

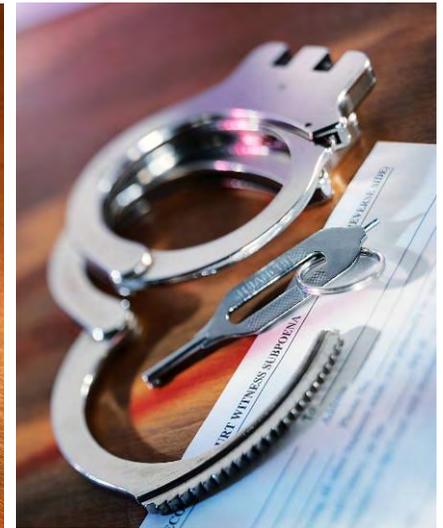


Ipsos Reid



Legal Services in BC

Final Report



September 2009

Nobody's Unpredictable



Table of Contents

| | |
|--|-----|
| ◆ EXECUTIVE SUMMARY | 3 |
| ◆ BACKGROUND, OBJECTIVES AND METHODOLOGY | 10 |
| ▪ Background | 11 |
| ▪ Objectives | 12 |
| ▪ Research Methodology | 13 |
| ▪ Cautionary Notes for Interpreting Survey Results | 14 |
| ◆ DETAILED FINDINGS | 15 |
| ▪ Section I: Experience with Serious and Difficult to Resolve Issues | 16 |
| ▪ Section II: Assistance Sought in Responding to Serious and Difficult to Resolve Issues | 26 |
| ▪ Section III: Experience with Legal Assistance From Lawyers | 44 |
| ▪ Section IV: Experience with Legal Assistance From Non-Lawyers | 56 |
| ▪ Section V: Future Use of Lawyers and Non-Lawyers | 68 |
| ▪ Section VI: Experience with Court or Tribunal Proceedings | 87 |
| ▪ Section VII: Knowledge of Legal Rights | 102 |
| ◆ RESPONDENT DEMOGRAPHICS | 108 |
| ◆ ADDITIONAL CHARTS | 110 |
| ▪ Cost to Resolve Problems by Potential for Monetary Gain or Loss | 111 |
| ▪ Satisfaction with Legal Services by Type of Problem | 118 |



Ipsos Reid



EXECUTIVE SUMMARY



Nobody's Unpredictable



Executive Summary

- ◆ The Law Society of BC commissioned Ipsos Reid to conduct a survey of the BC population to gain an understanding of legal services needs across the province. The main goal of the research was to explore how, to what extent, and in what circumstances British Columbians use legal service services. The research also sought to gain an appreciation of the experience people have had with the legal system.
- ◆ Between June 5th and 15th, 2009, a total of 1,628 British Columbian adults (18+) completed an online survey with Ipsos Reid. Respondents were identified via Ipsos' Canadian online panel. Sample for the study was drawn disproportionately to ensure sufficient sample in specific region and income subgroups. All resulting data were weighted to reflect the BC population to ensure the sample is representative of the general BC population based on age, gender, and region. The margin of error for this total sample is $\pm 2.4\%$, 19 times out of 20. The margins of error for population subgroups are greater.
- ◆ Following is an Executive Summary of the findings, including general conclusions that can be drawn from the research. This is followed by a detailed reporting of the survey results.

Consumer problems are the most prevalent. Majority opt to not seek legal assistance.

- ◆ Overall, consumer problems are the most common problems encountered by British Columbians. About one-in-three have experienced this type of problem in the past three years. Money and debt, employment, and housing/land problems are the next most common.
- ◆ Seven-in-ten who experienced a major problem did not seek any assistance to try to resolve it, preferring to “go it alone” rather than seek the services of a professional. Those who do not seek legal assistance from lawyers or non-lawyers were halted by three main barriers: a perception that legal assistance is not required, cost, and access.
- ◆ Among those who do seek legal assistance, there appears to be no real preference for a lawyer or a non-lawyer. Interestingly, however, a lawyer is chosen for their expertise, qualifications, and the perception that they're best equipped to tackle the challenging issues and help generate a better outcome. Non-lawyers are preferred, because they would avoid court and suing, but also because they're perceived to be less expensive than lawyers, and are more accessible.



Executive Summary

- ◆ The Law Society of BC commissioned Ipsos Reid to conduct a survey of the BC population to gain an understanding of legal services needs across the province. The main goal of the research was to explore how, to what extent, and in what circumstances British Columbians use legal service services. The research also sought to gain an appreciation of the experience people have had with the legal system.
- ◆ Between June 5th and 15th, 2009, a total of 1,628 British Columbian adults (18+) completed an online survey with Ipsos Reid. Respondents were from Ipsos' Canadian online panel. Sample for the study was drawn disproportionately to ensure sufficient sample in specific region and income subgroups. All resulting data were weighted to reflect the BC population to ensure the sample is representative of the general BC population based on age, gender, and region. The margin of error for this total sample is $\pm 2.4\%$, 19 times out of 20.
- ◆ Following is an Executive Summary of the findings, including general conclusions that can be drawn from the research. This is followed by a detailed reporting of the survey results.

KEY FINDINGS

Consumer problems are the most prevalent. Majority opt to not seek legal assistance.

- ◆ Overall, consumer problems are the most common problems encountered by British Columbians. About one-in-three have experienced this type of problem in the past three years. Money and debt, employment, and housing/land problems are the next most common.
- ◆ Despite facing serious problems, seven-in-ten British Columbians did not seek any assistance to try to resolve them, preferring to “go it alone” rather than seek the services of a professional. Those who do not seek legal assistance from lawyers or non-lawyers are halted by three main barriers: a perception that legal assistance is not required, is costly, and is difficult to access.
- ◆ Among those who do seek legal assistance, there appears to be no real preference for using a lawyer or a non-lawyer. Interestingly, however, British Columbians are apt to choose a lawyer for their expertise, qualifications, and the perception they're best equipped to tackle the challenging issues and help generate a better outcome. Non-lawyers are preferred as a means to avoid court and suing, the perception they're less expensive than lawyers, and because they're seen to be more accessible.



Executive Summary

Majority who used a lawyer are satisfied and feel they achieved a better outcome.

- ◆ The large majority of those who sought legal assistance from a lawyer expressed satisfaction. Also, more than eight-in-ten who'd resolved their issues using a lawyer felt that having the lawyer helped them achieve a better outcome.
- ◆ When choosing a lawyer, reputation is everything. The top-three reasons for choosing their lawyer include "good reputation", "referral by another person", and "knowing the lawyer personally". Cost is further down the list.
- ◆ Most of those who resolved their issue using a lawyer had a monetary gain or loss at stake, at an average of about \$121,000. At the same time, the typical cost of hiring legal assistance was just under \$10,000. As such, nearly eight-in-ten of those who'd already resolved their issue with the assistance of a lawyer felt the costs were reasonable.

Most who use non-lawyers are satisfied. Cost a primary reason for choosing non-lawyer over lawyer.

- ◆ A solid majority of those who sought legal assistance from a non-lawyer were satisfied with the service they received. Most felt that having a lawyer assist them would have made no difference to the outcome of the issue they were trying to resolve.
- ◆ When choosing a non-lawyer, legal knowledge and cost are major factors.
- ◆ Similar to lawyer assistance, about seven-in-ten who used a non-lawyer had the potential for monetary gain or loss, at an average of about \$47,000. However, the overall cost of using non-lawyer assistance was much lower, at an average of approximately \$3,000. With this in mind, three-quarters of those who used a non-lawyer felt the costs were reasonable.



Executive Summary

Future use of lawyers more assured than for non-lawyers.

- ◆ The vast majority of British Columbians (eight-in-ten) would use a lawyer in the future if they were faced with a serious problem and needed assistance. This jumps to more than nine-in-ten among those who've used a lawyer in the past
- ◆ Future use of non-lawyers is much lower, with only four-in-ten saying they are likely to use a non-lawyer to help resolve a serious legal issue. Two-thirds of those who've used a non-lawyer in the past would do so again in the future – a lower level of “repeat behaviour” than for lawyers.
- ◆ Lawyers would be sought due to their perceived expertise and ability to help achieve a better outcome. Cost, however, remains the key barrier, with the majority of those not likely to use a lawyer noting cost as an issue. A secondary barrier is also trust, as three-in-ten note that they don't feel a lawyer would work in their best interest.
- ◆ Non-lawyers would be used in the future primarily for cost reasons. However, the majority of those who would not use a non-lawyer in the future note that they do not feel a non-lawyer would be able to improve their outcome.

British Columbians are open to telephone and Internet court or tribunal proceedings.

- ◆ About one-third of British Columbians have ever taken part in a court or tribunal proceeding, with six-in-ten of those choosing to seek legal counsel. In their experience with proceedings, about six-in-ten have been satisfied with the process and services received.
- ◆ Still, when presented with the option of telephone or Internet proceedings, about four-in-ten are interested in either telephone or Internet. Overall, the Internet edges out telephone slightly in terms of preference.
 - When presented with the idea that using telephone or Internet proceedings would reduce the time to complete proceedings, half of British Columbians say they'd be more willing to consider a telephone or Internet proceeding.
 - For both telephone and Internet proceedings, about one-third of those who were not 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

Significant room to improve British Columbians' knowledge of personal legal rights.

- ◆ While seven-in-ten British Columbians say they are knowledgeable about personal legal rights, only 10% say they are “very knowledgeable”. And, a full third do not feel very knowledgeable about their rights.
- ◆ At the same time, one-in-five have ever received any education or training on legal rights.
- ◆ Knowledge of one’s personal legal rights has an impact on the choices British Columbians make to address the problems they face. Those less knowledgeable are also less likely to seek legal assistance from a lawyer or a non-lawyer, with cost being a significant barrier for them.

Income influences experience with legal services

- ◆ Lower income British Columbians (under \$50K household income annually) have different experiences with legal services in the province than those more fortunate. In general, those with lower income are:
 - More likely to have experienced problems across different categories (money/debt, employment, housing/land, welfare/social assistance, discrimination).
 - More likely to have experienced a greater number of problems; more than four-in-ten have experienced three or more problems in the past 3 years compared to one-in-five living in higher income households who have experienced this many problems.
 - More likely to single out lack of knowledge of legal issues as a difficult issue to resolve, and less likely to be knowledgeable about their personal legal rights, obligations, and resources available.
 - More likely to seek assistance from non-lawyers, and to do so in the future (49% vs. 31% of high income British Columbians).
 - Less likely to seek assistance from a lawyer in the future (27% vs. 52% of high income BC households), with cost the most important reason.
 - More likely to say that cost was the reason for seeking no assistance for their difficult to resolve problems.
 - More willing to conduct court or tribunal proceedings over the phone (41% vs. 37% higher income) or the internet (47% vs. 42%).

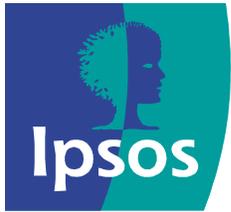


Executive Summary

CONCLUSIONS

A number of general conclusions can be drawn from these findings of the Legal Services in BC research:

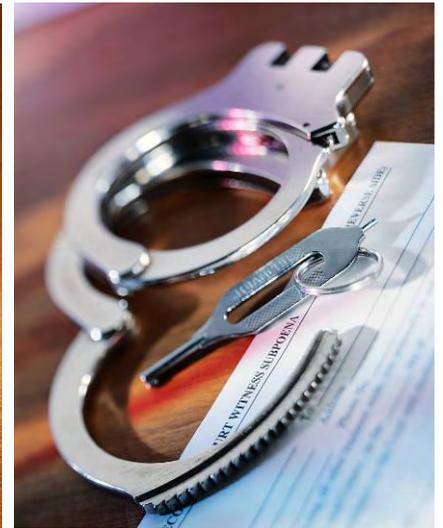
- ◆ First, there is little doubt that British Columbians are in need of assistance for a wide variety and large number of serious and difficult to resolve problems they face. Legal services can and do play an important part in helping BC residents address their problems. Therefore, the Law Society of BC does have an opportunity to position itself and the legal profession as a vehicle to assist the public in meeting their needs.
- ◆ Second, despite their need for assistance, it's also clear that most British Columbians do not avail themselves of legal assistance, preferring instead to “go it alone”. It appears that a lack of knowledge, and perceptions of cost are the two key underlying barriers preventing the public from turning to a legal professional for assistance. This is particularly true for lower income BC residents. The Law Society thus has a two-fold challenge: educating the public about the benefits of turning to lawyers or non-lawyers for legal services rather than doing it alone; and, providing information about the cost-benefit value of using a legal professional to assist in resolving problems.
- ◆ Third, among those who do seek legal assistance, there is no distinct expressed preference for lawyers over non-lawyers or the reverse. However, the reasons for choosing one professional over the other do differ. The Law Society of BC does therefore have an opportunity to embrace non-lawyers as a viable option for individuals seeking legal assistance, particularly with those people who are sensitive to cost, and to the more adversarial nature of court proceedings.
- ◆ Fourth, British Columbians who've benefitted from the services of legal professionals (either lawyers or non-lawyers) give quite positive reviews of their experience. This is particularly true in the case of lawyers who're seen to have had a more positive impact on the outcome than non-lawyers. Most BC residents would use a lawyer or non-lawyer in the future if the need arose, though future use based on past experience is significantly higher among those who've used lawyers than those who've used non-lawyers. Given this, the Law Society of BC can confidently laud the services provided by legal professionals. However, should it decide to embrace non-lawyers as a viable alternative for legal services, the Law Society may need to explore ways to ensure that the nature of the assistance given matches an individual's needs. If the assistance does not meet expectations, it could thus potentially drive people unnecessarily to seek other, less effective avenues for resolving their problems.



Ipsos Reid



BACKGROUND, OBJECTIVES AND METHODOLOGY



Nobody's Unpredictable



Background

- ◆ The Law Society of BC's Delivery of Legal Services Task Force is focused on identifying the existing legal knowledge base and gaps in information among British Columbians. This information is required for the Benchers (or board of directors) of The Law Society to discuss policy issues related to the scope of practice. As well, the Task Force is responsible for developing plans to acquire the information that is missing (through consultations, studies, etc.) and develop timelines for reporting the information to Benchers.
- ◆ Upon review of existing research (including Ipsos Reid's previous research for the Legal Services Society and the Law Foundation of BC's Poverty Law Needs Assessment), it became clear to the Task Force that there was a missing piece of information. Specifically, the understanding of legal services needs among the full British Columbian population must be added to produce a complete picture of the existing knowledge base. In addition, further questions on use and barriers encountered with legal services will help the Task Force develop a deeper understanding of behaviours in handling legal problems.
- ◆ As such, the Law Society of BC commissioned Ipsos Reid to conduct a study to fill in the missing information. The following report summarizes the representative snapshot of British Columbians' legal knowledge and experience.



