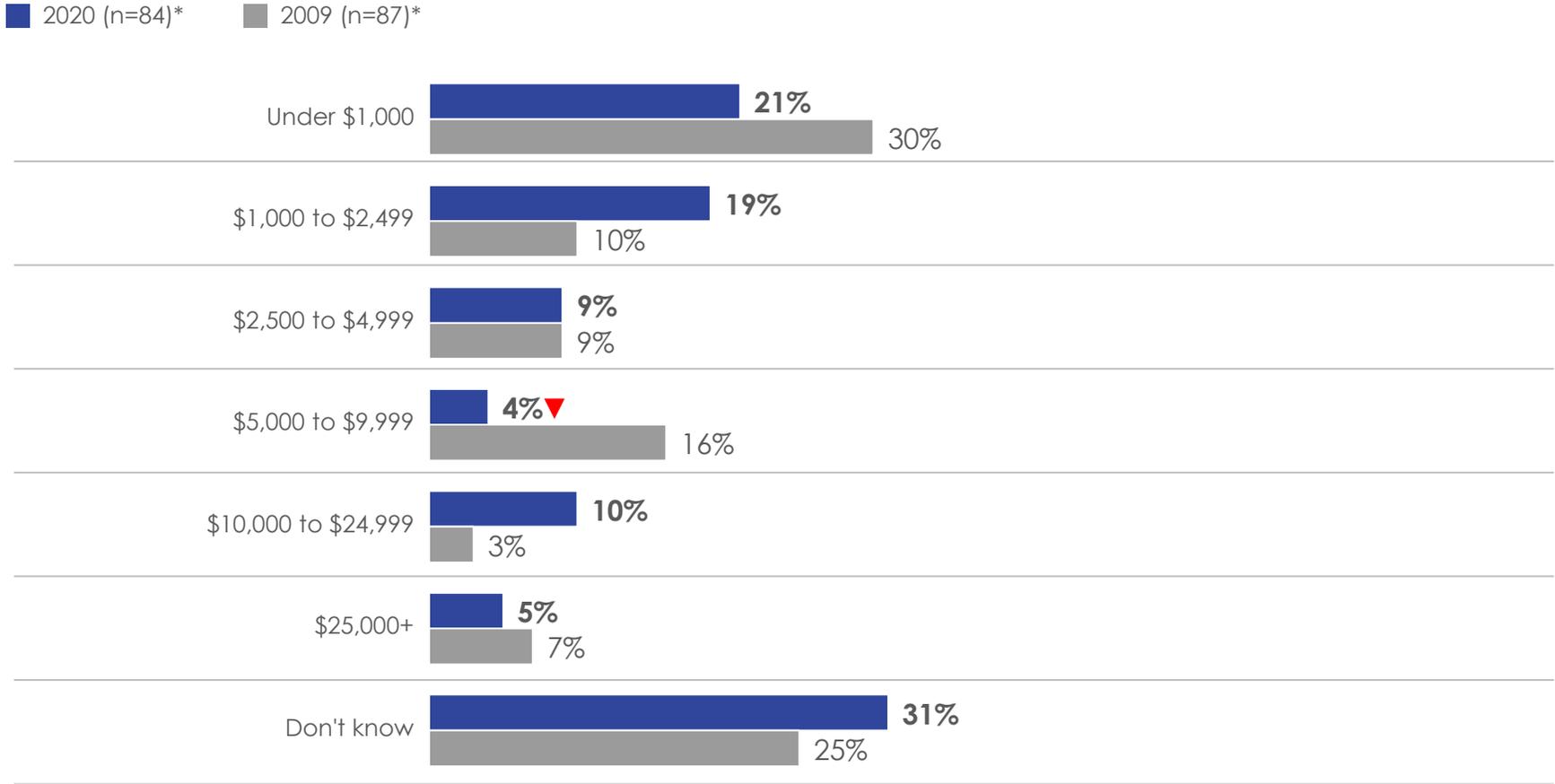
AMOUNT OF MONETARY GAIN OR LOSS

■ 2020 (n=49)** ■ 2009 (n=61)*

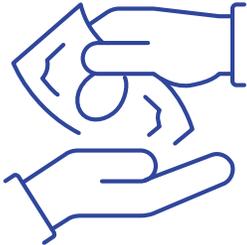


Base: Potential for monetary gain or loss QC9. What was the approximate amount of potential monetary gain or loss to you personally?

Cost to Resolve Issue Using a Lawyer



Mean
\$5,880
 \$9,524

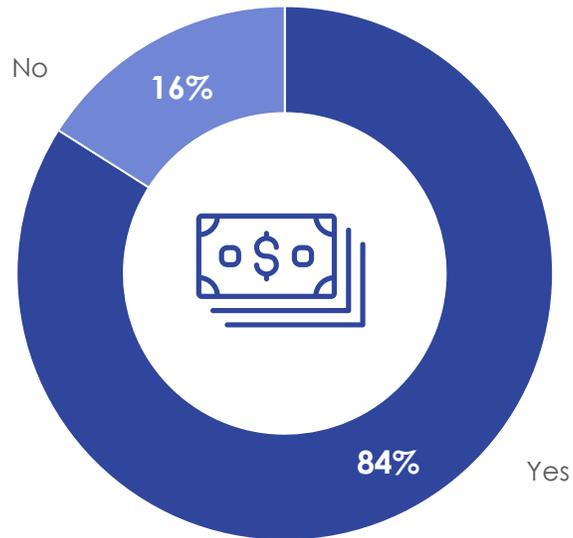


Base: Fair/unfair experience with a lawyer
 QC10. Approximately how much did it cost to resolve the [QB2 issue]?

Reasonableness of Cost of a Lawyer

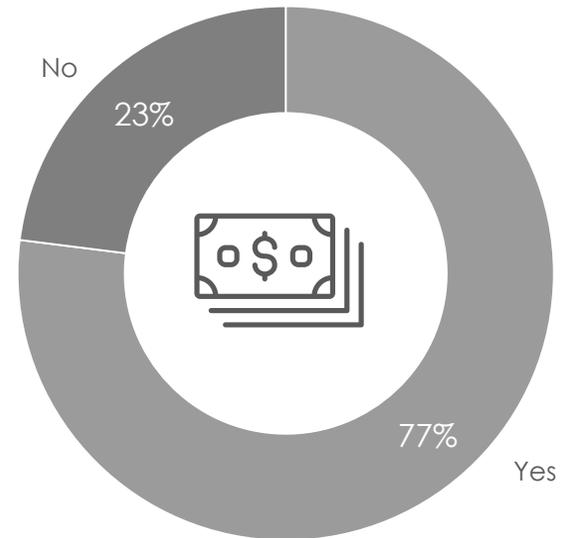
2020 (n=84)*

A total of 13 respondents said the costs were unreasonable. When asked what amount they would have considered reasonable, the average response was **\$5,459****.



2009 (n=87)*

A total of 22 respondents said the costs were unreasonable. When asked what amount they would have considered reasonable, the average response was **\$6,601****.



Base: Fair/unfair experience with a lawyer
 QC11. In your opinion, were the costs to resolve the [QB2 issue] reasonable?

EXPERIENCE WITH LEGAL ASSISTANCE FROM SOMEONE OTHER THAN A LAWYER

Experience with Legal Assistance from Someone Other than a Lawyer

(page 1 of 2)

As with lawyers, most of those who sought legal assistance from someone other than a lawyer are satisfied with the help received.

Overall, 63% of those who consulted someone other than a lawyer say they are satisfied, including 28% saying 'very satisfied'. Another 16% say they are 'neither satisfied nor dissatisfied'. Fewer than one-in-five (17%) say they are dissatisfied with the help they received from someone other than a lawyer. Satisfaction this year is on par with 2009.

- While overall satisfaction (combined 'very/somewhat satisfied' ratings) with non-lawyers and lawyers is similar (63% vs. 64%), those who sought legal assistance from a non-lawyer are less likely to say they are 'very satisfied' with their experience (28% vs. 37%).
- Lower income households are more likely to be dissatisfied with their experience working with a non-lawyer.

Resolutions with non-lawyers are up this year, with most describing the outcome as fair. Two-thirds (66%) of those who sought legal assistance from someone other than a lawyer indicate the issue has been resolved, up 13 points from 2009. This includes 51% describing the outcome as 'fair' (up 11 points) and 15% saying 'unfair' (on par with 2009).

- While resolved outcomes are more common among those who sought legal assistance from someone other than a lawyer (66% vs. 55% with lawyers), those working with non-lawyers are twice as likely to describe the outcome as 'unfair' (15% vs. 7%).
- Lower income households are more likely to feel the outcome was 'unfair'.

Nearly one-third feel they could have achieved a better outcome with a lawyer. Among those who resolved their issue, 31% say a lawyer would have helped them achieve a better outcome, on par with 2009. One-half (52%) say a lawyer would have made no difference. Encouragingly, the percentage saying a lawyer would have made the outcome worse is down 9 points from 2009 to now stand at 7%.

Most travelled less than 30 km when seeking legal assistance from someone other than a lawyer. Overall, 64% of those who resolved their issue say they had to travel less than 30 km, on par with 2009. This includes 22% saying 'less than 5 km', 22% saying '5 km to less than 10 km', and 20% saying '10 km to less than 30 km'.

- Compared to lawyers, travel for non-lawyer assistance tends to be shorter (64% of those who worked with someone other than a lawyer travelled less than 30 km vs. 77% of those working with lawyers).

Experience with Legal Assistance from Someone Other than a Lawyer

(page 2 of 2)

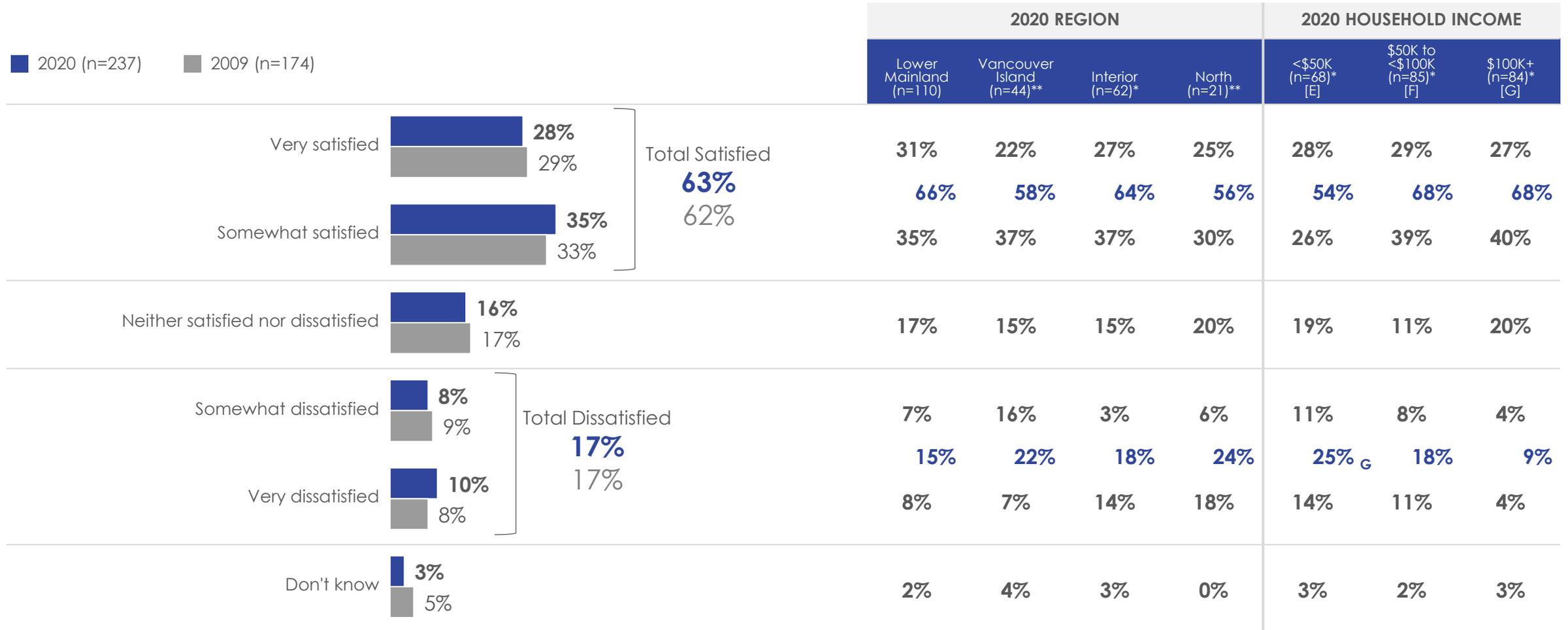
The potential for monetary gain or loss is common. Nearly seven-in-ten (69%) of those who resolved their issue say there was the potential for monetary gain or loss, at an average absolute value of \$34,274. The average cost of resolving the issue was \$1,364. While small sample sizes prevent statistically meaningful comparisons between 2020 and 2009, directional evidence suggests that the financial stakes this year are lower than the past.

- Financially, those working with non-lawyers have less at stake than those who sought legal assistance from a lawyer, both in terms of the size of the potential monetary gain or loss (\$34,274 vs. \$100,837) and the overall cost of assistance (\$1,364 vs. \$5,880).

Perceptions of costs are favourable. More than four-in-five (82%) of those who resolved their issue say the costs were reasonable. While this is higher than 2009, year-over-year comparisons should be considered directional in nature only due to small sample sizes.

- Perceptions of reasonableness are similar among those working with non-lawyers and lawyers.

Satisfaction with Legal Assistance from Someone Other than a Lawyer



Base: Legal assistance from someone other than a lawyer only
 QD2. Overall, how satisfied were you with the legal assistance you received from someone other than a lawyer to help resolve the [QB2 issue]?

* Small base size (<100), interpret with caution.

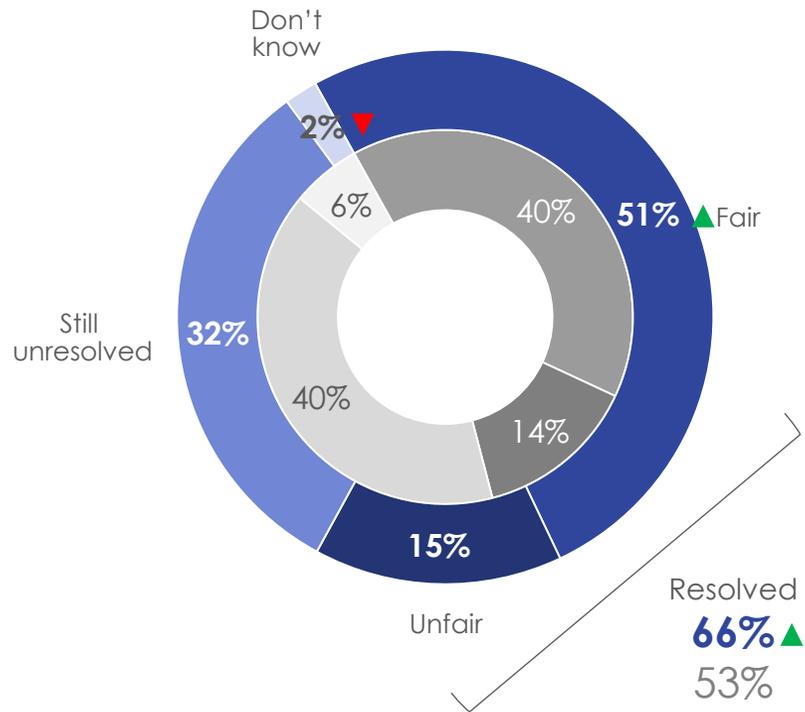
** Very small base size (<50), interpret with extreme caution.

Note: Sample sizes do not allow for significance testing between region subgroups.

EFG Significantly higher than category represented by the letter.

Outcome of Problem Using Someone Other than a Lawyer

■ 2020 (n=237) ■ 2009 (n=174)



	2020 REGION				2020 HOUSEHOLD INCOME		
	Lower Mainland (n=110)	Vancouver Island (n=44)**	Interior (n=62)*	North (n=21)**	<\$50K (n=68)* [E]	\$50K to <\$100K (n=85)* [F]	\$100K+ (n=84)* [G]
Resolved	65%	73%	63%	64%	65%	59%	72%
Fair	53%	51%	47%	50%	41%	52%	60% _E
Unfair	12%	21%	15%	14%	24% _F	8%	12%
Still unresolved	33%	26%	36%	36%	30%	39%	28%
Don't know	3%	1%	1%	0%	4%	2%	0%

Base: Legal assistance from someone other than a lawyer only
 QD3. Overall, how would you describe the outcome of the [QB2 issue]?

* Small base size (<100), interpret with caution.

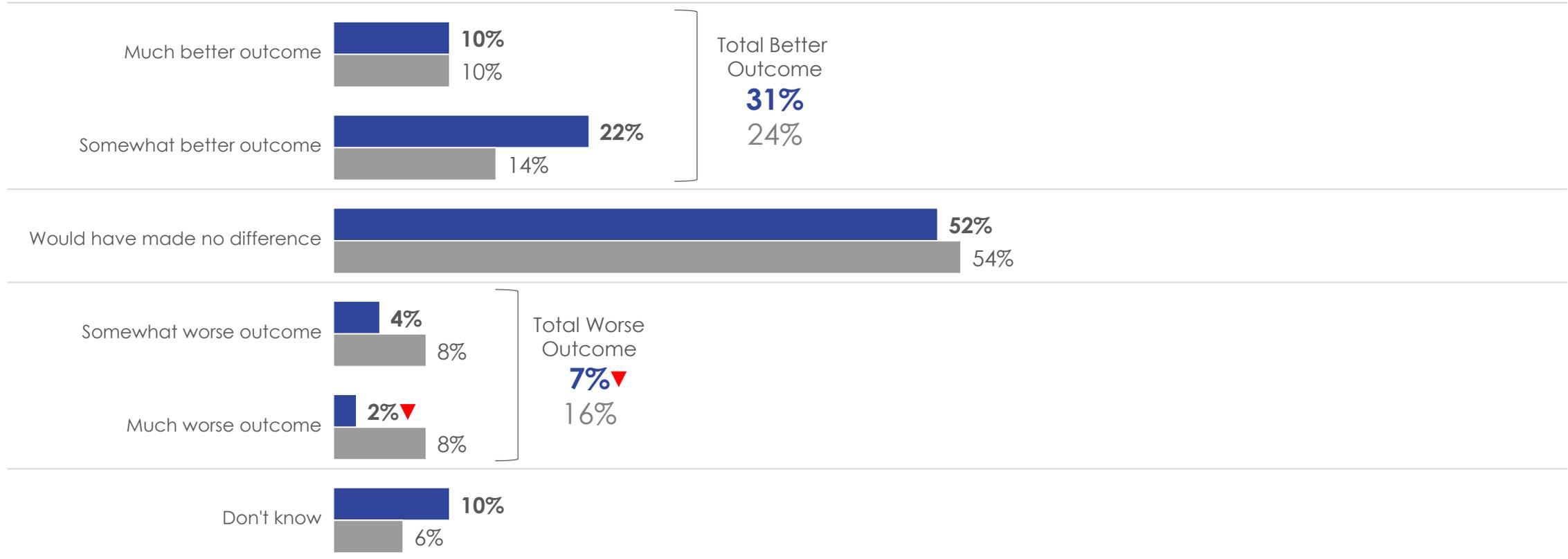
** Very small base size (<50), interpret with extreme caution.

Note: Sample sizes do not allow for significance testing between region subgroups.

EF G Significantly higher than category represented by the letter.

Possible Outcome if Had Sought Legal Assistance from a Lawyer

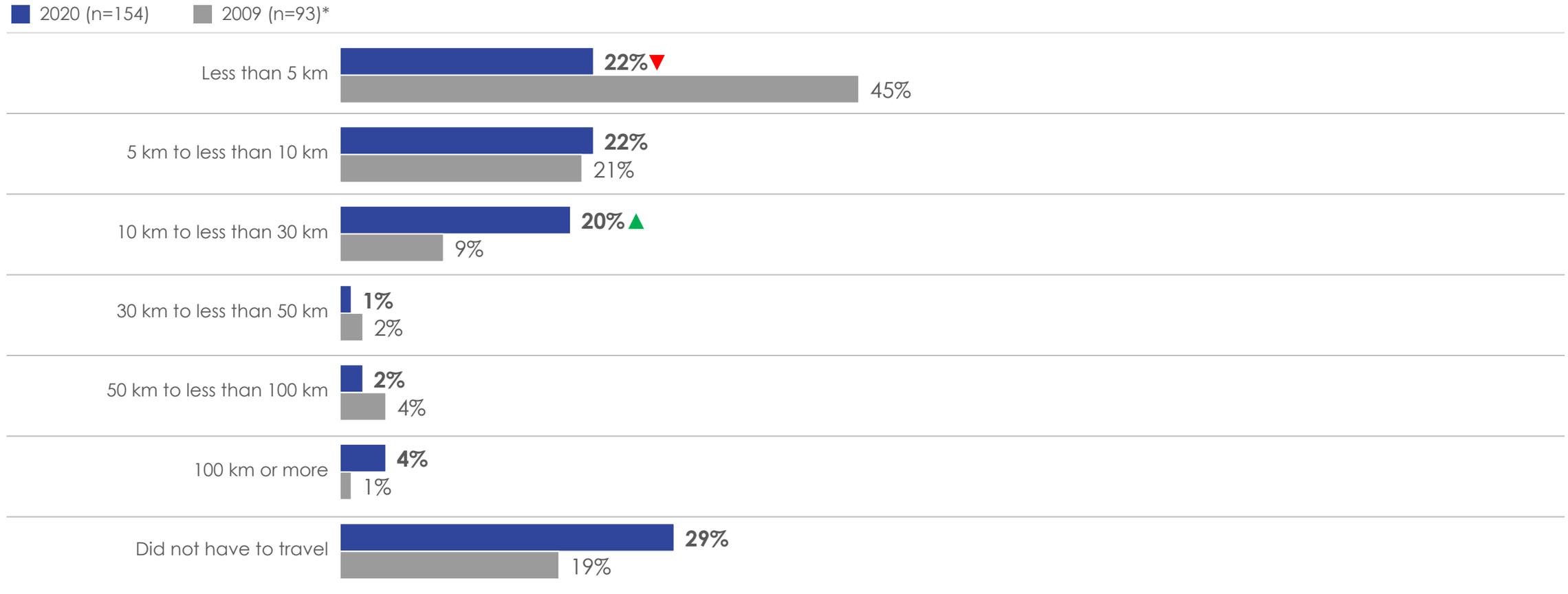
■ 2020 (n=154) ■ 2009 (n=93)*



Base: Fair/unfair experience with someone other than a lawyer

QD5. Overall, do you think the outcome of the [B2 issue] you faced would have been better or worse had you sought legal assistance from a lawyer to address it, or do you think getting legal assistance from a lawyer would have made no difference to the outcome?

Distance Travelled for Legal Assistance from Someone Other than a Lawyer

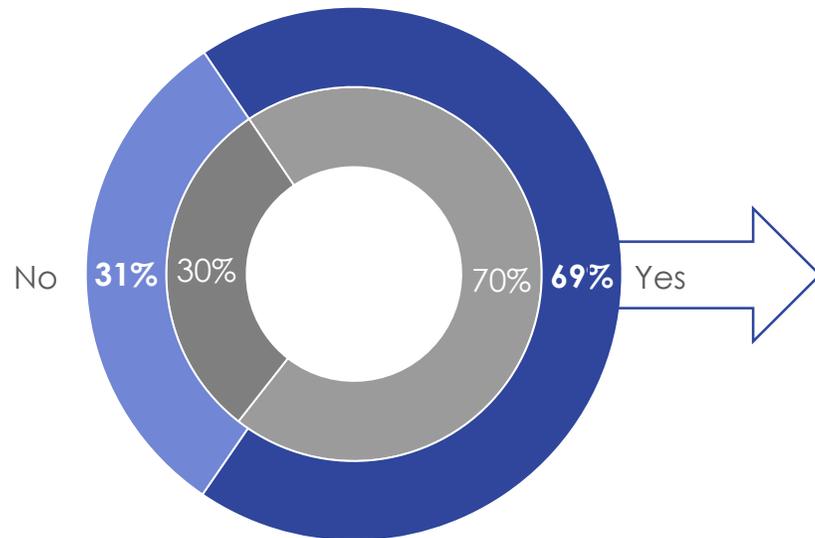


Base: Fair/unfair experience with someone other than a lawyer
 QD7. How far did you have to travel when you sought legal assistance from someone other than a lawyer to resolve the [QB2 issue]?