Objectives

1. **Measure British Columbians' use of legal services.** Have they had a serious or difficult issue to resolve? Have they used legal services and what were the costs and types of services used?
2. **Compare the usage of lawyers and non-lawyers.** Why do British Columbians opt to choose a lawyer versus a non-lawyer for legal assistance, what are the motivators and perceived benefits for each?
3. **Measure satisfaction of legal services among those who have used them for a serious or difficult matter.**
4. **Identify key barriers to the use of legal services.** Do British Columbians seek out legal services when appropriate and if not, what prevents them from doing so?
5. **Measure British Columbians' current knowledge level of legal services.** Have they ever had education on legal services? What are the current sources of knowledge? What can help to improve knowledge?
6. **Test potential initiatives to help improve access to legal services.** For example, would British Columbians be more comfortable consulting with trained, non-lawyers on legal issues, such as accountants, mediators or paralegals?
7. **Ensure accurate representation of all British Columbians across regions and income levels as well as determine differences between regions and income levels.**



Research Methodology

- ◆ The study was undertaken using an online survey methodology where fielding took place between **June 5th and 15th, 2009**.
- ◆ Invitations to participate were sent to a random sample of Ipsos Canadian panel members who are BC residents and are at least 18 years of age.
- ◆ The sample outgo was distributed disproportionate to the BC population to ensure sufficient sample in specific region and income subgroups. All resulting data were weighted to reflect the actual BC population, to ensure the sample was representative of the general BC population based on age, gender, and region.
- ◆ This survey resulted in a total of 1,628 completed survey responses which fell out as follows due to set quotas for income and region:

| | Lower Mainland | Vancouver Island | Northern BC | Southern BC | Total |
|----------------------|----------------|------------------|-------------|-------------|---------------|
| Under \$50,000 | 212n | 110n | 107n | 110n | 539n |
| \$50,000 to \$99,999 | 220n | 110n | 110n | 110n | 550n |
| \$100,000 or more | 220n | 110n | 99n | 110n | 539n |
| <i>Total</i> | <i>652n</i> | <i>330n</i> | <i>316n</i> | <i>330n</i> | <i>1,628n</i> |

- ◆ The margin of error for this total sample is $\pm 2.4\%$, 19 times out of 20. Please note that margin of error will be larger for any subgroup analysis.
- ◆ Note: Where base sizes are too small to report, data is shown as a summary of responses rather than as actual number of respondents.



Cautionary Notes for Interpreting Survey Results

There are two notes to take into consideration when interpreting the research findings:

- ◆ First, the online research methodology cannot, by its very nature, represent the opinions of British Columbians who are not connected online, or do not have online access. For the most part, this would mean not adequately representing the views of some lower income individuals, and some older residents.
- ◆ Second, while the research comprised a total sample of 1,628 completed surveys, a significant number of questions were answered by a much smaller number of individuals. In particular, questions about the use of legal services from lawyers or non-lawyers were answered only by those respondents who had used these services. This means that, in many cases, the sample size was too small to be able to provide statistically significant findings. In these instances, we've indicated that some caution needs to be used in drawing definitive conclusions when population subgroups are considered. Indeed, for the most part, the findings in these cases should be seen as directional rather than conclusive.
 - In some specific instances, the sample sizes were so small that Ipsos Reid did not feel comfortable reporting on the findings in the core of the Detailed Findings. Instead, we produced a series of Additional Charts, added in the Appendix to the report.



Ipsos Reid



DETAILED FINDINGS



Nobody's Unpredictable



Ipsos Reid



Section I: Experience with Serious and Difficult to Resolve Issues



Nobody's Unpredictable

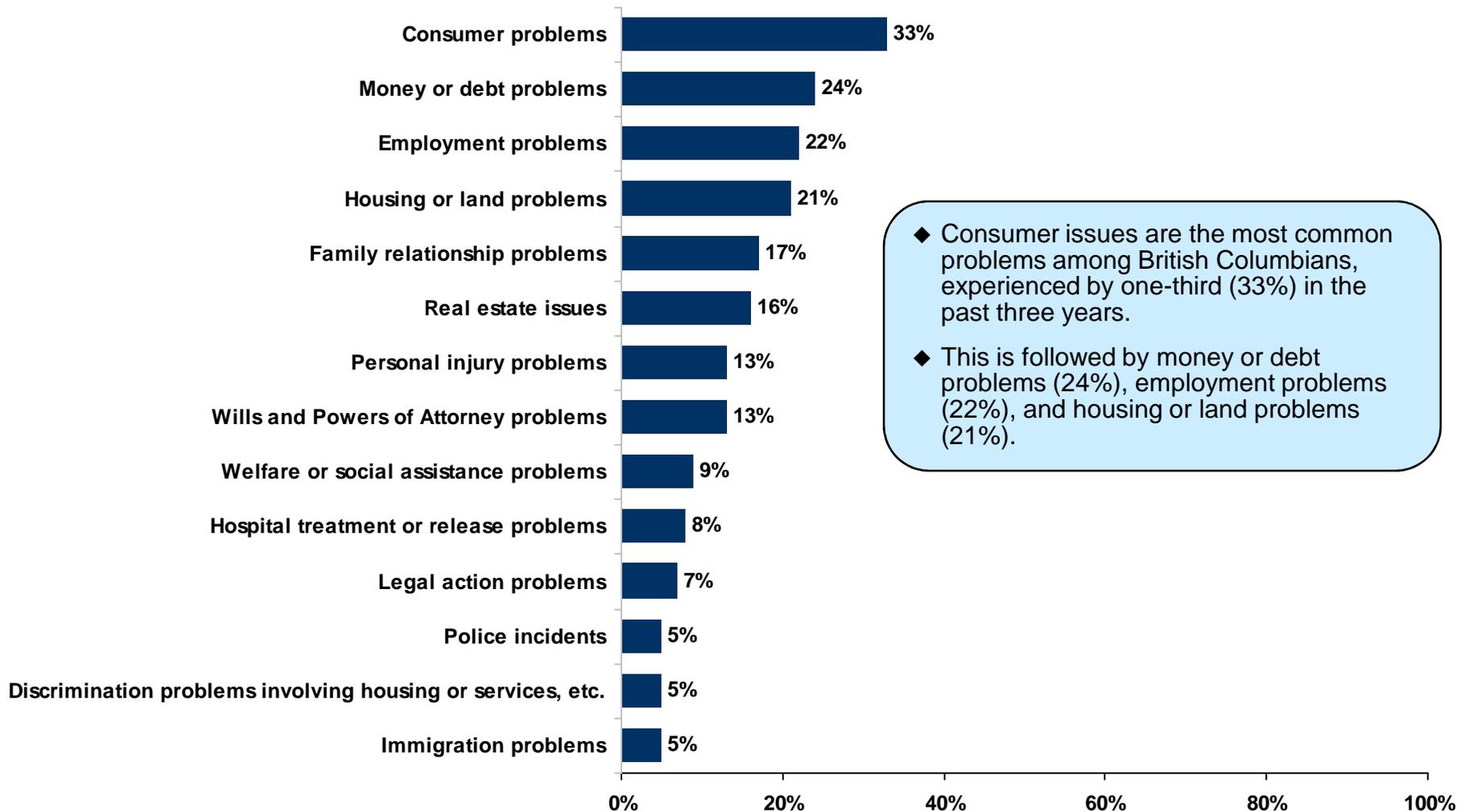


Experience with Serious and Difficult to Resolve Issues

- ◆ Overall, consumer problems are the most common issues encountered by British Columbians. About one-in-three (33%) have experienced this type of problem in the past three years.
 - Money/debt, employment, and housing/land problems are the next most common.
 - Those with incomes under \$50,000 tend to experience more problems overall across the board as do British Columbians living in Northern BC. As can be expected, money/debt and employment issues are particularly high among them.
- ◆ Fully two-thirds of British Columbians have experienced at least one serious and difficult to resolve problem in the past three years. Three-in-ten have had to deal with three or more of these problems. This is much more true of lower income BC residents (under \$50,000 in annual household income).
- ◆ In terms of most recent problems, consumer issues remain at the top for British Columbians (20%).
 - Recently however, those in lower income groups note they have encountered fewer consumer issues than those earning more, but remain higher on money/debt issues.
 - Perhaps a sign of the past year's downturn in the real estate market, the highest income earners are experiencing a greater number of real estate related issues.
- ◆ Generally, British Columbians find the most difficult aspect of resolving problems is simply a lack of knowledge.
 - "Didn't know what to do", "thought nothing could be done" and "unsure of rights" top the list of difficult aspects.
 - As a secondary barrier, emotional stress is also an issue, with "too complex", "too stressful" and "too much conflict" rounding out the middle tier.
 - Functional barriers such as cost and time are also difficulties.



Problems Experienced in Past 3 Years



Base: All respondents (n=1,628)

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.



Problems Experienced in Past 3 Years by Region and Income

- ◆ It is clear that British Columbians with the lowest incomes as well as those living in Northern BC tend to experience more problems.
- ◆ Those living in the Interior experience significantly fewer consumer problems while those in the Lower Mainland tend to experience more employment problems.

| | Region | | | | Household Income | | |
|---|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=652) | Vancouver Island (n=330) | Interior (n=330) | North (n=316) | Under \$50K (n=539) | \$50K to <\$100K (n=550) | \$100K+ (n=539) |
| Consumer problems | 34% | 36% | 26% | 36% | 33% | 34% | 33% |
| Money or debt problems | 25% | 21% | 21% | 30% | 41% | 21% | 11% |
| Employment problems | 25% | 16% | 18% | 31% | 35% | 19% | 15% |
| Housing or land problems | 22% | 21% | 19% | 26% | 29% | 20% | 16% |
| Family relationship problems | 16% | 16% | 15% | 21% | 24% | 14% | 11% |
| Real estate issues | 15% | 16% | 16% | 16% | 15% | 16% | 16% |
| Personal injury problems | 14% | 12% | 11% | 16% | 19% | 11% | 10% |
| Wills and Powers of Attorney problems | 12% | 13% | 15% | 13% | 10% | 13% | 14% |
| Welfare or social assistance problems | 11% | 6% | 7% | 14% | 19% | 6% | 3% |
| Hospital treatment or release problems | 9% | 9% | 6% | 13% | 11% | 8% | 6% |
| Legal action problems | 6% | 5% | 8% | 9% | 8% | 5% | 6% |
| Police incidents | 6% | 4% | 4% | 6% | 8% | 4% | 4% |
| Discrimination problems involving housing or services, etc. | 5% | 3% | 3% | 8% | 8% | 3% | 3% |
| Immigration problems | 6% | 3% | 3% | 3% | 7% | 4% | 3% |

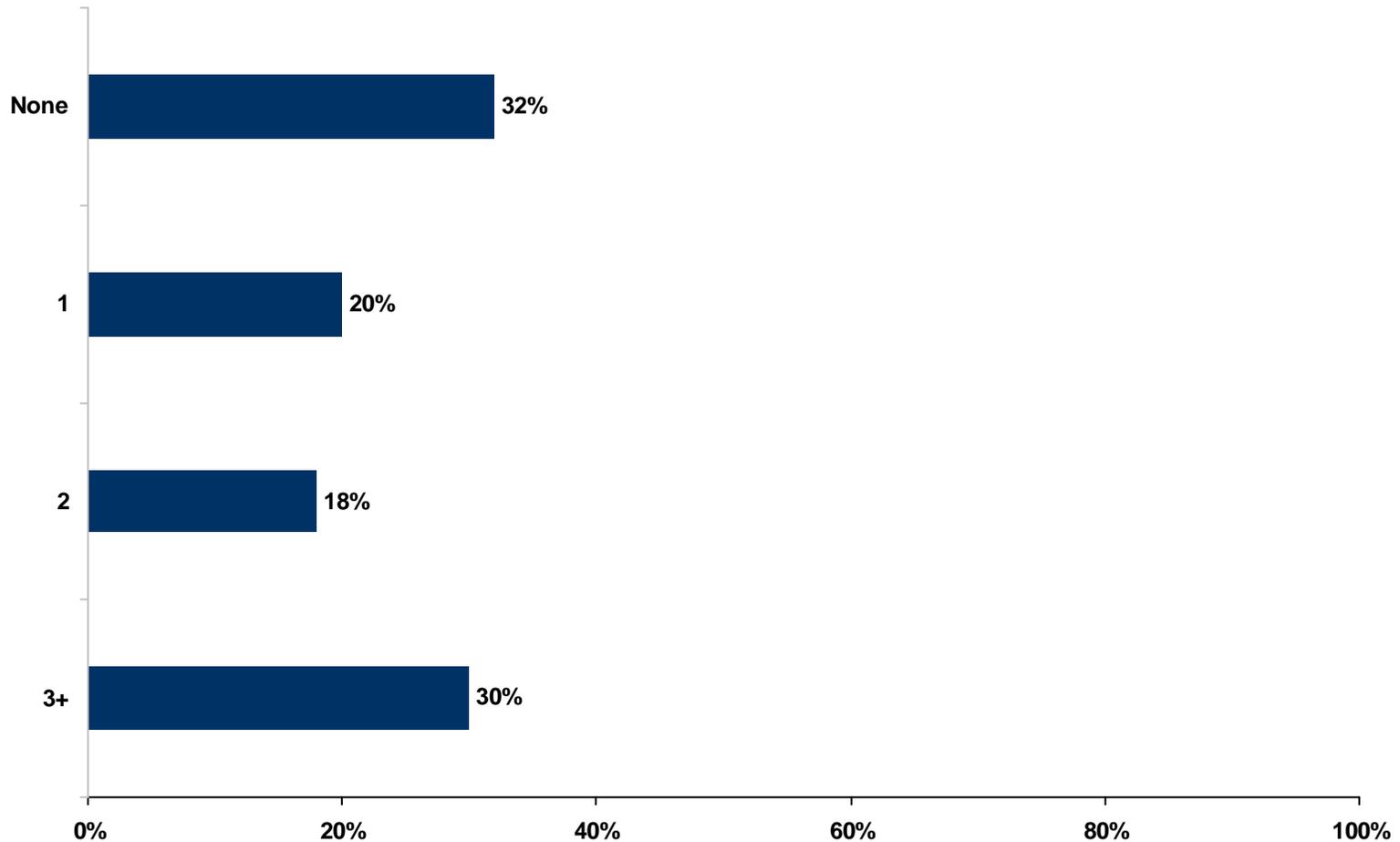
Base: All respondents

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.



Number of Problems Experienced in Past 3 Years

- ◆ More than two-thirds of British Columbians have experienced at least one serious and difficult to resolve problem in the past three years. Close to a third have had to deal with three or more problems.



Base: All respondents (n=1,628)

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 By Region and Income

| Number of Problems | Region | | | | Household Income | | | Age | | |
|--------------------|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|---------------|---------------|-------------|
| | Lower Mainland (n=652) | Vancouver Island (n=330) | Interior (n=330) | North (n=316) | Under \$50K (n=539) | \$50K to <\$100K (n=550) | \$100K+ (n=539) | 18-34 (n=241) | 35-54 (n=688) | 55+ (n=719) |
| None | 32% | 32% | 36% | 25% | 25% | 33% | 37% | 23% | 29% | 41% |
| 1 | 19% | 21% | 22% | 19% | 14% | 23% | 24% | 18% | 20% | 22% |
| 2 | 17% | 23% | 16% | 18% | 18% | 17% | 19% | 20% | 17% | 18% |
| 3+ | 32% | 24% | 26 | 38% | 43% | 27% | 20% | 39% | 34% | 20% |

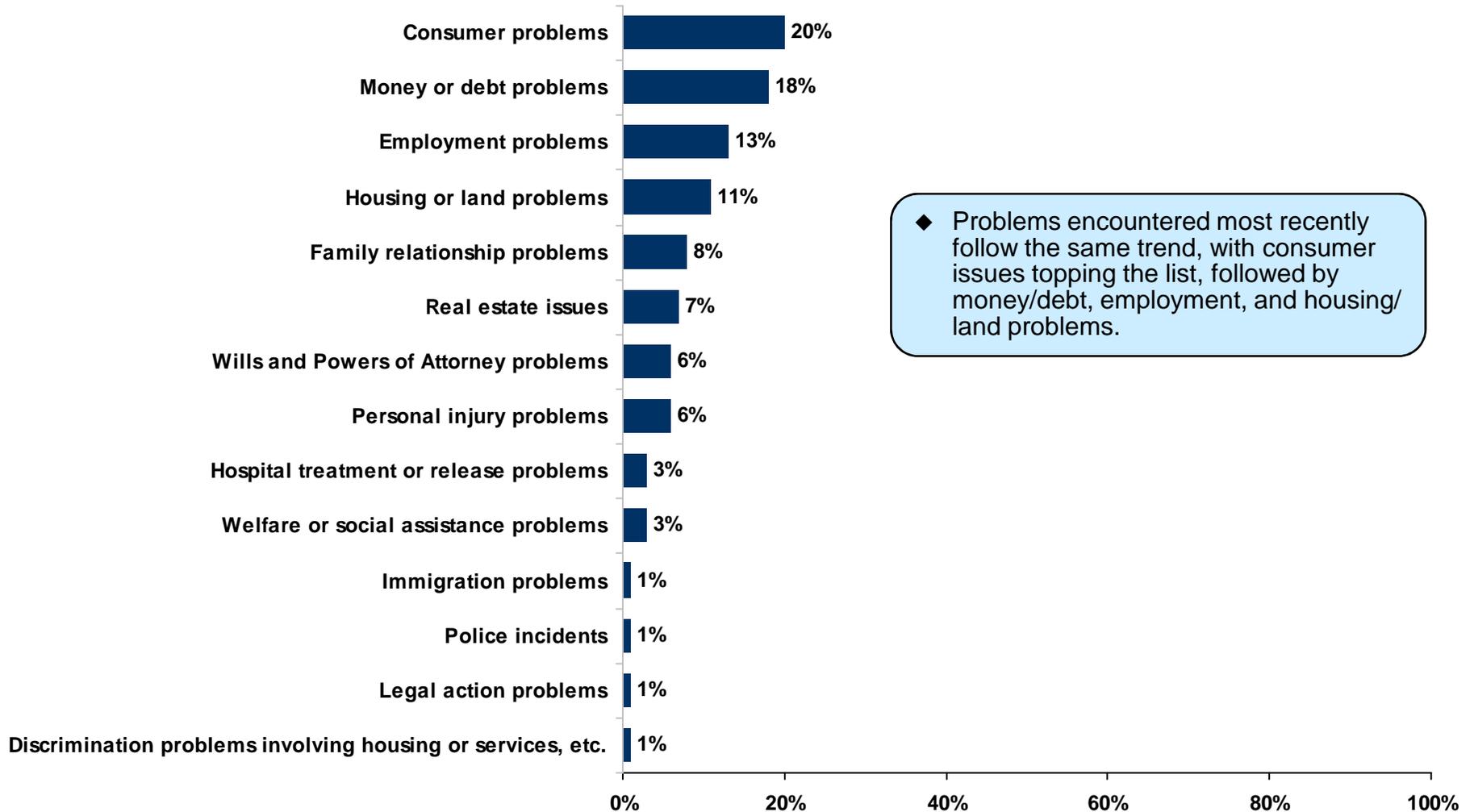
◆ Across the province, the number of problems British Columbians face is greatest among younger, lower income residents, and those who live in the North.

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?



Problems Experienced Most Recently



Base: Experienced any problem (n=1,101)

QB2. Which one of these serious and difficult to resolve problems have you experienced most recently?



Problems Experienced Most Recently by Region and Income

- ◆ More recently, consumer problems have been less of an issue among households earning less than \$50,000, however, money/debt problems remain pertinent.
- ◆ Perhaps an indication of the past year's downturn in the real estate market, those making \$100K+ have experienced a significantly greater proportion of real estate issues (13%).

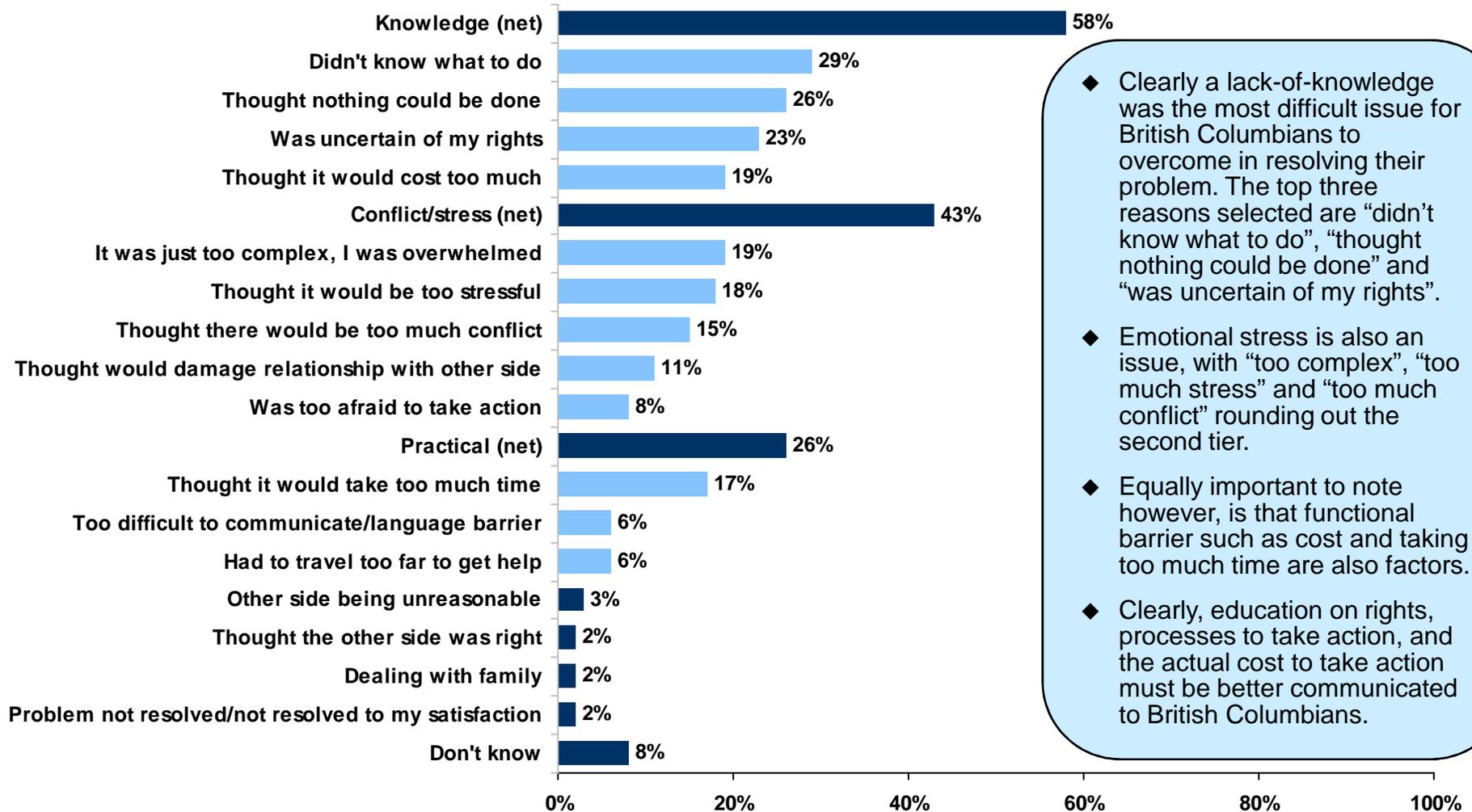
| | Region | | | | Household Income | | |
|---|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=436) | Vancouver Island (n=218) | Interior (n=211) | North (n=236) | Under \$50K (n=404) | \$50K to <\$100K (n=357) | \$100K+ (n=340) |
| Consumer problems | 21% | 26% | 14% | 12% | 12% | 22% | 27% |
| Money or debt problems | 18% | 16% | 17% | 21% | 28% | 15% | 9% |
| Employment problems | 15% | 7% | 10% | 17% | 15% | 12% | 10% |
| Housing or land problems | 11% | 11% | 14% | 8% | 11% | 12% | 10% |
| Family relationship problems | 8% | 10% | 8% | 10% | 7% | 10% | 8% |
| Real estate issues | 6% | 9% | 9% | 8% | 4% | 6% | 13% |
| Wills and Powers of Attorney problems | 6% | 6% | 9% | 4% | 3% | 6% | 11% |
| Personal injury problems | 6% | 5% | 7% | 7% | 7% | 6% | 5% |
| Hospital treatment or release problems | 3% | 5% | 4% | 3% | 3% | 4% | 2% |
| Welfare or social assistance problems | 3% | 3% | 2% | 5% | 5% | 2% | 1% |
| Immigration problems | 1% | 1% | 1% | 2% | 2% | 1% | 1% |
| Police incidents | 2% | 1% | 1% | 1% | 1% | 2% | 1% |
| Legal action problems | 1% | 1% | 4% | 2% | 0% | 2% | 1% |
| Discrimination problems involving housing or services, etc. | 1% | 1% | 1% | 1% | 2% | 0% | 0% |

Base: Experienced any problem

QB2. Which one of these serious and difficult to resolve problems have you experienced most recently?



Difficult Aspects in Resolving Problem



- ◆ Clearly a lack-of-knowledge was the most difficult issue for British Columbians to overcome in resolving their problem. The top three reasons selected are “didn’t know what to do”, “thought nothing could be done” and “was uncertain of my rights”.
- ◆ Emotional stress is also an issue, with “too complex”, “too much stress” and “too much conflict” rounding out the second tier.
- ◆ Equally important to note however, is that functional barrier such as cost and taking too much time are also factors.
- ◆ Clearly, education on rights, processes to take action, and the actual cost to take action must be better communicated to British Columbians.

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

Base: Experienced any problem (n=1,101)

QB3. You mentioned that your most recent serious and difficult to resolve problem was related to ... What would you say were the most difficult aspects of resolving this problem, regardless of whether you took action or not?



Difficult Aspects in Resolving Problem by Region and Income

| | Region | | | | Household Income | | |
|---|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=436) | Vancouver Island (n=218) | Interior (n=211) | North (n=236) | Under \$50K (n=404) | \$50K to <\$100K (n=357) | \$100K+ (n=340) |
| Knowledge (net) | 59% | 60% | 51% | 57% | 61% | 59% | 53% |
| Didn't know what to do | 31% | 28% | 24% | 29% | 36% | 26% | 24% |
| Thought nothing could be done | 26% | 31% | 21% | 22% | 29% | 26% | 22% |
| Was uncertain of my rights | 24% | 22% | 22% | 20% | 26% | 23% | 20% |
| Thought it would cost too much | 18% | 19% | 22% | 18% | 19% | 19% | 18% |
| Conflict/stress (net) | 44% | 43% | 41% | 39% | 50% | 44% | 34% |
| It was just too complex, I was overwhelmed | 19% | 17% | 22% | 14% | 23% | 18% | 14% |
| Thought it would be too stressful | 19% | 20% | 16% | 18% | 24% | 17% | 14% |
| Thought there would be too much conflict | 15% | 17% | 13% | 14% | 16% | 15% | 14% |
| Thought would damage relationship with other side | 11% | 15% | 8% | 9% | 14% | 11% | 8% |
| Was too afraid to take action | 8% | 8% | 7% | 10% | 11% | 7% | 5% |
| Practical (net) | 26% | 26% | 25% | 21% | 28% | 25% | 24% |
| Thought it would take too much time | 17% | 19% | 16% | 12% | 16% | 16% | 19% |
| Too difficult to communicate/language barrier | 7% | 7% | 5% | 4% | 8% | 6% | 5% |
| Had to travel too far to get help | 5% | 3% | 9% | 10% | 8% | 6% | 4% |
| Other side being unreasonable | 3% | 4% | 1% | 2% | 2% | 4% | 2% |
| Thought the other side was right | 2% | 2% | 1% | 2% | 1% | 2% | 2% |
| Dealing with family | 1% | 3% | 3% | 1% | 2% | 1% | 1% |
| Problem not resolved/not resolved to my satisfaction | 2% | – | 2% | 2% | 2% | 2% | 1% |
| Don't know | 9% | 6% | 9% | 11% | 7% | 10% | 8% |

Note: Only responses of 2% or more for all respondents are shown.