Potential for Monetary Gain or Loss with Someone Other than a Lawyer

POTENTIAL FOR MONETARY GAIN OR LOSS

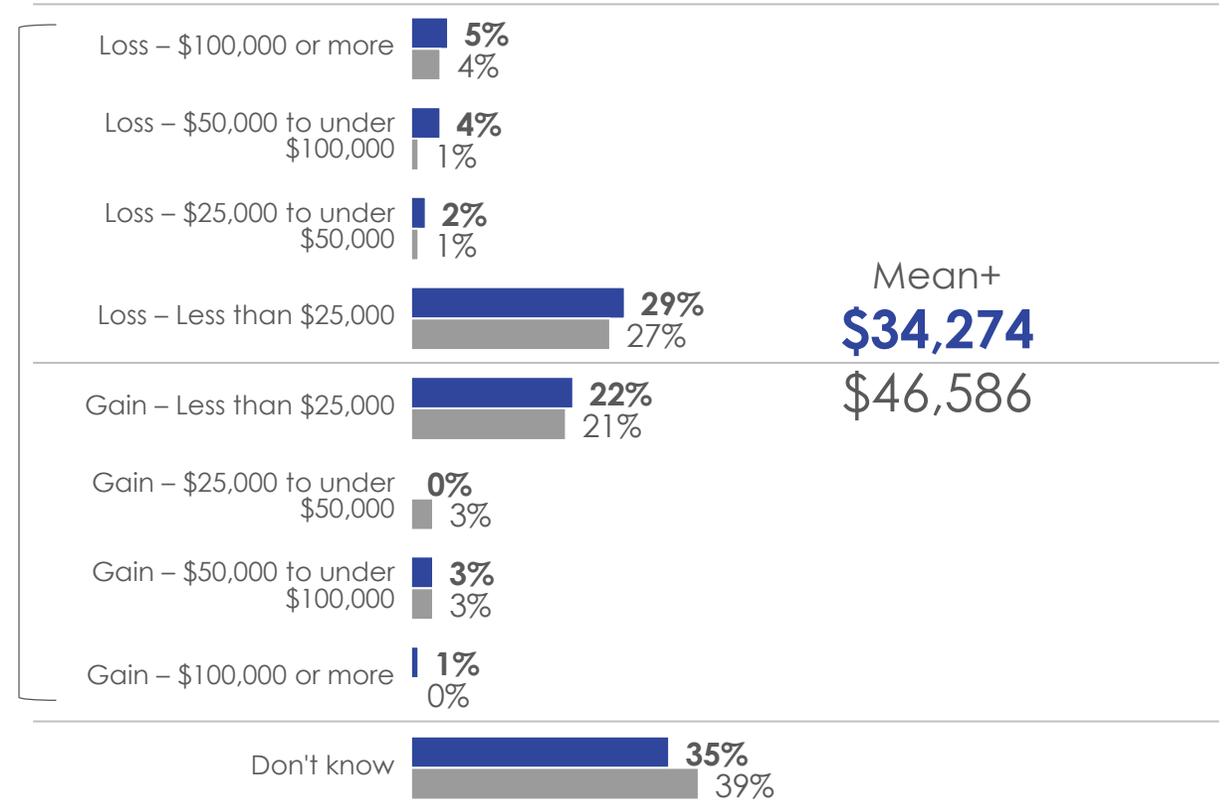
■ 2020 (n=154) ■ 2009 (n=93)*



Base: Fair/unfair experience with someone other than a lawyer QD8. For the [QB2 issue], was there the potential for monetary gain or loss to you personally?

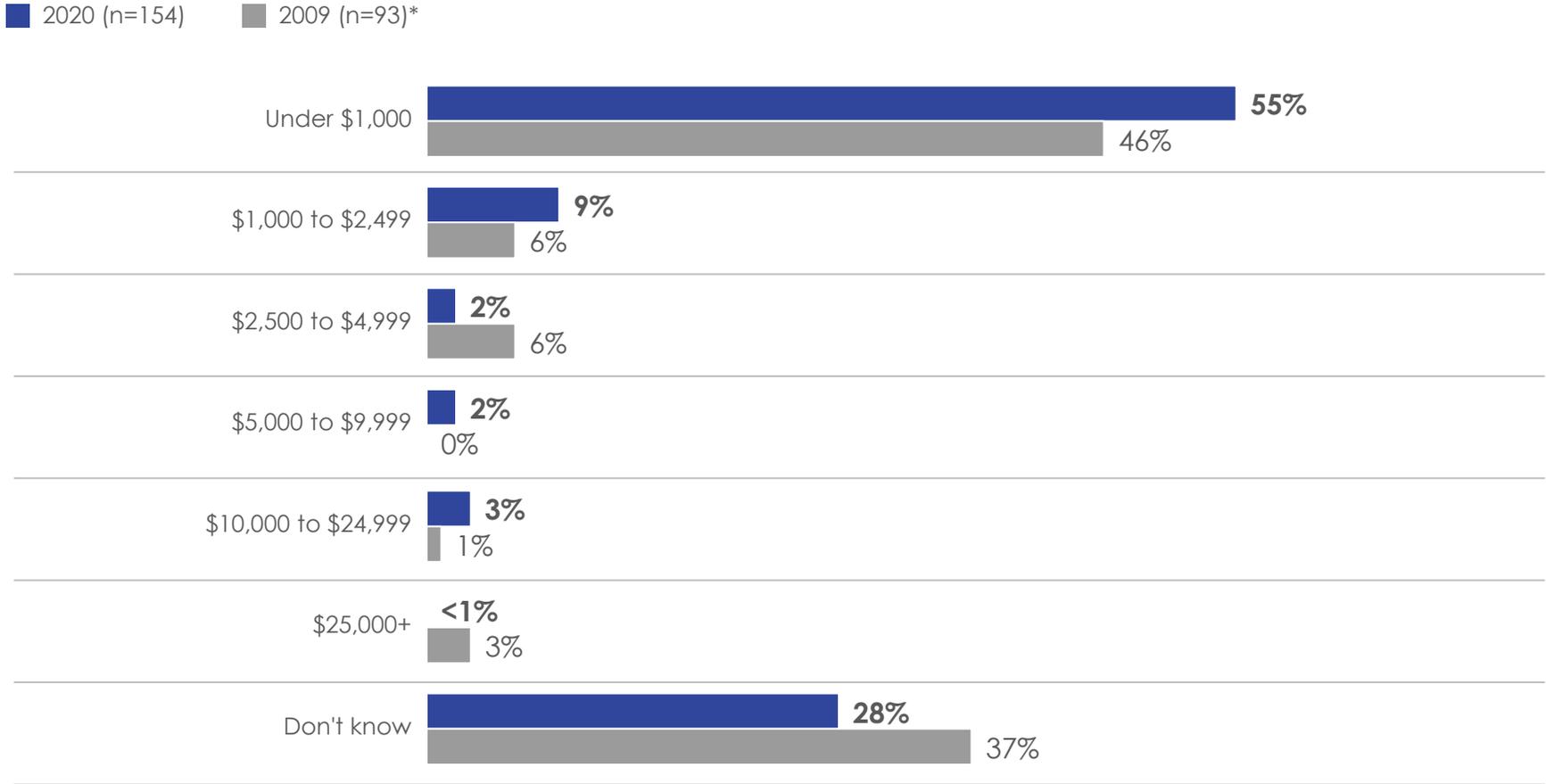
AMOUNT OF MONETARY GAIN OR LOSS

■ 2020 (n=106) ■ 2009 (n=63)*



Base: Potential for monetary gain or loss QD9. What was the approximate amount of potential monetary gain or loss to you personally?

Cost to Resolve Issue Using Someone Other than a Lawyer



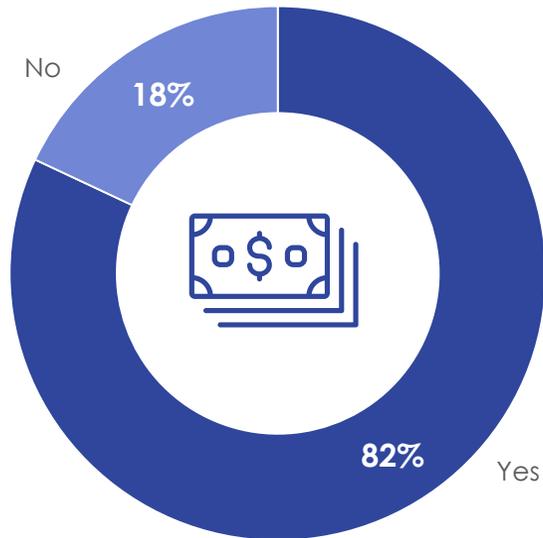
Mean
\$1,364
 \$2,986

Base: Fair/unfair experience with someone other than a lawyer
 QD10. Approximately how much did it cost to resolve the [QB2 issue]?

Reasonableness of Cost of Someone Other than a Lawyer

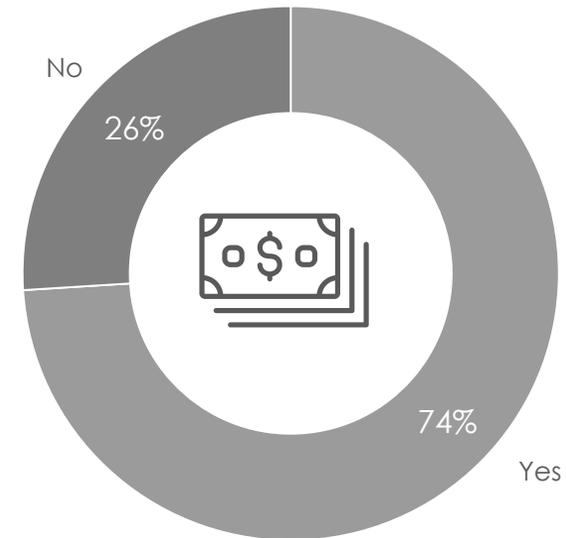
2020 (n=154)

A total of 27 respondents said the costs were unreasonable. When asked what amount they would have considered reasonable, the average response was **\$736****.



2009 (n=93)*

A total of 22 respondents said the costs were unreasonable. When asked what amount they would have considered reasonable, the average response was **\$1,308****.



Base: Fair/unfair experience with someone other than a lawyer
QD11. In your opinion, were the costs to resolve the [QB2 issue] reasonable?

FUTURE USE OF LAWYERS AND NON-LAWYERS

Future Use of Lawyers

The potential future use of lawyers is high but down slightly from 2009. Overall, three-quarters (74%) of British Columbians say they are likely to use a lawyer in the event of a serious legal issue, including 36% saying ‘very likely’. While high, the overall likelihood (combined ‘very/somewhat likely’ responses) of using a lawyer is down 4 points from 2009.

- The likelihood of hiring a lawyer increases with income. Older British Columbians are also more likely to say they would hire a lawyer, as are those who are knowledgeable about their legal rights.
- The vast majority of those who used a lawyer in the past say they are likely to do so again. Approximately two-thirds of those who did not previously use a lawyer say they are likely to do so in the future.

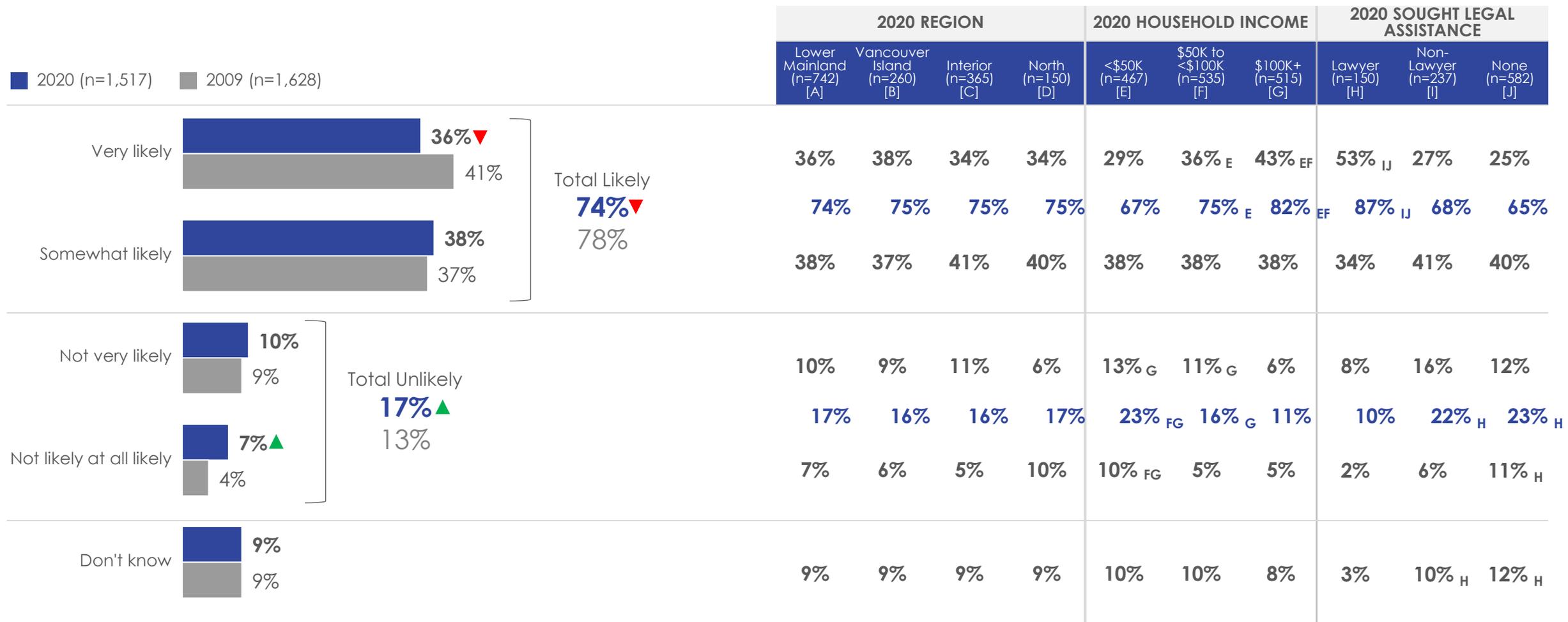
Future use of lawyers is mainly attributed to their legal expertise and ability to deal with serious legal problems. Nearly two-thirds (64%) of those likely to hire a lawyer explain that “serious legal problems are too difficult to deal with without a lawyer”, on par with 2009. Other reasons include “I believe it is worth spending the money on the assistance a lawyer would provide” (42%), “a lawyer will help me get a better result” (41%), and “I trust lawyers to act in my best interest” (30%). Mentions of trust are up 12 points this year.

- Regionally, those living in the Interior are less likely to say it is worth spending money on a lawyer. They are also less likely to trust lawyers to act in their best interest.
- British Columbians who are 35+ years of age are more likely to say that serious legal problems are too difficult to deal with without a lawyer. Conversely, mentions of worth and trust are higher among younger British Columbians.

Cost is by far the largest barrier to hiring a lawyer in the future. Overall, 71% of those unlikely to hire a lawyer say “I believe it would cost too much to see a lawyer”, on par with 2009. Secondary barriers include “I don’t trust lawyers to act in my best interest” (20%) and “a lawyer won’t get a better result” (18%).

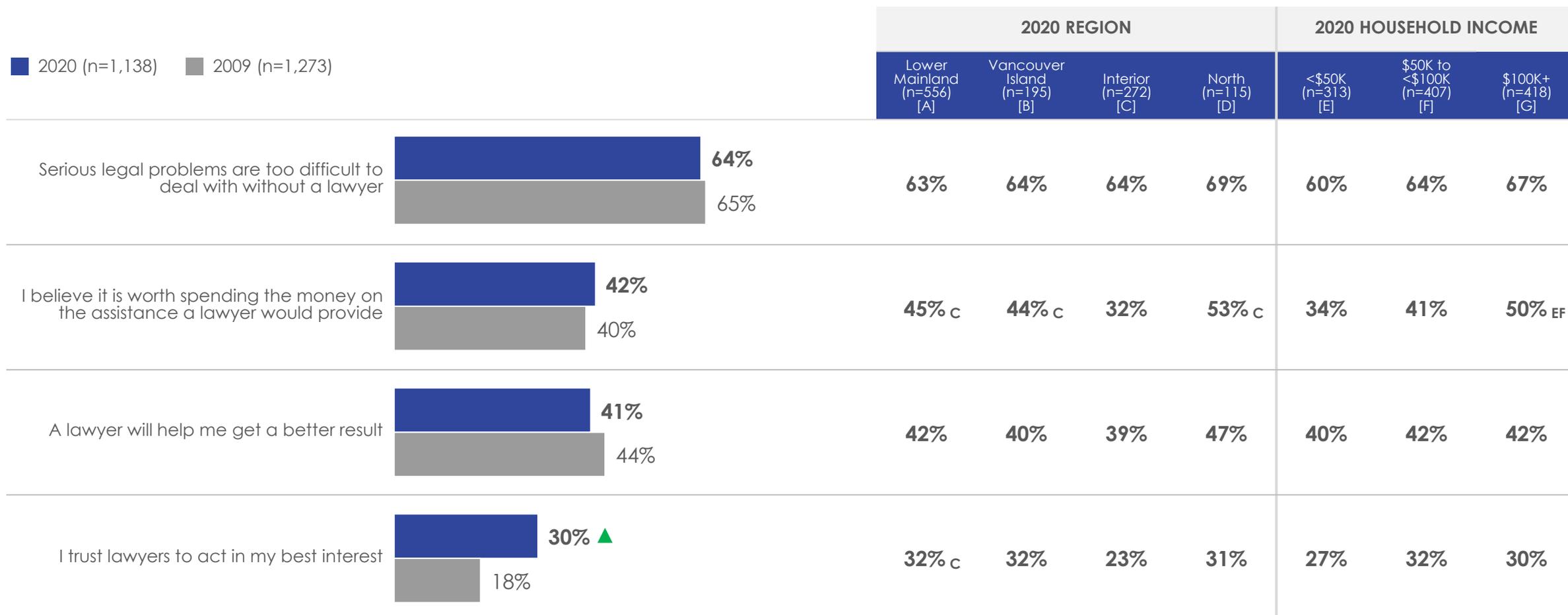
- Those with household incomes of <\$50K are more likely to mention cost. Conversely, mentions of trust are higher among those earning \$50K-<\$100K, while mentions of results are higher among those with household incomes of \$100K+.

Likelihood to Hire a Lawyer in Future



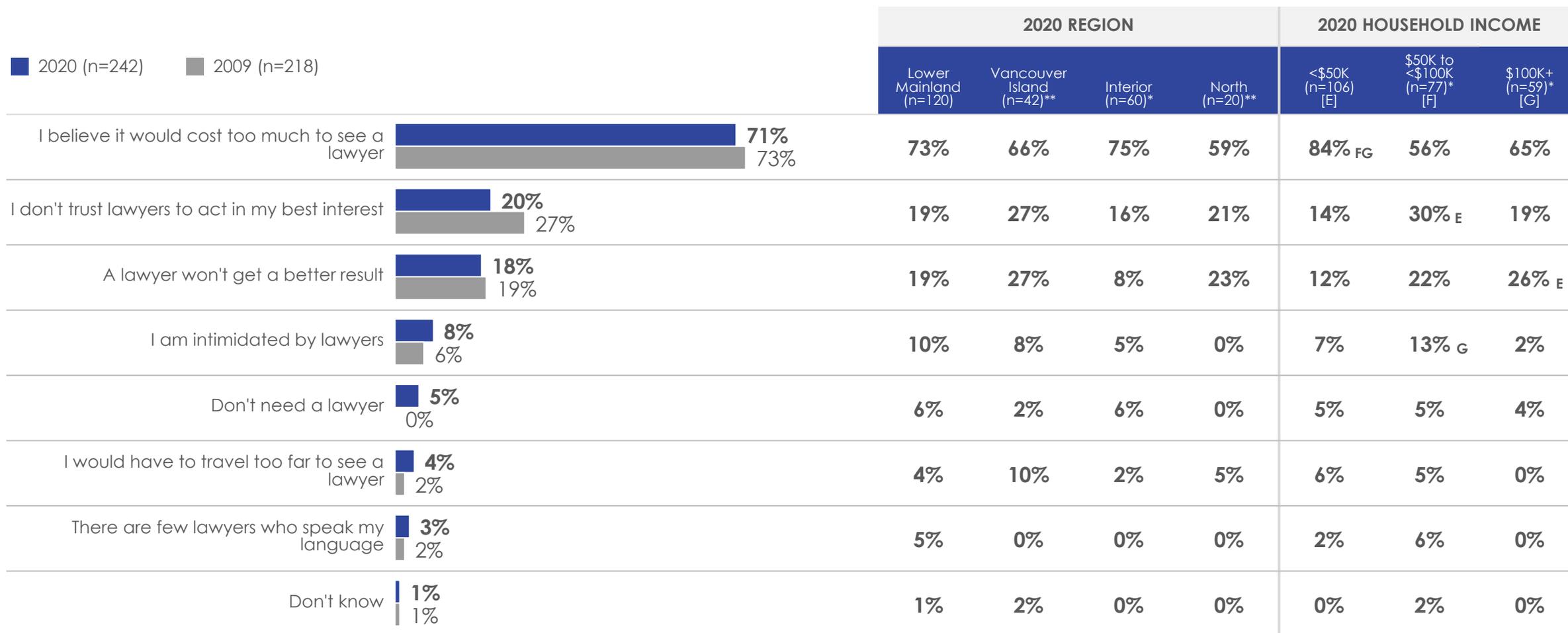
Base: All respondents
 QE1. In the future, if you had a serious legal problem, how likely would you be to hire a lawyer?

Reasons Likely to Hire a Lawyer in Future



Note: Only individual responses of 2% or more in 2020 are shown.
 Base: Likely to hire a lawyer
 QE2. Why would you be very likely/somewhat likely to hire a lawyer if you had a serious legal problem in the future?

Reasons Unlikely to Hire a Lawyer in Future



Note: Only individual responses of 2% or more in 2020 are shown.
 Base: Unlikely to hire a lawyer
 QE2. Why would you be not very likely/not at all likely to hire a lawyer if you had a serious legal problem in the future?

* Small base size (<100), interpret with caution.
 ** Very small base size (<50), interpret with extreme caution.
 Note: Sample sizes do not allow for significance testing between region subgroups.
 EFG Significantly higher than category represented by the letter.

Future Use of Legal Services from Someone Other than a Lawyer

The likelihood of using legal services from someone other than a lawyer is growing. Overall, 46% of British Columbians say they are likely to use someone other than a lawyer to help resolve a serious legal issue, including 9% saying ‘very likely’. The overall likelihood (combined ‘very/somewhat likely’ responses) of using someone other than a lawyer is up 7 points from 2009.

- The potential future use of non-lawyers is lower than that of lawyers (46% likely vs. 74% likely), although the gap is narrowing.
- Nearly two-thirds of those who used someone other than a lawyer in the past say they are likely to do so again (a number lower than for repeat use of lawyers). Moreover, less than one-half of those who previously used a lawyer say they are likely to use someone other than a lawyer, suggesting they feel that the services provided by the two are not interchangeable.
- British Columbians <55 years of age and women are more likely to say they would consider the use of legal services from someone other than a lawyer, as are those who are knowledgeable about their legal rights.

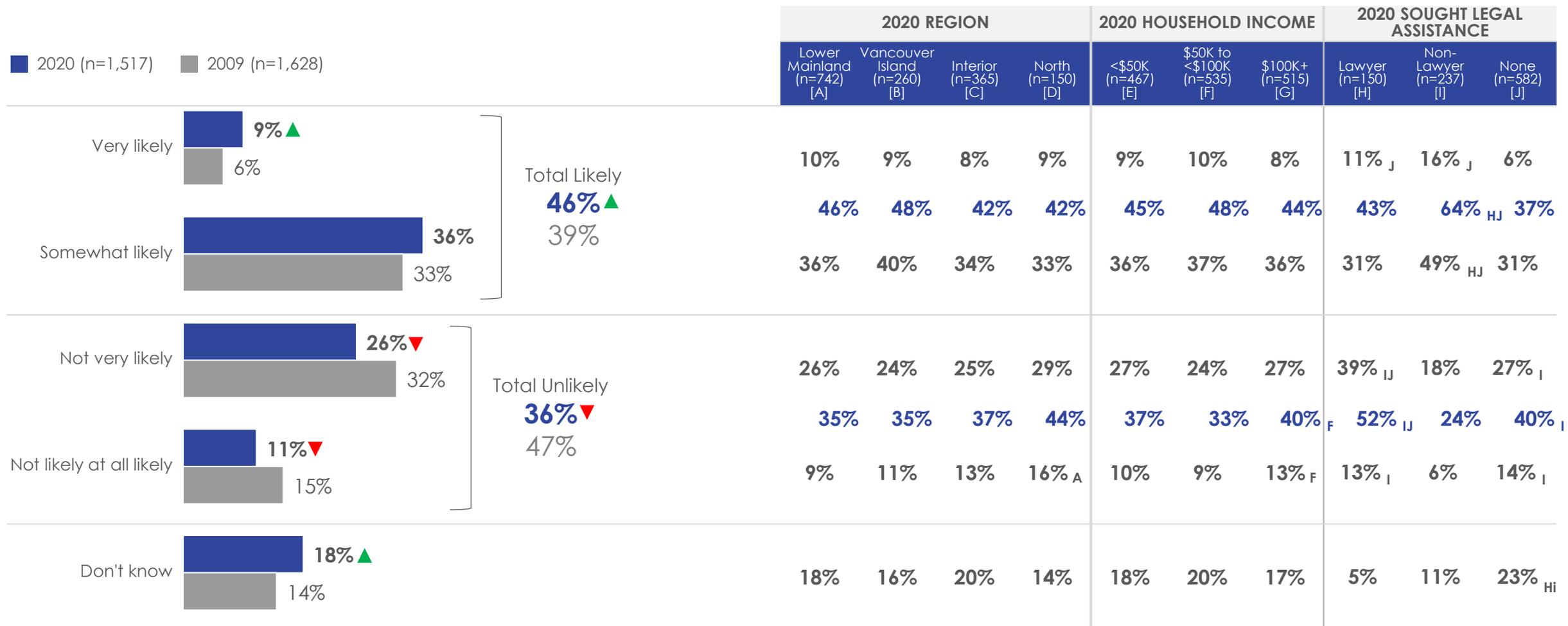
Lower cost is the main reason to work with someone other than a lawyer. Overall, 66% of those likely to use someone other than a lawyer explain that “it would cost less than seeing a lawyer”, on par with 2009. The next most frequently mentioned reasons are “serious legal problems are too difficult to resolve without assistance” (34%, down 9 points) and “it would help me get a better result” (22%, down 5 points).

- Mentions of better results are higher among those living in the Interior, younger British Columbians, and men.

Concerns around effectiveness detract from future use of non-lawyers. Overall, 60% of those unlikely to use someone other than a lawyer explain that “it wouldn’t help me get a better result”, on par with 2009. The next most frequently mentioned reasons are “I could deal with it on my own” (19%, on par with 2009), and “seeking any kind of legal assistance would be too expensive” (17%, up 9 points).