Base: Experienced any problem

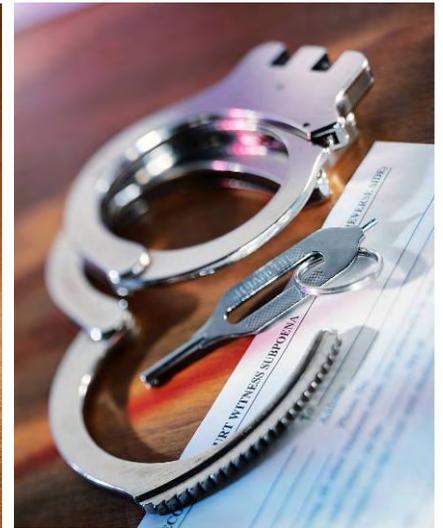
QB3. You mentioned that your most recent serious and difficult to resolve problem was related to ... What would you say were the most difficult aspects of resolving this problem, regardless of whether you took action or not?



Ipsos Reid



Section II: Assistance Sought in Responding to Serious and Difficult to Resolve Issues



Nobody's Unpredictable

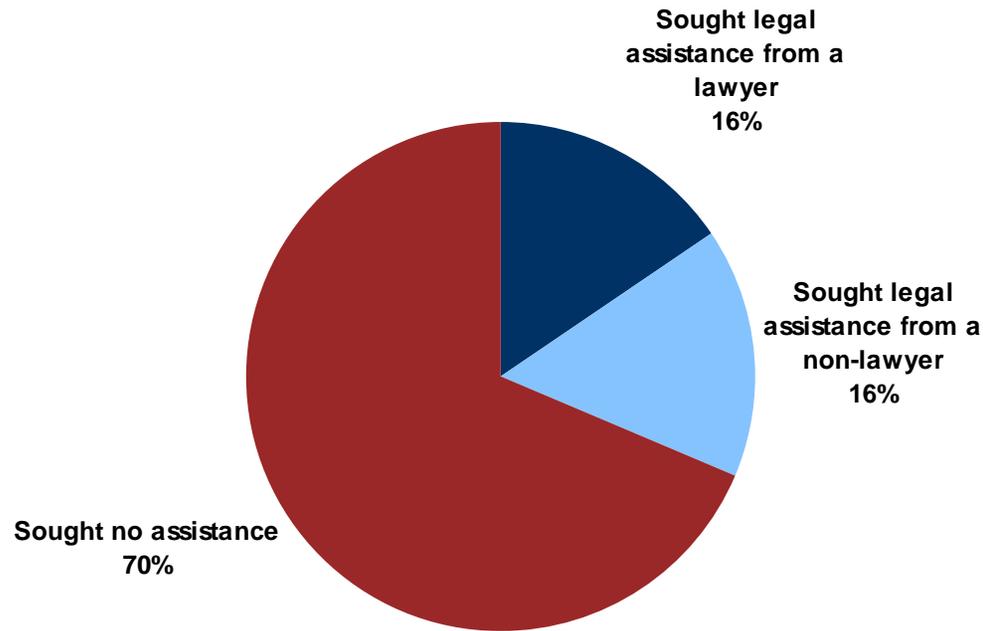


Assistance Sought in Responding to Serious and Difficult to Resolve Issues

- ◆ Overall, seven-in-ten British Columbians (70%) who have experienced a major problem did not seek legal assistance.
 - Those who did not seek legal assistance are halted by three main barriers: a perception that assistance is not required, cost, and lack of knowledge about where/how to access assistance. Younger British Columbians (18-34), and people from lower income households (under \$50K) were more sensitive to cost than their older and financially better off counterparts.
- ◆ Among those who do seek legal assistance, an equal number seek assistance from a lawyer as a non-lawyer.
 - Those who choose a lawyer point to their expertise, and perceive that lawyers are best equipped to tackle the challenging issues and help generate a better outcome. This was particularly true of older British Columbians (55+)
 - Those who choose to use non-lawyers point to a desire to avoid court and suing, as well as the expectation that non-lawyers are cheaper than lawyers.
- ◆ Use of legal assistance with lawyers is significantly higher among those facing family relationship problems, while use of non-lawyers is significantly higher for housing or land problem. Consumer problems, which are the most common problem are typically resolved without legal assistance.
- ◆ When choosing a lawyer, reputation is everything. The top three reasons noted for choosing their lawyer includes “good reputation” (35%), referral by another person (30%), and knowing the lawyer personally (28%).
- ◆ When seeking assistance from non-lawyers, four-in-ten (40%) British Columbians typically turn to friends and relatives, followed by government offices (24%) and the Internet (20%).
- ◆ When choosing a non-lawyer, qualifications such as legal knowledge and code of ethics play a much larger role rather than reputation. As well, cost also plays a major factor when selecting a source of non-lawyer assistance.



Assistance Sought in Resolving Problem



- ◆ Seven-in-ten British Columbians who faced a serious issue sought no assistance. This is surprising given the number who feel a lack of legal knowledge is a challenge. This points to an opportunity to increase usage of legal assistance.
- ◆ Low usage of legal assistance is similar among residents of all regions, as well as across household incomes.
- ◆ Lawyer assistance is higher among those with higher incomes and those on Vancouver Island and in the Interior.

| | Region | | | | Household Income | | |
|---|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=436) | Vancouver Island (n=218) | Interior (n=211) | North (n=236) | Under \$50K (n=304) | \$50K to <\$100K (n=357) | \$100K+ (n=340) |
| Sought legal assistance from a lawyer | 15% | 20% | 19% | 11% | 13% | 17% | 19% |
| Sought legal assistance from a non-lawyer | 15% | 19% | 15% | 18% | 18% | 14% | 15% |
| Sought no assistance | 72% | 65% | 68% | 72% | 72% | 70% | 68% |

Base: Experienced any problem (n=1,101)

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 ... How did you respond to this problem?



How Responded to Problem By Type of Problem

| | Total (n=1,101) | Recent Problems | | | | |
|---|--------------------|---------------------|-----------------------------|-----------------------|-------------------------------|-----------------------------------|
| | | Consumer (n=211) | Money or Debt (n=191) | Employment (n=133) | Housing or Land (n=121) | Family Relationship (n=91)* |
| Sought legal assistance from a lawyer | 16% | 3% | 7% | 9% | 13% | 42% |
| Sought legal assistance from a non-lawyer | 16% | 7% | 17% | 15% | 31% | 23% |
| Sought no assistance | 70% | 91% | 76% | 79% | 58% | 46% |

- ◆ Use of legal assistance with lawyers is significantly higher among those facing family relationship problems, while use of non-lawyers is significantly higher for housing or land problems.
- ◆ Consumer problems, which are the most common problem are typically resolved without legal assistance.

* Small base size, interpret with caution.

Base: Experienced any problem (n=1,101)

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: ... How did you respond to this problem?



How Responded to Problem By Age

| | Total (n=1,101) | Age | | |
|---|--------------------|------------------|------------------|----------------|
| | | 18-34 (n=186) | 35-54 (n=479) | 55+ (n=436) |
| Sought legal assistance from a lawyer | 16% | 11% | 17% | 19% |
| Sought legal assistance from a non-lawyer | 16% | 12% | 16% | 19% |
| Sought no assistance | 70% | 78% | 71% | 64% |

- ◆ Use of legal assistance with lawyers is significantly higher among older BC residents compared to those 18-34 years of age. By comparison, those under 55 years of age are more likely to seek no assistance for their problems.

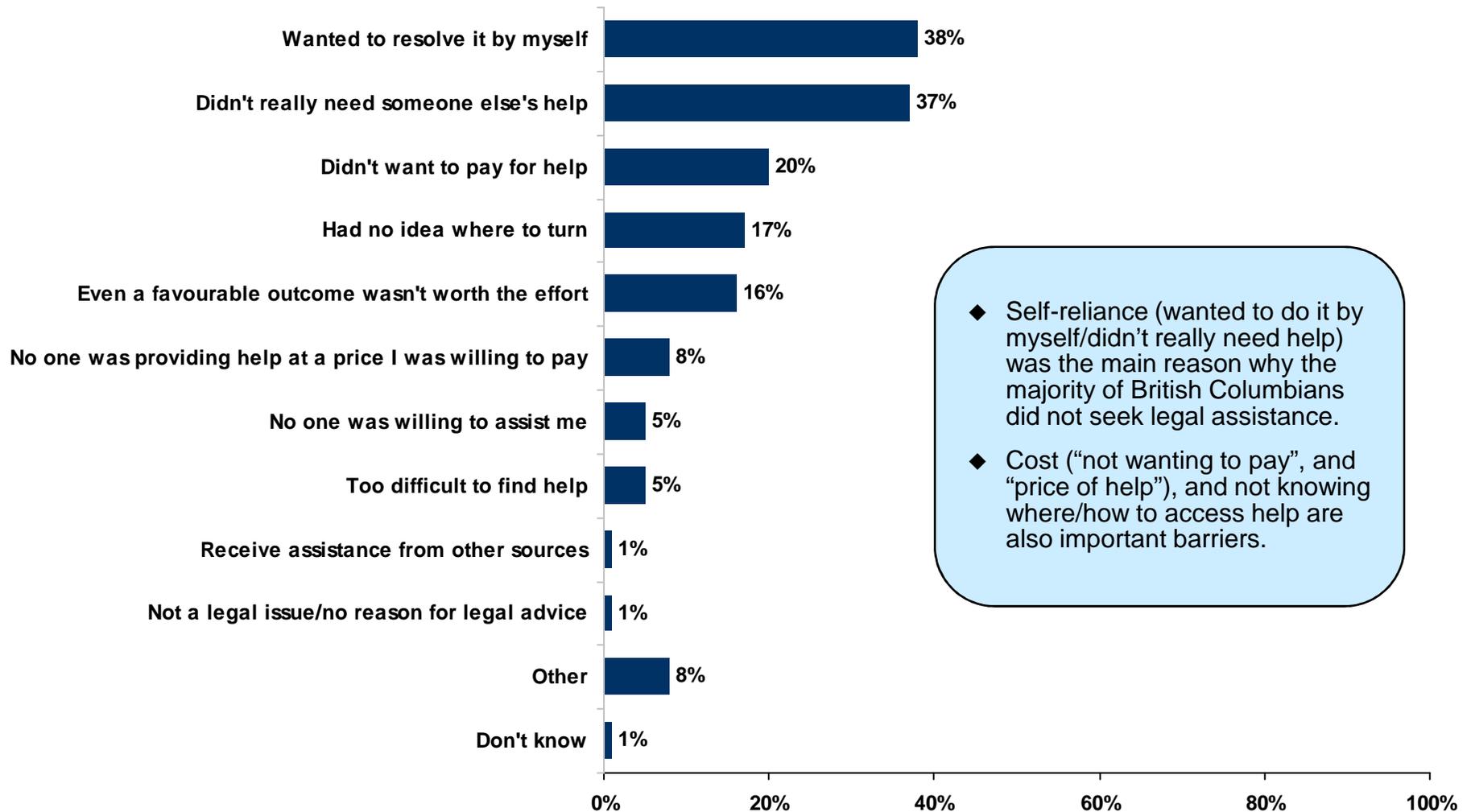
* Small base size, interpret with caution.

Base: Experienced any problem (n=1,101)

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: ... How did you respond to this problem?



Reasons for Seeking No Assistance



Base: Sought no assistance (n=762)

QB5c. Why did you choose to NOT seek legal assistance or any assistance at all?



Reasons for Seeking No Assistance by Region and Income

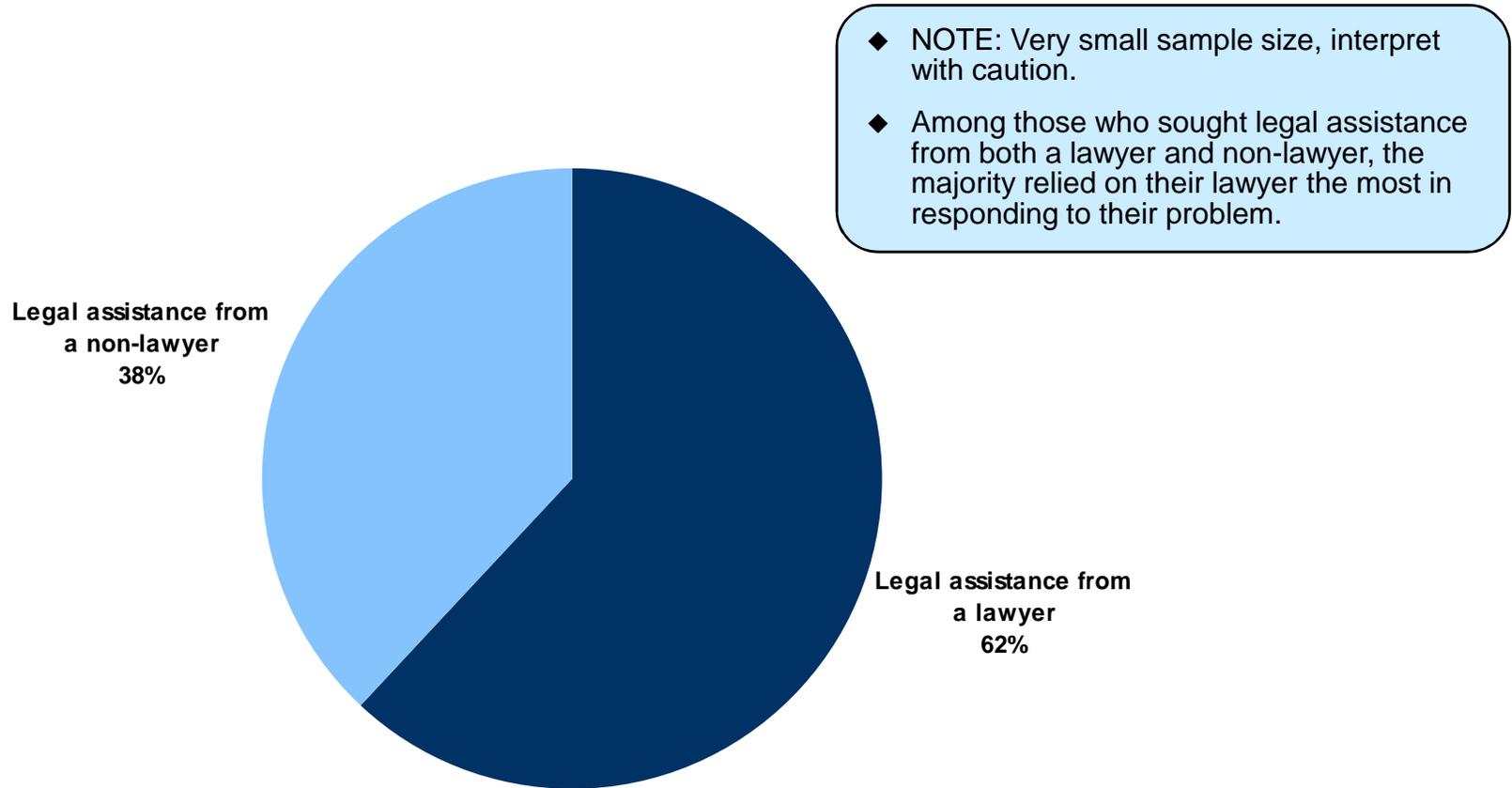
| | Region | | | | Household Income | | |
|---|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=308) | Vancouver Island (n=142) | Interior (n=143) | North (n=169) | Under \$50K (n=293) | \$50K to <\$100K (n=237) | \$100K+ (n=232) |
| Wanted to resolve it by myself | 41% | 37% | 28% | 40% | 34% | 36% | 45% |
| Didn't really need someone else's help | 36% | 41% | 38% | 38% | 33% | 40% | 39% |
| Didn't want to pay for help | 20% | 21% | 17% | 17% | 24% | 15% | 18% |
| Had no idea where to turn | 17% | 15% | 20% | 19% | 25% | 15% | 10% |
| Even a favourable outcome wasn't worth the effort | 17% | 14% | 18% | 12% | 11% | 20% | 18% |
| No one was providing help at a price I was willing to pay | 7% | 7% | 10% | 7% | 12% | 7% | 4% |
| No one was willing to assist me | 5% | 2% | 7% | 9% | 9% | 4% | 2% |
| Too difficult to find help | 5% | 2% | 9% | 7% | 9% | 3% | 3% |
| Receive assistance from other sources | 1% | 2% | 1% | – | 2% | 1% | 1% |
| Not a legal issue/no reason for legal advice | 1% | 2% | 1% | 2% | 1% | 1% | – |
| Other | 9% | 8% | 6% | 8% | 7% | 8% | 9% |
| Don't know | 1% | – | – | 1% | 1% | <1% | <1% |