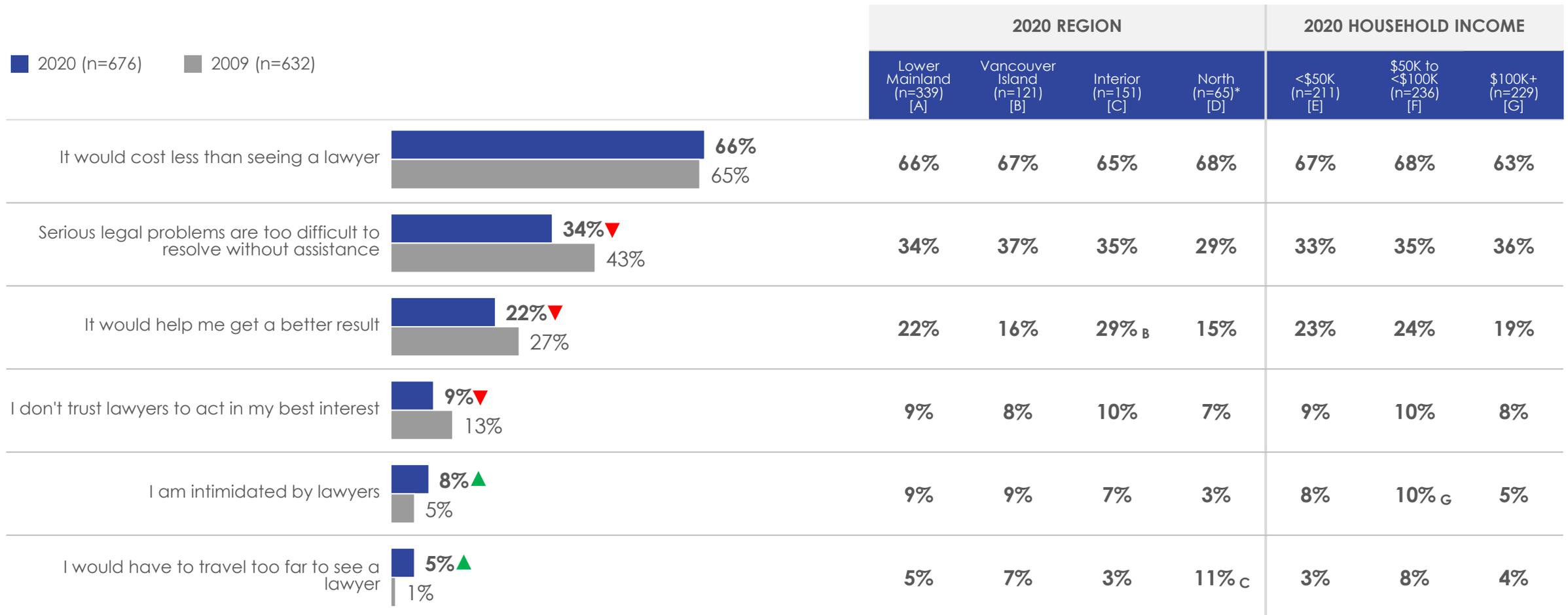
- Mentions of cost are higher among those with household incomes of <\$100K.
- Older British Columbians are more likely to mention effectiveness. Conversely, mentions of self-reliance and cost are higher among younger residents.
- Men are more likely than women to say they could deal with it on their own. Women are more likely than men to mention cost.

Likelihood to Use Legal Services from Someone Other than a Lawyer in Future



Base: All respondents
 QE3. In the future, if you had a serious legal problem, how likely would you be to consider the use of legal services from someone other than a lawyer?

Reasons Likely to Consider Legal Services from Someone Other than a Lawyer

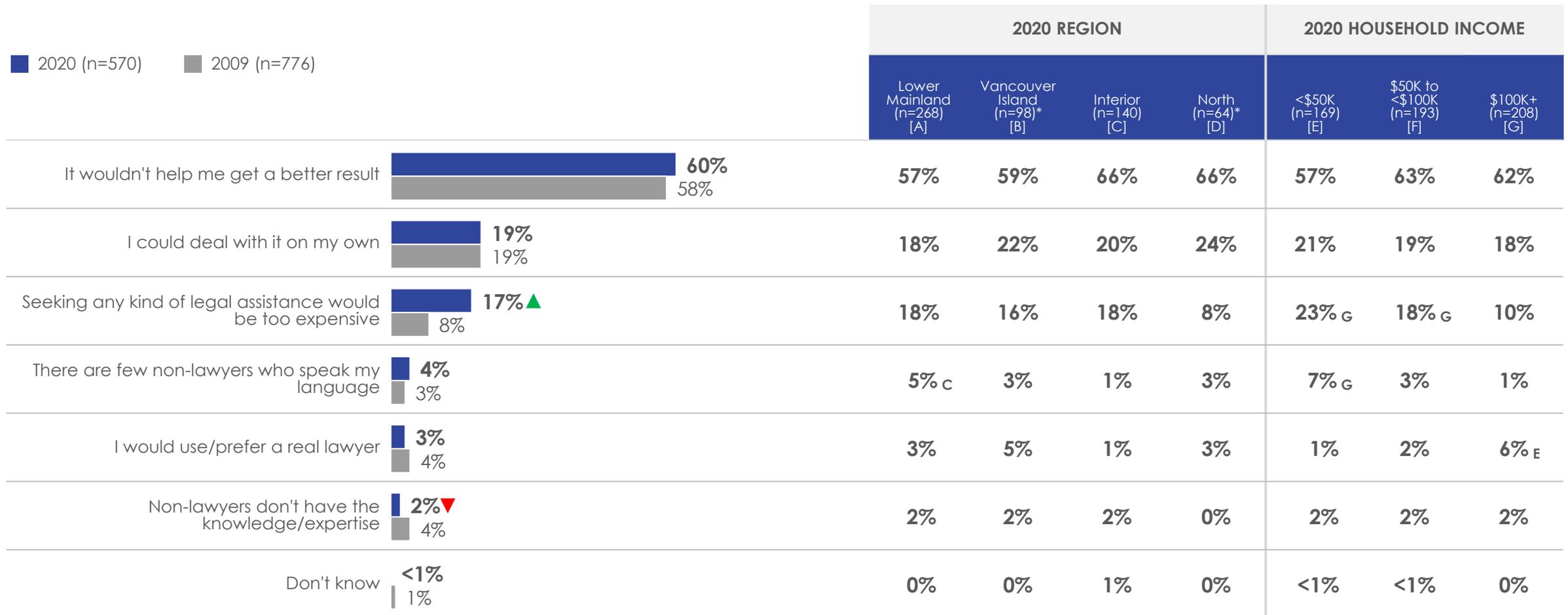


Note: Only individual responses of 2% or more in 2020 are shown.

Base: Likely to consider the use of legal services from someone other than a lawyer

QE4. Why would you be very likely/somewhat likely to use legal services from someone other than a lawyer if you had a serious legal problem in the future?

Reasons Unlikely to Consider Legal Services from Someone Other than a Lawyer



Note: Only individual responses of 2% or more in 2020 are shown.

Base: Unlikely to consider the use of legal services from someone other than a lawyer

QE4. Why would you be not very likely/not at all likely to use legal services from someone other than a lawyer if you had a serious legal problem in the future?

EXPERIENCE WITH COURT OR TRIBUNAL PROCEEDINGS

Experience with Court or Tribunal Proceedings (page 1 of 2)

Claimed involvement in court or tribunal proceedings is down this year. One-quarter (24%) of British Columbians say they have been personally involved in a court or tribunal proceeding, down 8 points from 2009.

- Regionally, claimed involvement is lowest among those living in the Lower Mainland. Younger British Columbians and women are also less likely to say they have been involved in a court or tribunal proceeding.

Most of those who were involved in a court or tribunal proceeding sought legal counsel. Overall, 68% of those who were involved in a court or tribunal proceeding say they were represented by a trained legal professional. One-third (32%) say they represented themselves. These results are statistically consistent with 2009.

Nearly one-half of those who self-represented would have preferred legal counsel. In total, 47% of those who represented themselves say they would have preferred to obtain legal counsel, up 14 points from 2009. The reasons for preferring legal counsel are “less stress” (52%), “legal counsel is more knowledgeable” (51%), and “better chance of getting a satisfactory resolution” (48%).

- British Columbians <55 years of age are more likely to have preferred to obtain legal counsel.

Most travelled less than 30 km to attend their court or tribunal proceeding. Overall, 68% of those involved in a court or tribunal proceeding say they had to travel less than 30 km, on par with 2009. This includes 20% saying ‘less than 5 km’, 21% saying ‘5 km to less than 10 km’, and 27% saying ‘10 km to less than 30 km’.

The majority are satisfied with their most recent court or tribunal proceeding. Three-in-five (61%) of those involved in a court or tribunal proceeding say they are satisfied with the process and services received, including 28% saying ‘very satisfied’. Satisfaction is similar to 2009. Of note, the percentage saying ‘very dissatisfied’ is down 5 points this year.

Experience with Court or Tribunal Proceedings (page 2 of 2)

Willingness to conduct court or tribunal proceedings over the Internet or telephone is up this year. Slightly over one-half of British Columbians say they would be willing to conduct some or all of a court or tribunal proceeding over either the Internet (54%, up 9 points from 2009) or the telephone (51%, up 13 points from 2009).

- In both cases, willingness is higher among those with household incomes of \$50K+. British Columbians <55 years of age are also more willing to conduct court or tribunal proceedings over the Internet or the telephone.

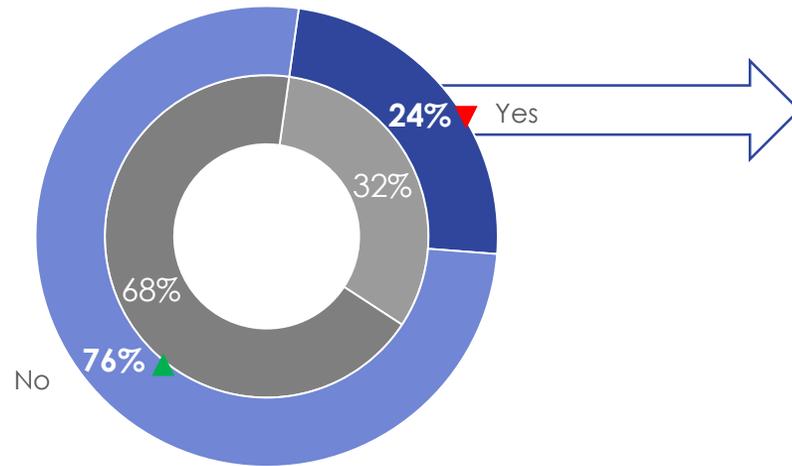
There is also growing willingness to consider Internet or telephone proceedings if it means reducing resolution time. Overall, 61% of British Columbians say they would be more willing to conduct some or all of a court or tribunal proceeding over the Internet if it would reduce the amount of time required to resolve the problem (up 9 points from 2009). A similar proportion (56%) say the same of the telephone (up 4 points from 2009).

- Again, willingness is higher among those with household incomes of \$50K+.
- For both telephone and Internet proceedings, approximately one-third of those who were not initially willing to consider an alternative method became more willing when introduced with the benefit of reducing the amount of time for the proceeding.

Involvement in Court or Tribunal Proceedings

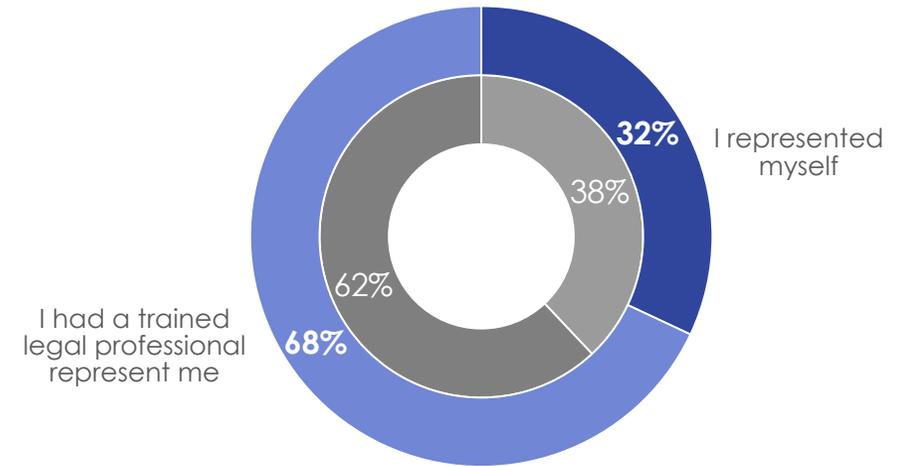
INVOLVED IN COURT OR TRIBUNAL PROCEEDING

2020 (n=1,517) 2009 (n=1,628)



REPRESENTATION AT COURT OR TRIBUNAL PROCEEDING

2020 (n=376) 2009 (n=549)



	2020 REGION				2020 HOUSEHOLD INCOME		
	Lower Mainland (n=742) [A]	Vancouver Island (n=260) [B]	Interior (n=365) [C]	North (n=150) [D]	<\$50K (n=467) [E]	\$50K to <\$100K (n=535) [F]	\$100K+ (n=515) [G]
Yes	20%	27% ^A	29% ^A	28% ^A	25%	21%	24%
No	80% ^{BCD}	73%	71%	72%	75%	79%	76%

	2020 REGION				2020 HOUSEHOLD INCOME		
	Lower Mainland (n=154)	Vancouver Island (n=73)*	Interior (n=103)	North (n=46)**	<\$50K (n=127) [E]	\$50K to <\$100K (n=118) [F]	\$100K+ (n=131) [G]
Myself	34%	39%	26%	28%	31%	37%	30%
Professional	66%	61%	74%	72%	69%	63%	70%

Base: All respondents
QE5. Have you ever been personally involved in a court or tribunal proceeding as a result of a legal problem or issue?