- ◆ A desire to resolve on their own is particularly high in the Lower Mainland and Northern BC.
- ◆ Again, financial barriers are clear for those in the under \$50,000 income group.
- ◆ Difficulty finding help is slightly higher in the Interior and Northern BC, though still low.

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



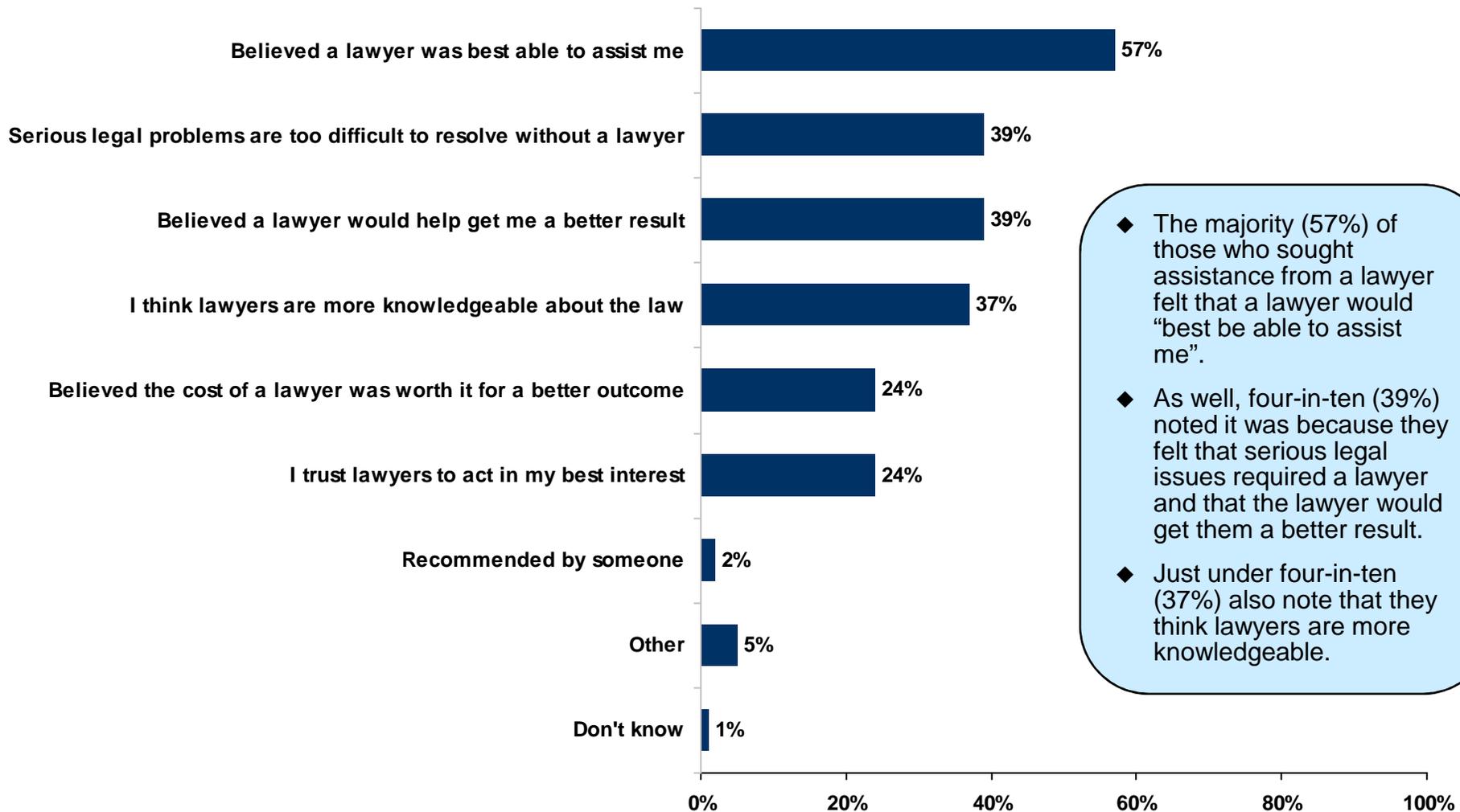
Base: Sought legal assistance from a lawyer and from a non-lawyer (n=23)**

**Very small base size, interpret with extreme caution.

QB4a. What type of legal assistance did you rely on most in responding to the ...?



Reasons For Seeking Assistance From a Lawyer



Base: Legal assistance from a lawyer only (n=165)

QB5a. Why did you choose to seek legal assistance from a lawyer rather than a non-lawyer?



Reasons For Seeking Assistance From a Lawyer by Region and Income

| | Region | | | | Household Income | | |
|--|------------------------|---------------------------|-------------------|----------------|----------------------|--------------------------|-----------------|
| | Lower Mainland (n=65)* | Vancouver Island (n=39)** | Interior (n=38)** | North (n=23)** | Under \$50K (n=44)** | \$50K to <\$100K (n=63)* | \$100K+ (n=58)* |
| Believed a lawyer was best able to assist me | 57% | 47% | 67% | 57% | 46% | 64% | 57% |
| Serious legal problems are too difficult to resolve without a lawyer | 36% | 39% | 47% | 42% | 36% | 48% | 33% |
| Believed a lawyer would help get me a better result | 32% | 44% | 50% | 49% | 32% | 53% | 30% |
| I think lawyers are more knowledgeable about the law | 29% | 53% | 39% | 38% | 36% | 42% | 32% |
| Believed the cost of a lawyer was worth it for a better outcome | 20% | 31% | 27% | 29% | 14% | 32% | 23% |
| I trust lawyers to act in my best interest | 21% | 27% | 29% | 15% | 16% | 29% | 24% |
| Recommended by someone | 3% | – | 3% | – | 7% | 2% | – |
| Other | 6% | 9% | – | – | 5% | 6% | 5% |
| Don't know | – | 3% | – | – | – | 2% | – |

◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.

*Small base size, interpret with caution.

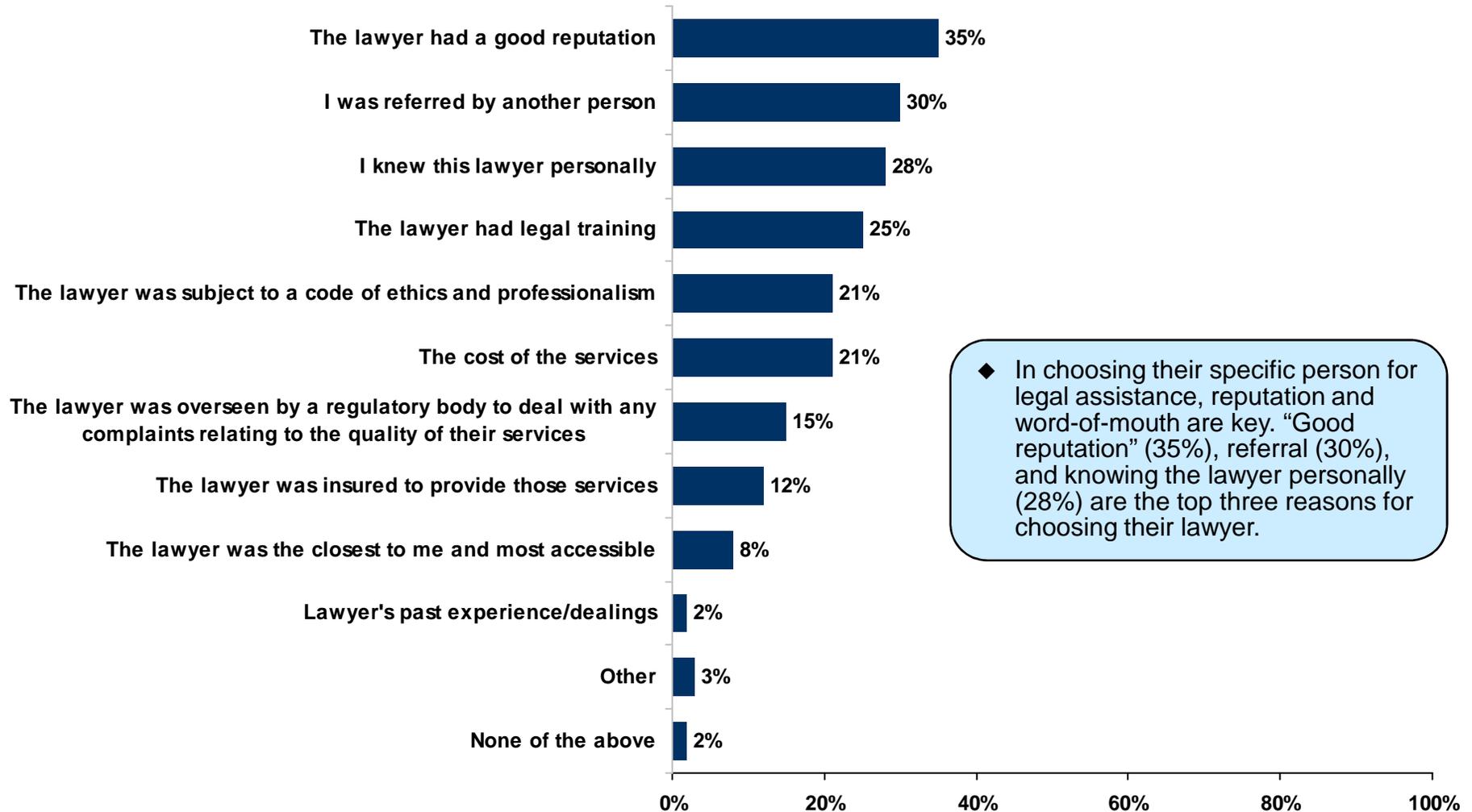
**Very small base size, interpret with extreme caution.

Base: Legal assistance from a lawyer only

QB5a. Why did you choose to seek legal assistance from a lawyer rather than a non-lawyer?



Factors Contributing to Selecting Legal Assistance from a Lawyer



Base: Fair/unfair experience (n=87)*

*Small base size, interpret with caution.

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?



Factors Contributing to Selecting Legal Assistance by Region and Income

| | Region | | | | Household Income | | |
|--|-------------------------|---------------------------|-------------------|----------------|----------------------|---------------------------|------------------|
| | Lower Mainland (n=27)** | Vancouver Island (n=29)** | Interior (n=20)** | North (n=11)** | Under \$50K (n=19)** | \$50K to <\$100K (n=35)** | \$100K+ (n=33)** |
| The lawyer had a good reputation | 31% | 36% | 41% | 49% | 26% | 54% | 23% |
| I was referred by another person | 29% | 30% | 36% | 24% | 9% | 43% | 28% |
| I knew this lawyer personally | 20% | 36% | 41% | 10% | 30% | 28% | 28% |
| The lawyer had legal training | 22% | 18% | 46% | 24% | 31% | 30% | 19% |
| The lawyer was subject to a code of ethics and professionalism | 26% | 19% | 18% | 7% | 11% | 30% | 18% |
| The cost of the services | 25% | 12% | 29% | 11% | 12% | 26% | 20% |
| The lawyer was overseen by a regulatory body to deal with any complaints relating to the quality of their services | 16% | 10% | 21% | 7% | 33% | 6% | 14% |
| The lawyer was insured to provide those services | 24% | 4% | – | 7% | 15% | 10% | 13% |
| The lawyer was the closest to me and most accessible | 6% | 9% | 11% | – | 6% | 10% | 6% |
| Lawyer's past experience/dealings | 3% | 3% | – | – | 6% | – | 2% |
| Other | – | 4% | 7% | – | 6% | – | 3% |
| None of the above | 4% | – | – | – | – | 5% | – |

◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.

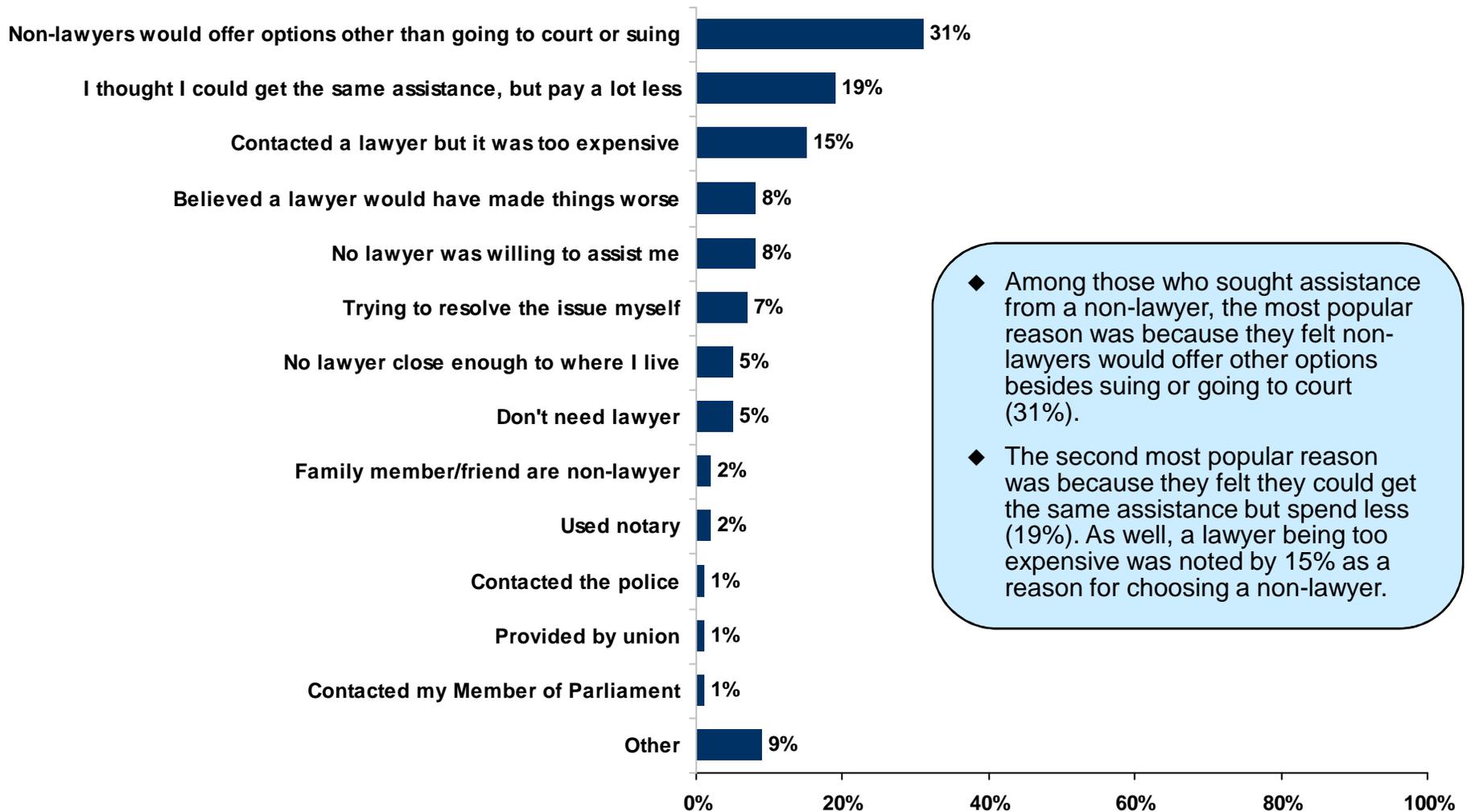
**Very small base size, interpret with extreme caution.

Base: Fair/unfair experience

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 a Non-Lawyer



Base: Legal assistance from a non-lawyer only (n=174)

QB5b. Why did you choose to seek legal assistance from a non-lawyer rather than a lawyer?



Reasons For Seeking Assistance From a Non-Lawyer by Region and Income

| | Region | | | | Household Income | | |
|--|------------------------|---------------------------|-------------------|----------------|---------------------|--------------------------|------------------|
| | Lower Mainland (n=63)* | Vancouver Island (n=37)** | Interior (n=30)** | North (n=44)** | Under \$50K (n=67)* | \$50K to <\$100K (n=57)* | \$100K+ (n=50)** |
| Didn't contact a lawyer, but believed it would have been too expensive | 33% | 43% | 28% | 36% | 39% | 41% | 22% |
| Non-lawyers would offer options other than going to court or suing | 37% | 35% | 19% | 9% | 38% | 30% | 24% |
| I thought I could get the same assistance, but pay a lot less | 18% | 15% | 29% | 17% | 18% | 25% | 14% |
| Contacted a lawyer but it was too expensive | 14% | 12% | 20% | 25% | 19% | 10% | 16% |
| Believed a lawyer would have made things worse | 7% | 11% | 11% | 3% | 12% | 7% | 3% |
| No lawyer was willing to assist me | 12% | 2% | 5% | 2% | 15% | 4% | 2% |
| Trying to resolve the issue myself | 9% | 2% | 10% | 4% | 3% | 3% | 17% |
| No lawyer close enough to where I live | 6% | – | – | 16% | 6% | 4% | 3% |
| Don't need lawyer | 5% | 6% | 4% | 8% | 4% | 4% | 7% |
| Family member/friend are non-lawyer | 4% | – | – | 2% | 1% | 6% | 2% |
| Used notary | 1% | – | 5% | 3% | 2% | – | 3% |
| Contacted the police | 1% | – | – | 6% | – | 3% | 1% |
| Provided by union | – | – | 3% | 7% | 1% | 1% | 1% |
| Contacted my Member of Parliament | – | 2% | – | 2% | – | 1% | 1% |
| Other | 8% | 9% | 14% | 7% | 8% | 8% | 12% |

◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.

*Small base size, interpret with caution.

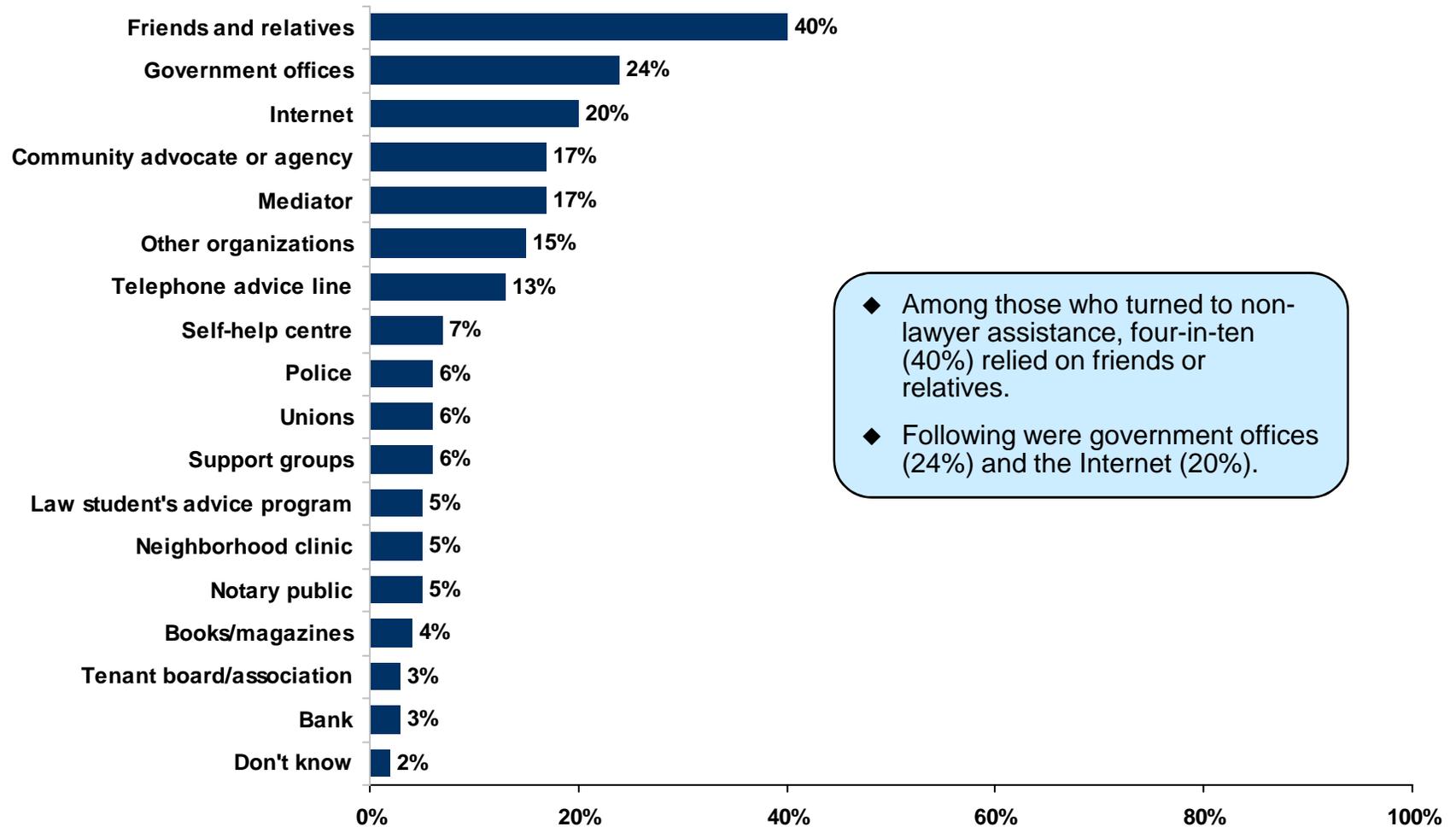
**Very small base size, interpret with extreme caution.

Base: Legal assistance from a non-lawyer only

QB5b. Why did you choose to seek legal assistance from a non-lawyer rather than a lawyer?



Type of Non-Lawyer Turned to for Legal Assistance



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

Base: Legal assistance from a non-lawyer only (n=174)

QD1. You indicated that you sought legal assistance from a non-lawyer to help resolve the ... Which, if any, of the following did you turn to for legal assistance from a non-lawyer to help you resolve this problem?



Type of Non-Lawyer Turned to for Legal Assistance by Region and Income

| | Region | | | | Household Income | | |
|------------------------------|------------------------|---------------------------|-------------------|----------------|---------------------|--------------------------|------------------|
| | Lower Mainland (n=63)* | Vancouver Island (n=37)** | Interior (n=30)** | North (n=44)** | Under \$50K (n=67)* | \$50K to <\$100K (n=57)* | \$100K+ (n=50)** |
| Friends and relatives | 44% | 33% | 36% | 39% | 43% | 40% | 37% |
| Government offices | 23% | 29% | 24% | 18% | 21% | 25% | 27% |
| Internet | 23% | 15% | 17% | 22% | 23% | 21% | 16% |
| Community advocate or agency | 19% | 21% | 12% | 3% | 23% | 21% | 6% |
| Mediator | 21% | 6% | 18% | 14% | 23% | 15% | 9% |
| Other organizations | 14% | 18% | 15% | 12% | 14% | 14% | 17% |
| Telephone advice line | 13% | 13% | 15% | 13% | 12% | 21% | 7% |
| Self-help centre | 10% | – | 8% | 4% | 11% | 5% | 5% |
| Police | 6% | 7% | – | 12% | – | 16% | 6% |
| Unions | 6% | 7% | 3% | 15% | 5% | 9% | 6% |
| Support groups | 6% | 3% | 7% | 6% | 7% | 10% | – |
| Law student's advice program | 5% | 6% | 4% | 6% | 4% | 9% | 4% |
| Neighborhood clinic | 7% | 3% | – | 6% | 5% | 8% | 1% |
| Notary public | 5% | 2% | 7% | 14% | 4% | 3% | 10% |
| Books/magazines | 4% | 6% | 3% | 3% | – | 15% | – |
| Tenant board/association | 4% | – | 5% | – | 4% | 2% | 2% |
| Bank | 3% | 2% | – | 5% | – | 2% | 8% |
| Don't know | – | 8% | – | – | 3% | 2% | – |

* Small base size, interpret with caution.

**Very small base size, interpret with extreme caution.

Note: Only responses of 3% or more for all respondents are shown.

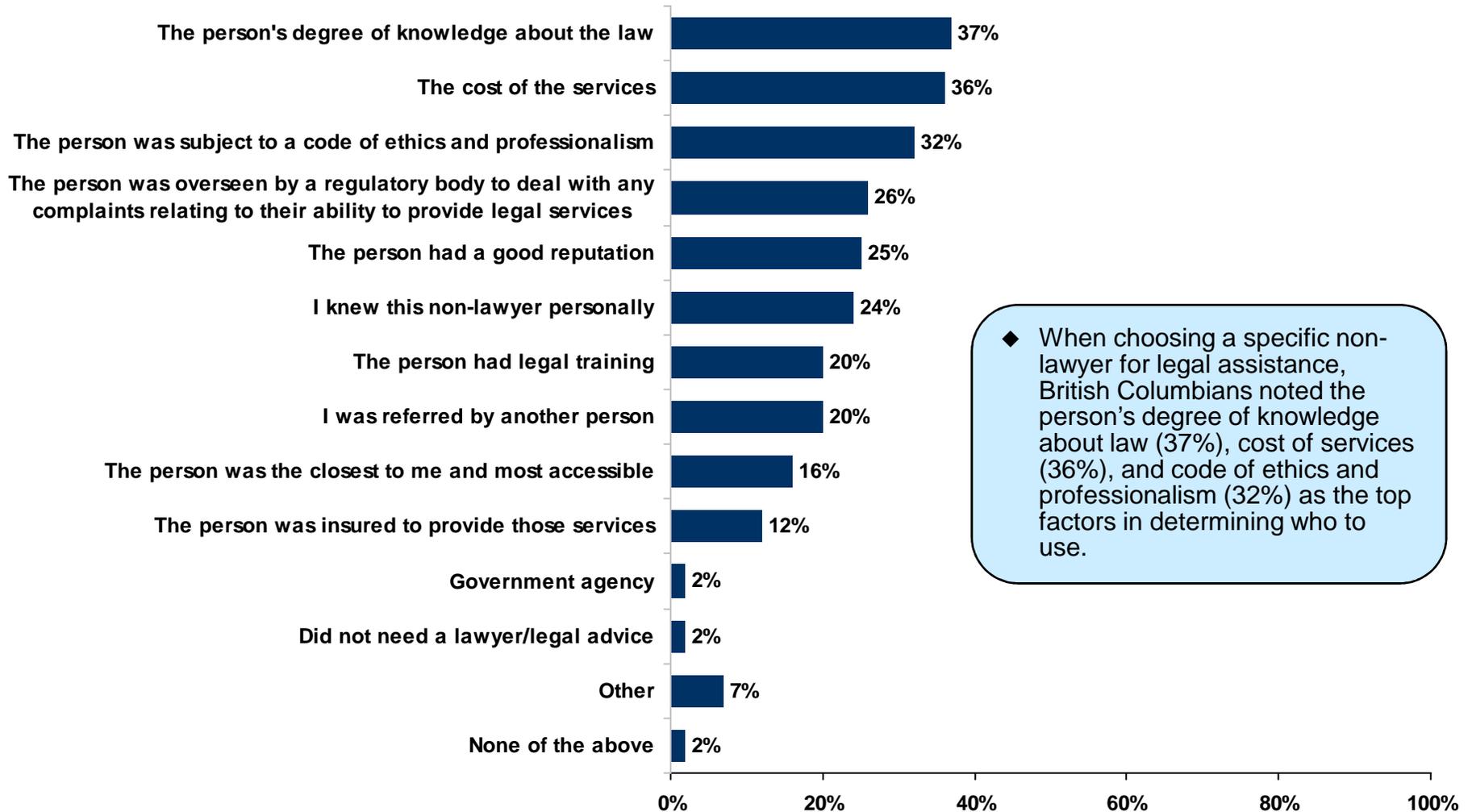
Base: Legal assistance from a non-lawyer only

QD1. You indicated that you sought legal assistance from a non-lawyer to help resolve the ... Which, if any, of the following did you turn to for legal assistance from a non-lawyer to help you resolve this problem?

◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.



Factors Contributing to Selecting Legal Assistance from Non-Lawyer



Base: Fair/unfair experience (n=93)*

*Small base size, interpret with caution.

QD6. In seeking legal assistance from a non-lawyer, which of the following factors contributed most to how you chose the specific person to provide you with legal assistance?



Factors Contributing to Selecting Legal Assistance from Non-Lawyer by Region and Income

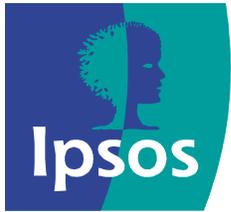
| | Region | | | | Household Income | | |
|--|-------------------------|---------------------------|-------------------|----------------|----------------------|---------------------------|------------------|
| | Lower Mainland (n=33)** | Vancouver Island (n=19)** | Interior (n=20)** | North (n=21)** | Under \$50K (n=37)** | \$50K to <\$100K (n=29)** | \$100K+ (n=27)** |
| The person's degree of knowledge about the law | 48% | 14% | 31% | 35% | 32% | 28% | 52% |
| The cost of the services | 45% | 14% | 37% | 28% | 39% | 30% | 36% |
| The person was subject to a code of ethics and professionalism | 30% | 37% | 25% | 46% | 33% | 27% | 34% |
| The person was overseen by a regulatory body to deal with any complaints relating to their ability to provide legal services | 27% | 35% | 22% | 12% | 28% | 28% | 23% |
| The person had a good reputation | 26% | 19% | 25% | 38% | 20% | 30% | 29% |
| I knew this non-lawyer personally | 32% | 10% | 25% | 12% | 25% | 25% | 23% |
| The person had legal training | 18% | 23% | 21% | 22% | 24% | 10% | 25% |
| I was referred by another person | 16% | 19% | 35% | 20% | 20% | 15% | 25% |
| The person was the closest to me and most accessible | 14% | 22% | 19% | – | 16% | 3% | 25% |
| The person was insured to provide those services | 12% | 4% | 25% | 4% | 25% | 4% | – |
| Government agency | 2% | 4% | – | – | 3% | – | 3% |
| Did not need a lawyer/legal advice | – | 4% | 4% | – | – | 3% | 3% |
| Other | 8% | 5% | 8% | 9% | 8% | 15% | – |
| None of the above | – | 7% | – | 9% | 1% | 6% | 1% |

◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.

**Very small base size, interpret with extreme caution.

Base: Fair/unfair experience

QD6. In seeking legal assistance from a non-lawyer, which of the following factors contributed most to how you chose the specific person to provide you with legal assistance?



Ipsos Reid



Section III: Experience with Legal Assistance From Lawyers



Nobody's Unpredictable

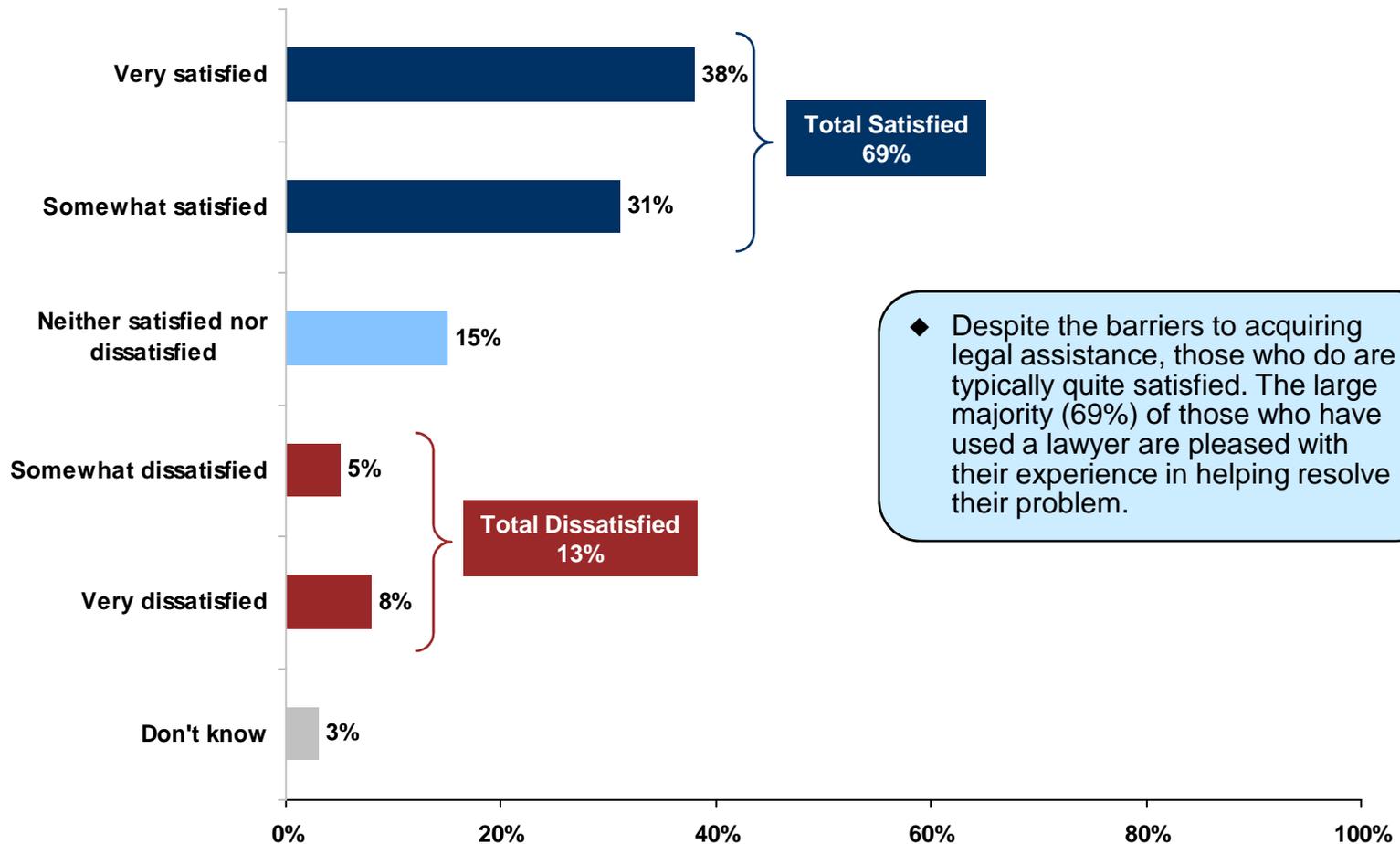


Legal Assistance from Lawyers

- ◆ The large majority (69%) of those who seek legal assistance from lawyers are satisfied. Among those who have already resolved their difficult issues, over eight-in-ten (85%) feel that lawyers helped them achieve a better outcome. Communicating these positive experiences could help to overcome the perception that the general public can simply “go-it-alone”, and also that they can achieve better results by seeking legal assistance.
- ◆ Most British Columbians who have used a lawyer travel less than 30km, though it is interesting to note that those living in the Lower Mainland travelled longer distances, not shorter, for their lawyer (this difference is directional due to small sample size). This may be due to the fact that there are more specialized lawyers to choose from that they feel are worth travelling for. Both choice and access may be issues affecting distance travelled.
- ◆ Most (73%) of those who have resolved their issue already had a monetary gain or loss at stake, at an average of about \$121,000. At the same time, the typical cost of hiring legal assistance was just under \$10,000.
 - As such, nearly eight-in-ten (77%) of those who have already resolved their issue with the assistance of a lawyer feel that the costs were reasonable.



Satisfaction with Legal Assistance From Lawyer



Base: Legal assistance from a lawyer only (n=165)

QC1. You indicated that you sought legal assistance from a lawyer to help resolve the ... you experienced. Overall, how satisfied were you with the legal assistance from a lawyer you received to help resolve the ... you experienced most recently?



Satisfaction with Legal Assistance From Lawyer by Region and Income

| | Region | | | | Household Income | | |
|------------------------------------|------------------------|---------------------------|-------------------|----------------|----------------------|--------------------------|-----------------|
| | Lower Mainland (n=65)* | Vancouver Island (n=39)** | Interior (n=38)** | North (n=23)** | Under \$50K (n=44)** | \$50K to <\$100K (n=63)* | \$100K+ (n=58)* |
| Very satisfied | 35% | 39% | 51% | 34% | 26% | 40% | 46% |
| Somewhat satisfied | 30% | 35% | 29% | 36% | 24% | 35% | 32% |
| Neither satisfied nor dissatisfied | 18% | 14% | 6% | 10% | 25% | 12% | 9% |
| Somewhat dissatisfied | 5% | 2% | 9% | 11% | 6% | 6% | 4% |
| Very dissatisfied | 11% | 5% | 2% | 4% | 10% | 3% | 10% |
| Don't know | 2% | 6% | 3% | 4% | 8% | 4% | - |

- ◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.
- ◆ Directionally, it appears that those with lower household incomes are less satisfied with the legal assistance they received.

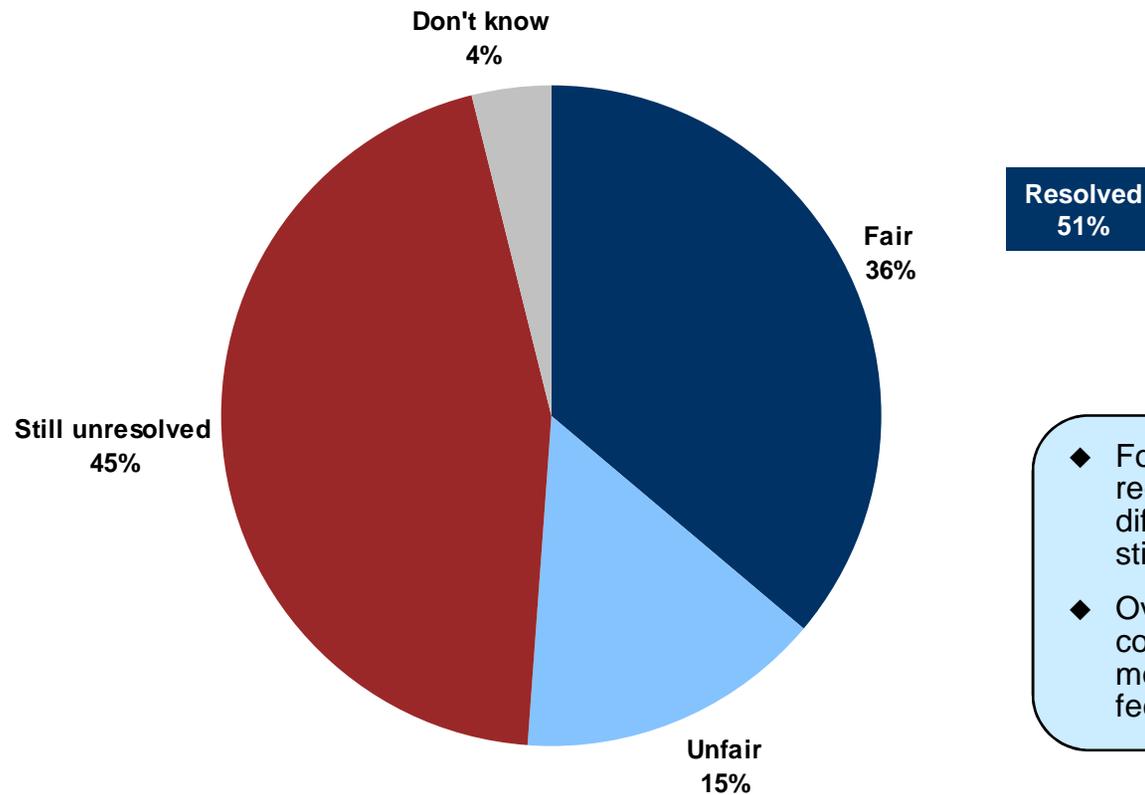
**Small base size, interpret with caution.*

***Very small base size, interpret with extreme caution.*

Base: Legal assistance from a lawyer only

QC1. You indicated that you sought legal assistance from a lawyer to help resolve the ... you experienced. Overall, how satisfied were you with the legal assistance from a lawyer you received to help resolve the ... you experienced most recently?

Outcome of Problem using a Lawyer



- ◆ For British Columbians who have recently experienced a serious and difficult issue, about half (49%) have still not resolved their issue.
- ◆ Overall, resolution outcomes are considered fair for most (36%), more than double that of those who feel the outcome was unfair (15%).

Base: Legal assistance from a lawyer only (n=165)

QC3. Overall, how would you describe the outcome of the ... you experienced most recently?



Outcome of Problem using a Lawyer By Region and Income

| | Region | | | | Household Income | | |
|------------------|------------------------|---------------------------|-------------------|----------------|----------------------|--------------------------|-----------------|
| | Lower Mainland (n=65)* | Vancouver Island (n=39)** | Interior (n=38)** | North (n=23)** | Under \$50K (n=44)** | \$50K to <\$100K (n=63)* | \$100K+ (n=58)* |
| Fair | 29% | 53% | 36% | 35% | 29% | 34% | 43% |
| Unfair | 14% | 18% | 15% | 11% | 6% | 19% | 17% |
| Still unresolved | 53% | 29% | 42% | 50% | 57% | 43% | 39% |
| Don't know | 5% | – | 7% | 5% | 29% | 34% | 43% |
| Resolved | 43% | 71% | 51% | 46% | 35% | 53% | 60% |

- ◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.
- ◆ Directionally, it appears that those with higher household incomes have had greater success in resolving their issues.