Base: Personally involved in a court or tribunal proceeding
QE6. Did you represent yourself at your most recent court or tribunal proceeding or did you have someone trained in the legal profession representing you?

* Small base size (<100), interpret with caution.

** Very small base size (<50), interpret with extreme caution.

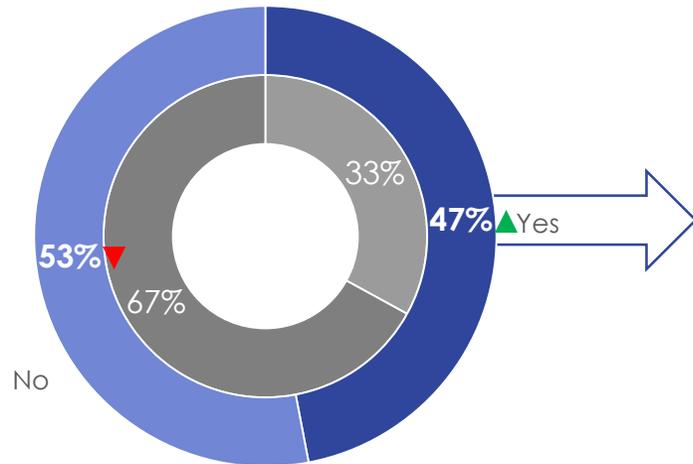
Note: Sample sizes do not allow for significance testing between region subgroups for QE6.

ABCDEF G Significantly higher than category represented by the letter.

Obtaining Legal Counsel Instead of Representing Self

WOULD HAVE PREFERRED LEGAL COUNSEL

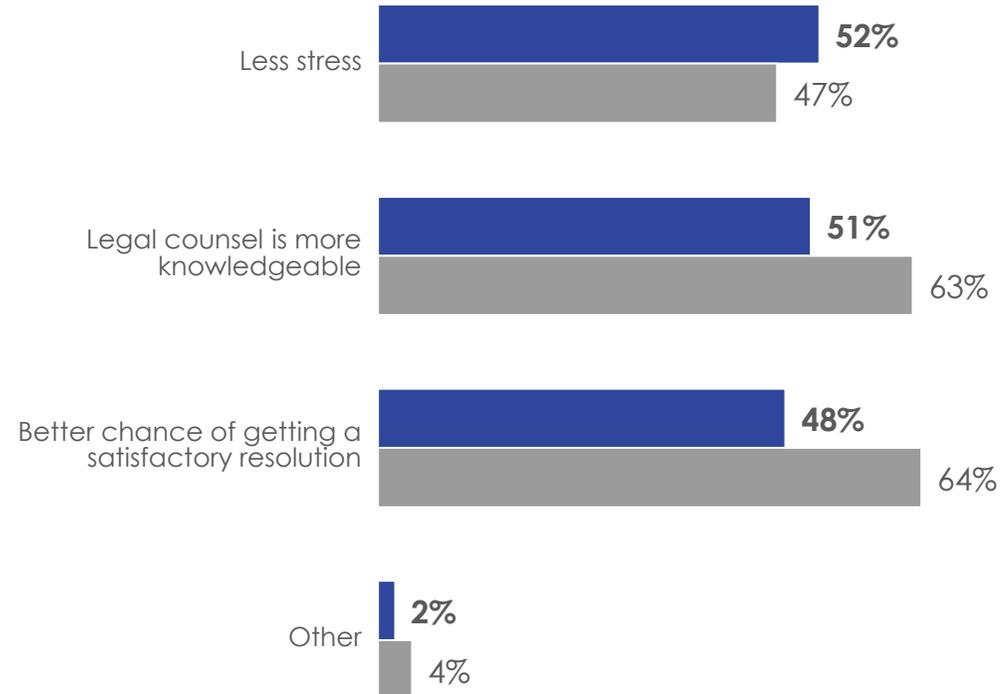
■ 2020 (n=128) ■ 2009 (n=199)



Base: Represented myself
 QE7. Thinking back to when you represented yourself at your court or tribunal proceeding and knowing what you experienced, would you have preferred to obtain legal counsel instead of representing yourself?

REASONS WOULD HAVE PREFERRED LEGAL COUNSEL

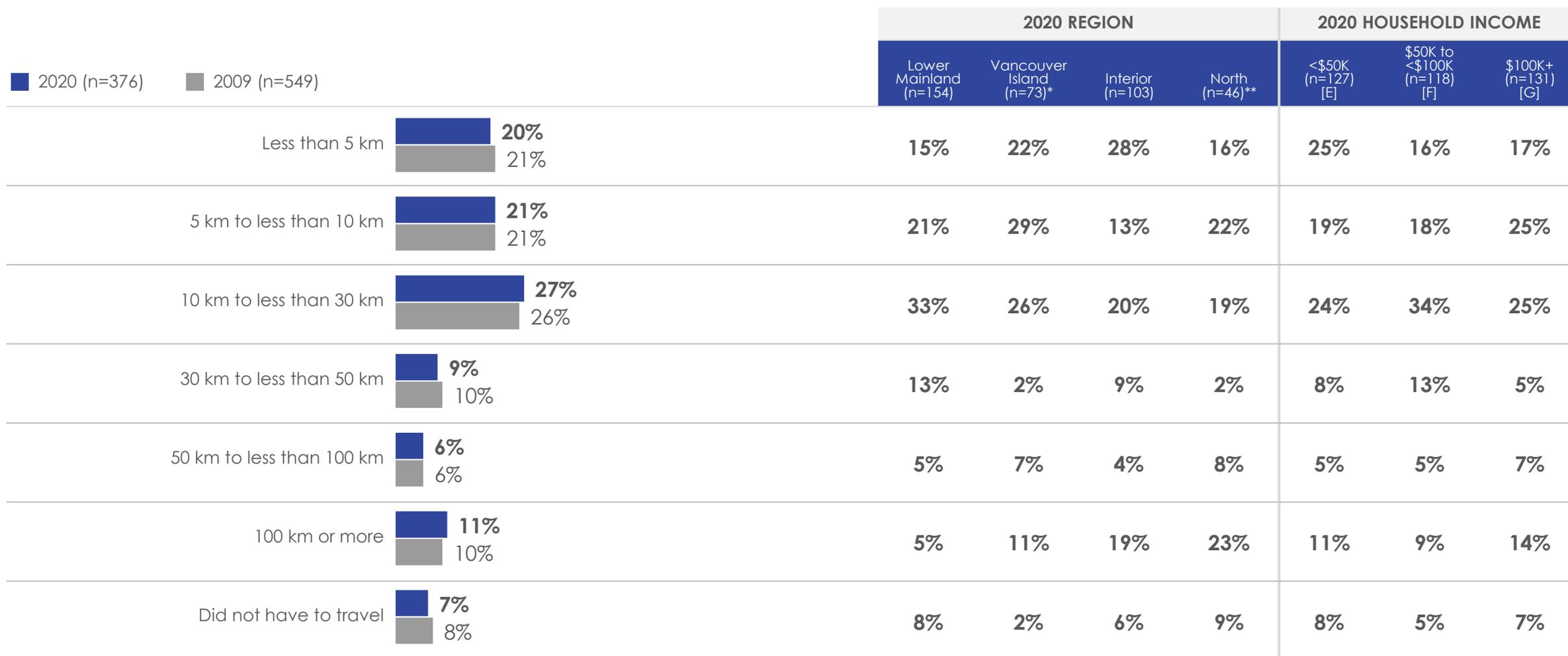
■ 2020 (n=53)* ■ 2009 (n=59)*



Base: Would have preferred to obtain legal counsel
 QE8. Why would you have preferred to obtain legal counsel instead of representing yourself??

* Small base size (<100), interpret with caution.

Distance Travelled to Attend Court or Tribunal Proceeding



Base: Personally involved in a court or tribunal proceeding
 QE9. How far did you have to travel to attend your most recent court or tribunal proceeding?

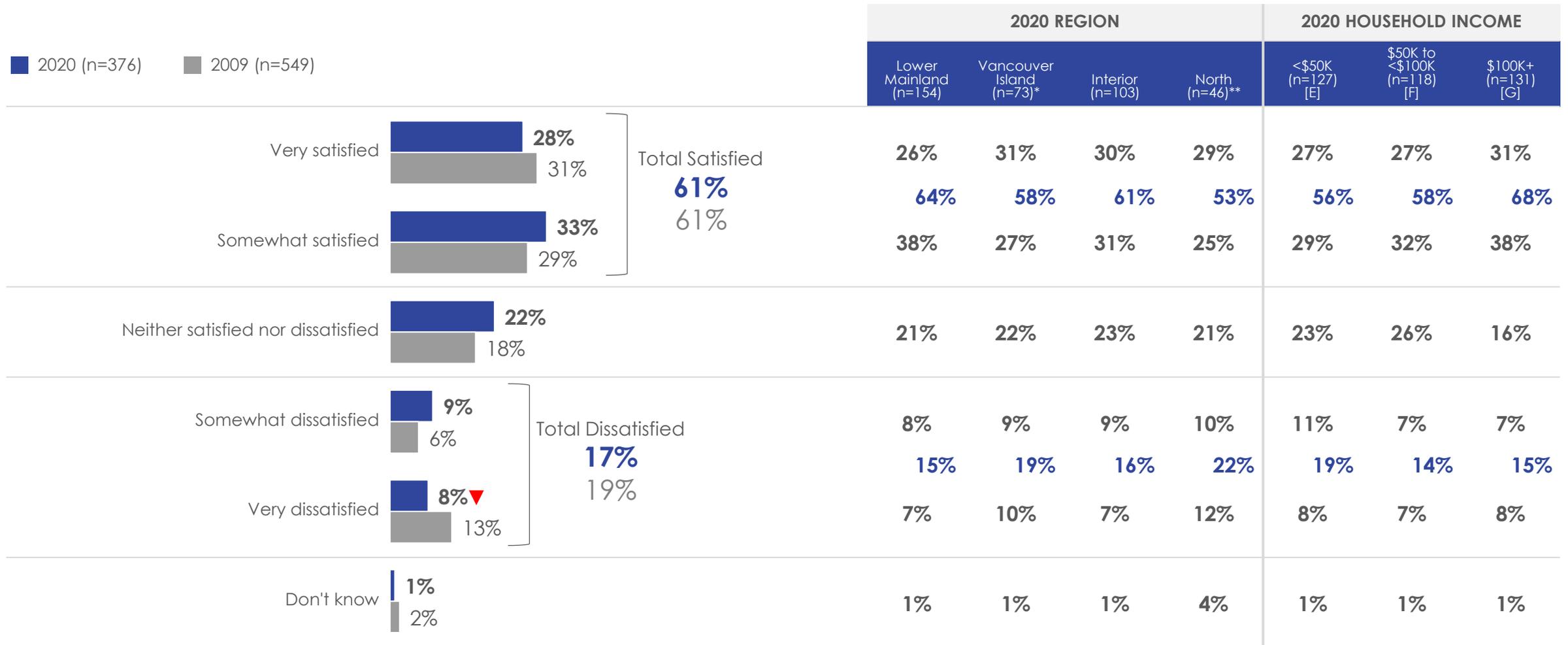
* Small base size (<100), interpret with caution.

** Very small base size (<50), interpret with extreme caution.

Note: Sample sizes do not allow for significance testing between region subgroups.

EFG Significantly higher than category represented by the letter.

Satisfaction with Process and Services Received at Court or Tribunal Proceeding



Base: Personally involved in a court or tribunal proceeding
 QE10. Overall, how satisfied were you with the process and services you received at your most recent court or tribunal proceeding?

* Small base size (<100), interpret with caution.

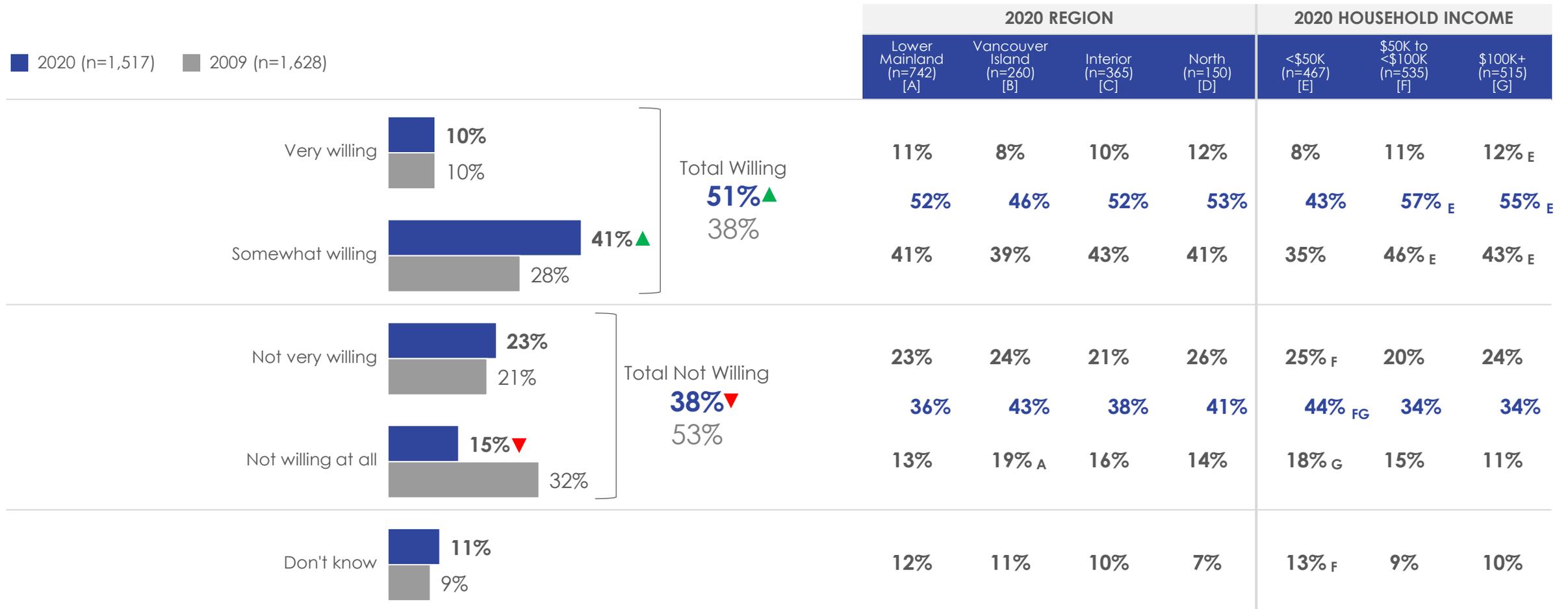
** Very small base size (<50), interpret with extreme caution.

Note: Sample sizes do not allow for significance testing between region subgroups.

EFG Significantly higher than category represented by the letter.

Willingness to Conduct Court or Tribunal Proceedings Over Telephone

■ 2020 (n=1,517) ■ 2009 (n=1,628)

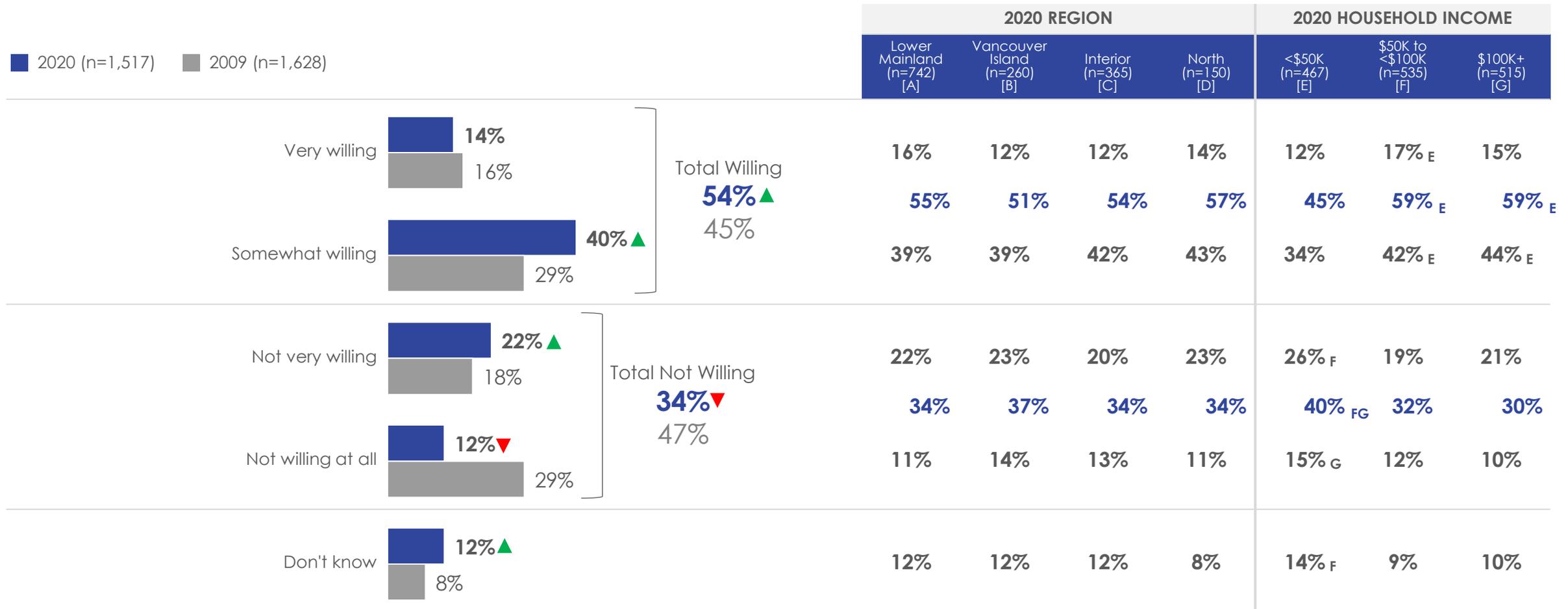


Base: All respondents

QE12. Even if you've never been part of a court or tribunal proceeding, how willing would you be to conduct some or all of a court or tribunal proceeding over the telephone or the Internet?

Willingness to Conduct Court or Tribunal Proceedings Over Internet

■ 2020 (n=1,517) ■ 2009 (n=1,628)

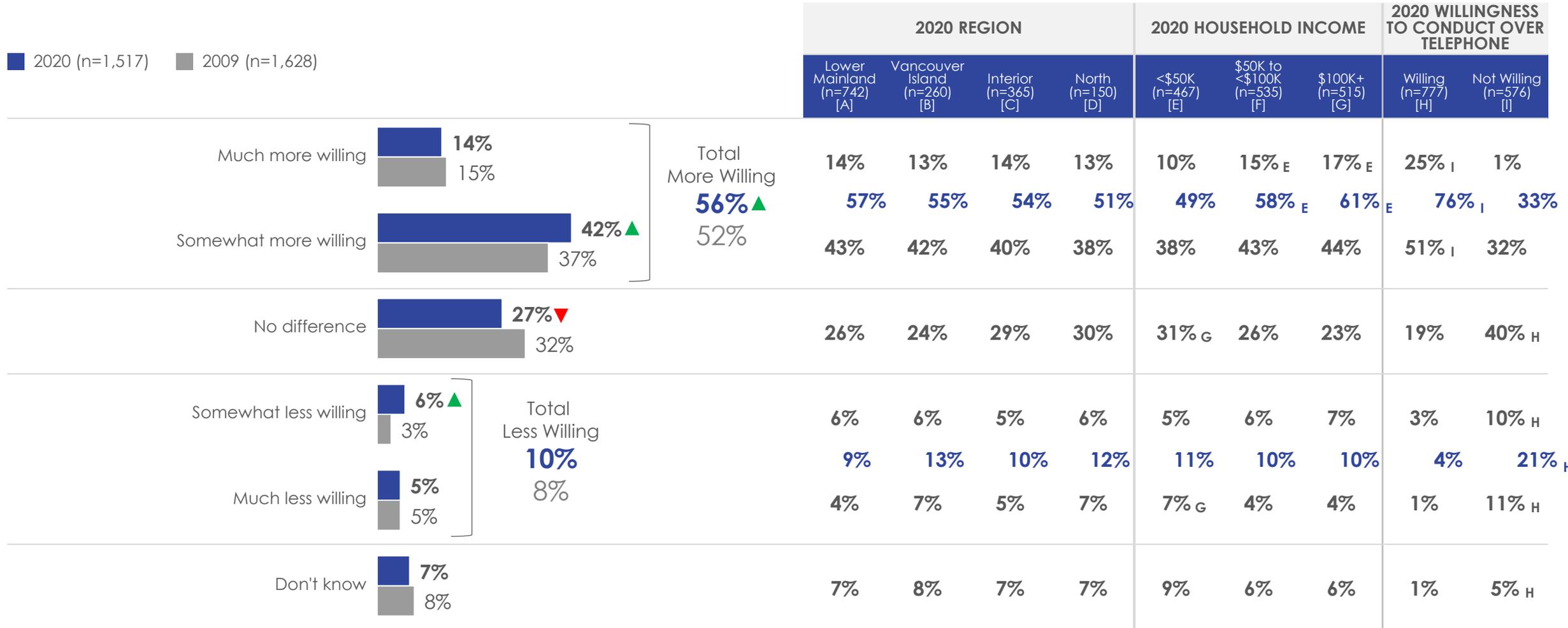


Base: All respondents

QE12. Even if you've never been part of a court or tribunal proceeding, how willing would you be to conduct some or all of a court or tribunal proceeding over the telephone or the Internet?

Willingness to Conduct Court or Tribunal Proceedings Over Telephone if Reduced Time to Resolve

■ 2020 (n=1,517) ■ 2009 (n=1,628)



Base: All respondents

QE13. Would you be more or less willing to conduct some or all of a court or tribunal proceeding over the telephone or the Internet if you knew this would reduce the amount of time required to resolve a problem, or would it make no difference at all?

Willingness to Conduct Court or Tribunal Proceedings Over Internet if Reduced Time to Resolve

■ 2020 (n=1,517) ■ 2009 (n=1,628)

		2020 REGION				2020 HOUSEHOLD INCOME			2020 WILLINGNESS TO CONDUCT OVER INTERNET	
		Lower Mainland (n=742) [A]	Vancouver Island (n=260) [B]	Interior (n=365) [C]	North (n=150) [D]	<\$50K (n=467) [E]	\$50K to <\$100K (n=535) [F]	\$100K+ (n=515) [G]	Willing (n=823) [H]	Not Willing (n=517) [I]
Much more willing	2020	21%	19%	17%	14%	16%	21% ^E	21% ^E	32% ^I	3%
	2009	18%	18%	17%	14%	16%	21% ^E	21% ^E	32% ^I	3%
Total More Willing		61% [▲]	62%	58%	59%	51%	64% ^E	68% ^E	82% ^I	36%
Somewhat more willing	2020	41%	43%	41%	45%	36%	43% ^E	47% ^E	49% ^I	33%
	2009	34%	34%	34%	34%	36%	43% ^E	47% ^E	49% ^I	33%
Total Less Willing		52%	52%	52%	52%	36%	43% ^E	47% ^E	49% ^I	33%
No difference	2020	22%	21%	27%	23%	29% ^{FG}	21%	19%	15%	38% ^H
	2009	31%	31%	31%	31%	29% ^{FG}	21%	19%	15%	38% ^H
Total Less Willing		9%	9%	9%	11%	10%	9%	7%	2%	21% ^H
Somewhat less willing	2020	4%	4%	4%	5%	5%	5%	4%	1%	10% ^H
	2009	4%	4%	4%	5%	5%	5%	4%	1%	10% ^H
Much less willing	2020	3%	5%	5%	6%	5%	4%	3%	<1%	11% ^H
	2009	5%	5%	5%	6%	5%	4%	3%	<1%	11% ^H
Total Less Willing		9%	9%	9%	11%	10%	9%	7%	2%	21% ^H
Don't know	2020	8%	8%	7%	7%	10% ^G	7%	6%	1%	6% ^H
	2009	8%	8%	7%	7%	10% ^G	7%	6%	1%	6% ^H

Base: All respondents

QE13. Would you be more or less willing to conduct some or all of a court or tribunal proceeding over the telephone or the Internet if you knew this would reduce the amount of time required to resolve a problem, or would it make no difference at all?

KNOWLEDGE OF PERSONAL LEGAL RIGHTS, OBLIGATIONS, AND RESOURCES

Knowledge of Personal Legal Rights, Obligations, and Resources

Claimed knowledge of personal legal rights, obligations, and resources is down this year. Overall, 56% of British Columbians say they are knowledgeable about their personal legal rights, obligations, and resources available to resolve legal issues. However, the level of knowledge does not run deep, with only 8% saying 'very knowledgeable'. Moreover, overall knowledge (combined 'very/somewhat knowledgeable' responses) is down 12 points from 2009.

- Claimed knowledge is higher among those with household incomes of \$50K+. Men and those with at least some post-secondary education are also more likely to say they have some knowledge of this subject.

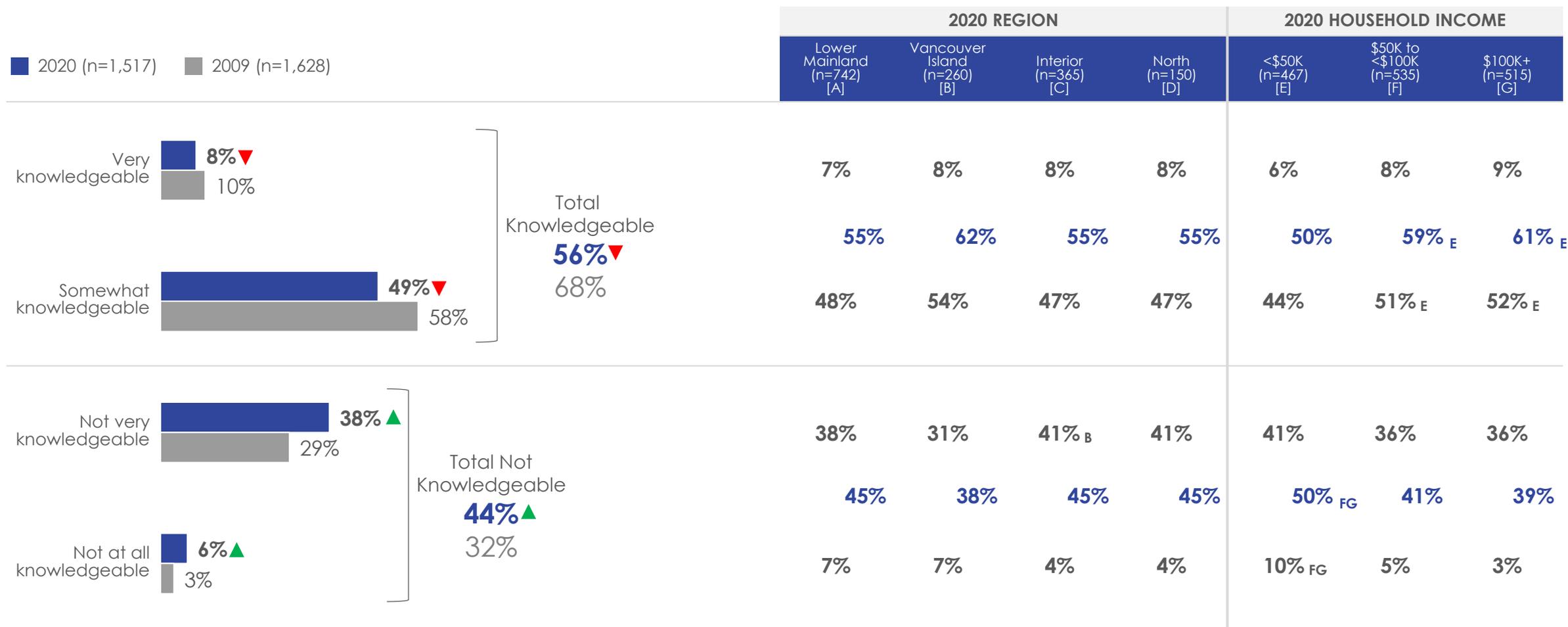
Education or training on this topic has also declined. Fewer than one-in-five (17%) British Columbians say they have received education or training on their personal legal rights, obligations, and resources to resolve legal issues. This is down a small but significant 3 points from 2009.

- Education or training is more common among younger British Columbians, men, and university graduates.

Those who have received training or education are most likely to have obtained this through post-secondary training. Among those who received education or training on their personal legal rights, obligations, and resources, 53% say this was obtained via post-secondary training, on par with 2009. The next most frequently mentioned responses are the Internet (28%), experience from a legal problem (28%), and secondary school (24%).

- Mentions of past legal problems are more common among those with household incomes of \$50K-<\$100K as well as those who are 55+ years of age.
- Conversely, those <55 years of age are more likely to mention post-secondary training. Mentions of the Internet and secondary school are also particularly high among those <35 years of age.

Knowledge of Personal Legal Rights, Obligations, and Resources

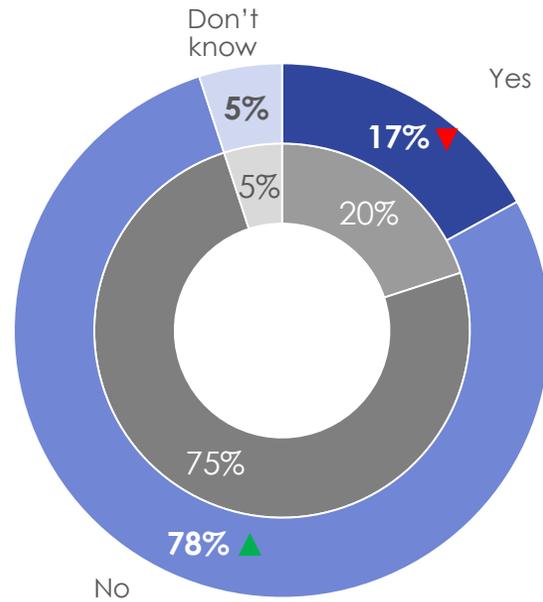


Base: All respondents

QF1. Overall, how knowledgeable would you say you are personally, about your personal legal rights, obligations and resources available to you to resolve legal issues?

Received Education or Training on Personal Legal Rights, Obligations, and Resources

■ 2020 (n=1,517) ■ 2009 (n=1,628)

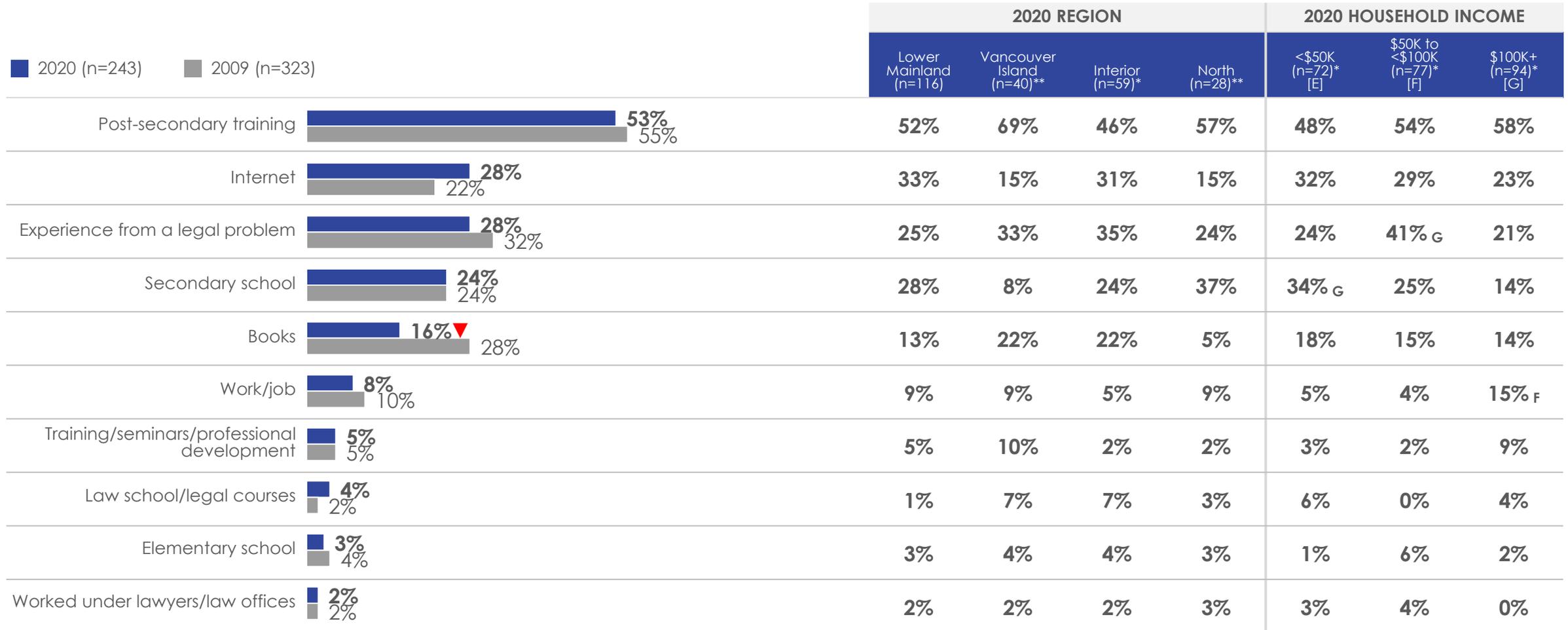


	2020 REGION				2020 HOUSEHOLD INCOME		
	Lower Mainland (n=742) [A]	Vancouver Island (n=260) [B]	Interior (n=365) [C]	North (n=150) [D]	<\$50K (n=467) [E]	\$50K to <\$100K (n=535) [F]	\$100K+ (n=515) [G]
Yes	18%	15%	17%	19%	17%	16%	18%
No	77%	83%	78%	79%	76%	80%	78%
Don't know	6% _B	2%	5% _B	3%	7% _{FG}	4%	3%

Base: All respondents

QF2. Have you ever received any education or training on your personal legal rights, obligations or resources available to you to resolve legal issues?

Where Received Education or Training on Personal Legal Rights, Obligations, and Resources



Note: Only individual responses of 2% or more in 2020 are shown.

Base: Received education/training

QF3. Where have you ever received education or training on your personal legal rights, obligations or resources available to you to resolve legal issues?

* Small base size (<100), interpret with caution.

** Very small base size (<50), interpret with extreme caution.

Note: Sample sizes do not allow for significance testing between region subgroups.

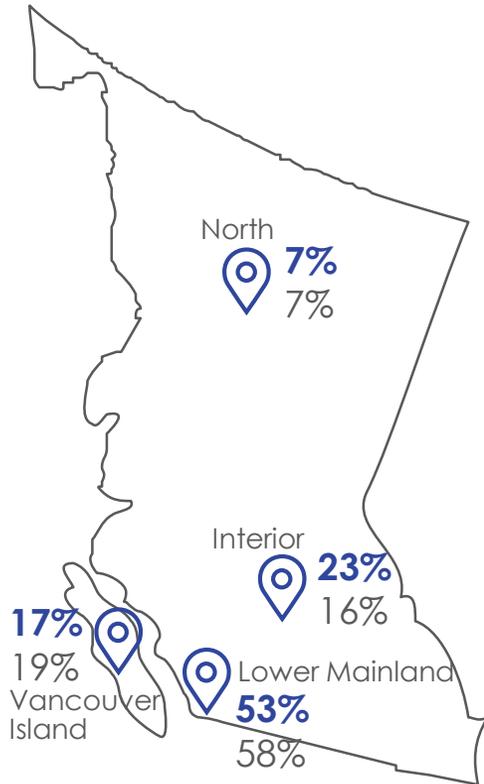
EFG Significantly higher than category represented by the letter.

WEIGHTED SAMPLE CHARACTERISTICS

Weighted Sample Characteristics

■ 2020 (n=1,517) ■ 2009 (n=1,628)

REGION



Base: All respondents

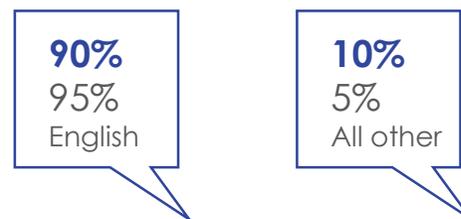
GENDER



EDUCATION



LANGUAGE SPOKEN AT HOME



AGE



HOUSEHOLD INCOME



HOUSEHOLD SIZE



APPENDIX: SUMMARY OF SERIOUS AND DIFFICULT PROBLEMS



Detailed List of Serious and Difficult to Resolve Problems



- **Consumer problems** such as purchasing faulty goods or appliances, receiving incorrect or misleading information, being overcharged for goods and services, etc.
- **Employment problems** such as job loss, harassment, bullying or discrimination, difficulty collecting employment benefits or unemployment insurance, etc.
- **Money or debt problems** such as inability to make payments, personal bankruptcy, collecting a debt, etc.
- **Welfare or social assistance problems** such as seeking or obtaining benefits, reduction in benefits, difficulty with a benefit company or government agency, etc.
- **Housing or land problems** such as neighbour problems, zoning or development, landlord-tenant problems, etc.
- **Immigration problems** such as difficulty with government agencies, obtaining proper documents and papers, etc.
- **Discrimination** with respect to accessing a service.
- **Police incidents** such as being questioned, charged with an offence or arrested, etc.
- **Family relationship problems** such as divorce or separation, child custody or access, division of property, support payments, domestic violence, etc.
- **Wills and Powers of Attorney problems** such as writing a will, managing the affairs of someone unable to do so on their own, managing the estate of a deceased person, etc.
- **Personal injury problems** such as a car accident, slip and fall, medical malpractice, a dog bite, etc.
- **Hospital treatment or release problems** such as patient's rights or mental health issues, etc.
- **Legal action problems** such as being sued or receiving letters threatening to sue, etc.
- **Real estate issues** such as buying or selling a home.
- **Motor vehicle infractions** such as tickets for speeding, distracted driving, running a red light, etc.

About Ipsos

Ipsos is the third largest market research company in the world, present in 90 markets and employing more than 18,000 people.

Our research professionals, analysts and scientists have built unique multi-specialist capabilities that provide powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. Our 75 business solutions are based on primary data coming from our surveys, social media monitoring, and qualitative or observational techniques.

“Game Changers” – our tagline – summarises our ambition to help our 5,000 clients to navigate more easily our deeply changing world.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP
www.ipsos.com

Game Changers

In our world of rapid change, the need for reliable information to make confident decisions has never been greater.

At Ipsos we believe our clients need more than a data supplier, they need a partner who can produce accurate and relevant information and turn it into actionable truth.

This is why our passionately curious experts not only provide the most precise measurement, but shape it to provide True Understanding of Society, Markets and People.

To do this we use the best of science, technology and know-how and apply the principles of security, simplicity, speed and substance to everything we do.

So that our clients can act faster, smarter and bolder. Ultimately, success comes down to a simple truth:
You act better when you are sure.