**Small base size, interpret with caution.*

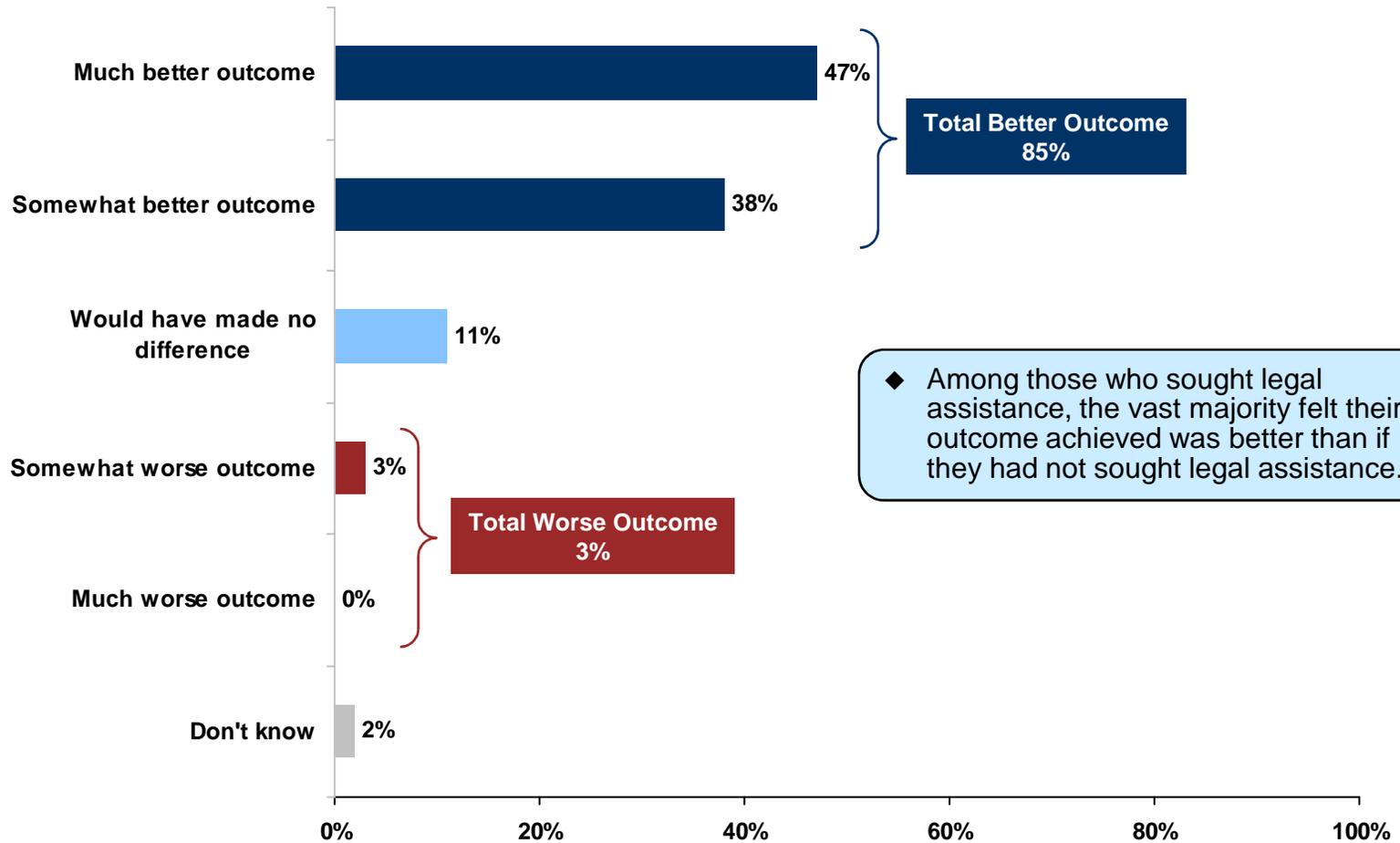
***Very small base size, interpret with extreme caution.*

Base: Legal assistance from a lawyer only

QC3. Overall, how would you describe the outcome of the ... you experienced most recently?



Outcome as Result of Seeking Legal Assistance from Lawyer



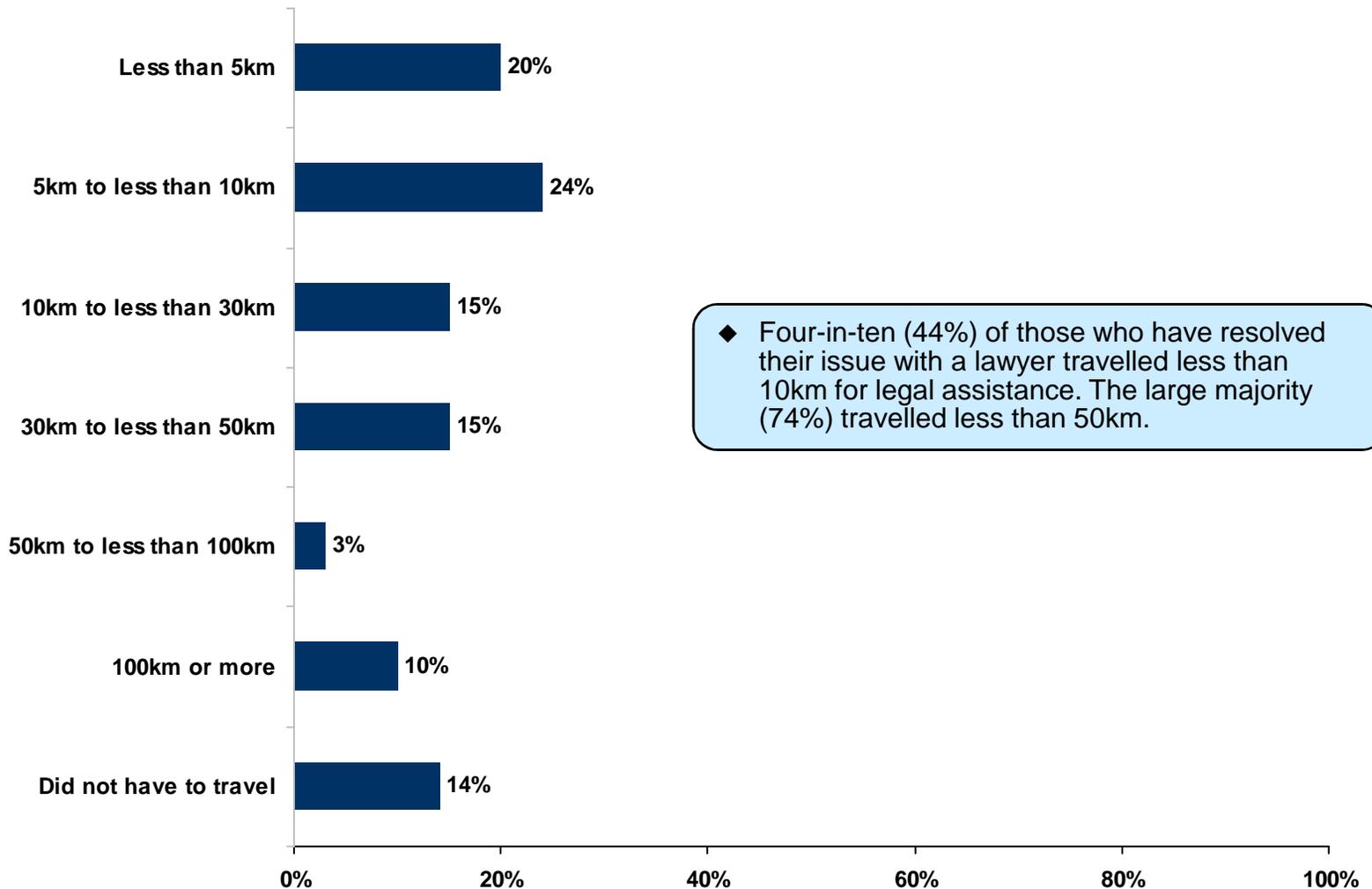
Base: Fair/unfair outcome with lawyer (n=87)*

*Small base size, interpret with caution.

QC5. Overall, do you think the outcome of the ... 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 (n=87)*

*Small base size, interpret with caution.

QC7. How far did you have to travel when you sought legal assistance from a lawyer to resolve the ...?



Distance Travelled for Legal Assistance from a Lawyer By Region and Income

| | Region | | | | Household Income | | |
|-------------------------|-------------------------|---------------------------|-------------------|----------------|----------------------|---------------------------|------------------|
| | Lower Mainland (n=27)** | Vancouver Island (n=29)** | Interior (n=20)** | North (n=11)** | Under \$50K (n=19)** | \$50K to <\$100K (n=35)** | \$100K+ (n=33)** |
| Less than 5km | 9% | 26% | 29% | 47% | 28% | 18% | 18% |
| 5km to less than 10km | 23% | 33% | 15% | 11% | 17% | 19% | 32% |
| 10km to less than 30km | 16% | 16% | 11% | – | 18% | 12% | 14% |
| 30km to less than 50km | 22% | 4% | 14% | 18% | 15% | 20% | 10% |
| 50km to less than 100km | – | 6% | 6% | – | 6% | 2% | 2% |
| 100km or more | 11% | – | 22% | 17% | 6% | 13% | 9% |
| Did not have to travel | 18% | 16% | 4% | 7% | 10% | 17% | 14% |

- ◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.
- ◆ Directionally, it seems Lower Mainland residents tend to travel farther for legal assistance. This may be due to the fact that there are more specialized lawyers to choose from and they're worth travelling a distance for. Both choice and access may be issues affecting distance travelled.

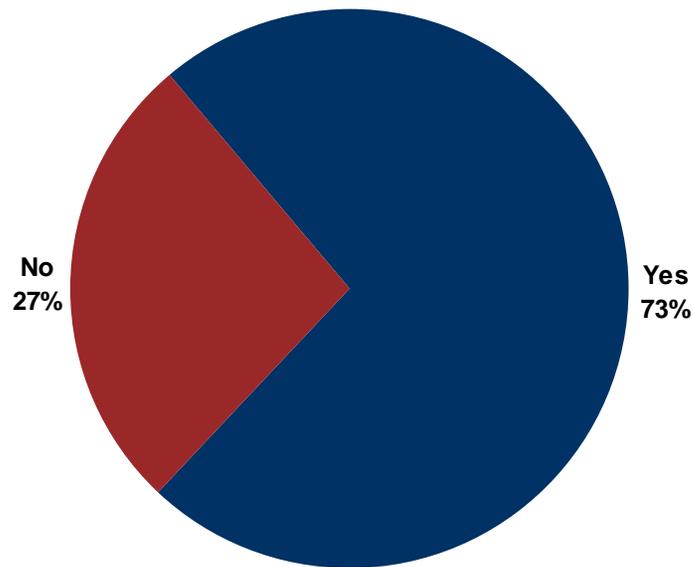
****Very small base size, interpret with extreme caution.**

Base: Fair/unfair experience with a lawyer

QC7. How far did you have to travel when you sought legal assistance from a lawyer to resolve the ...?

Potential for Monetary Gain or Loss with a Lawyer

POTENTIAL FOR MONETARY GAIN OR LOSS

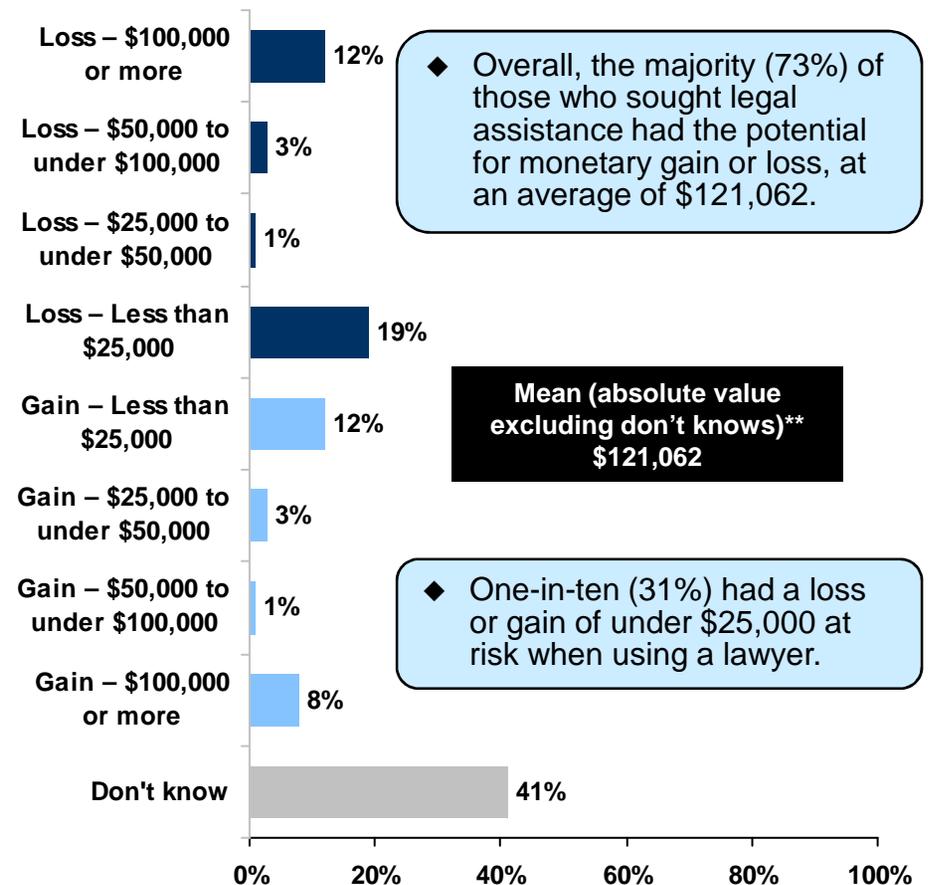


Base: Fair/unfair experience with a lawyer (n=87)*

*Small base size, interpret with caution.

QC8. For the ..., was there the potential for monetary gain or loss to you personally?

AMOUNT OF MONETARY GAIN OR LOSS



Base: Potential for monetary gain or loss (n=61)*

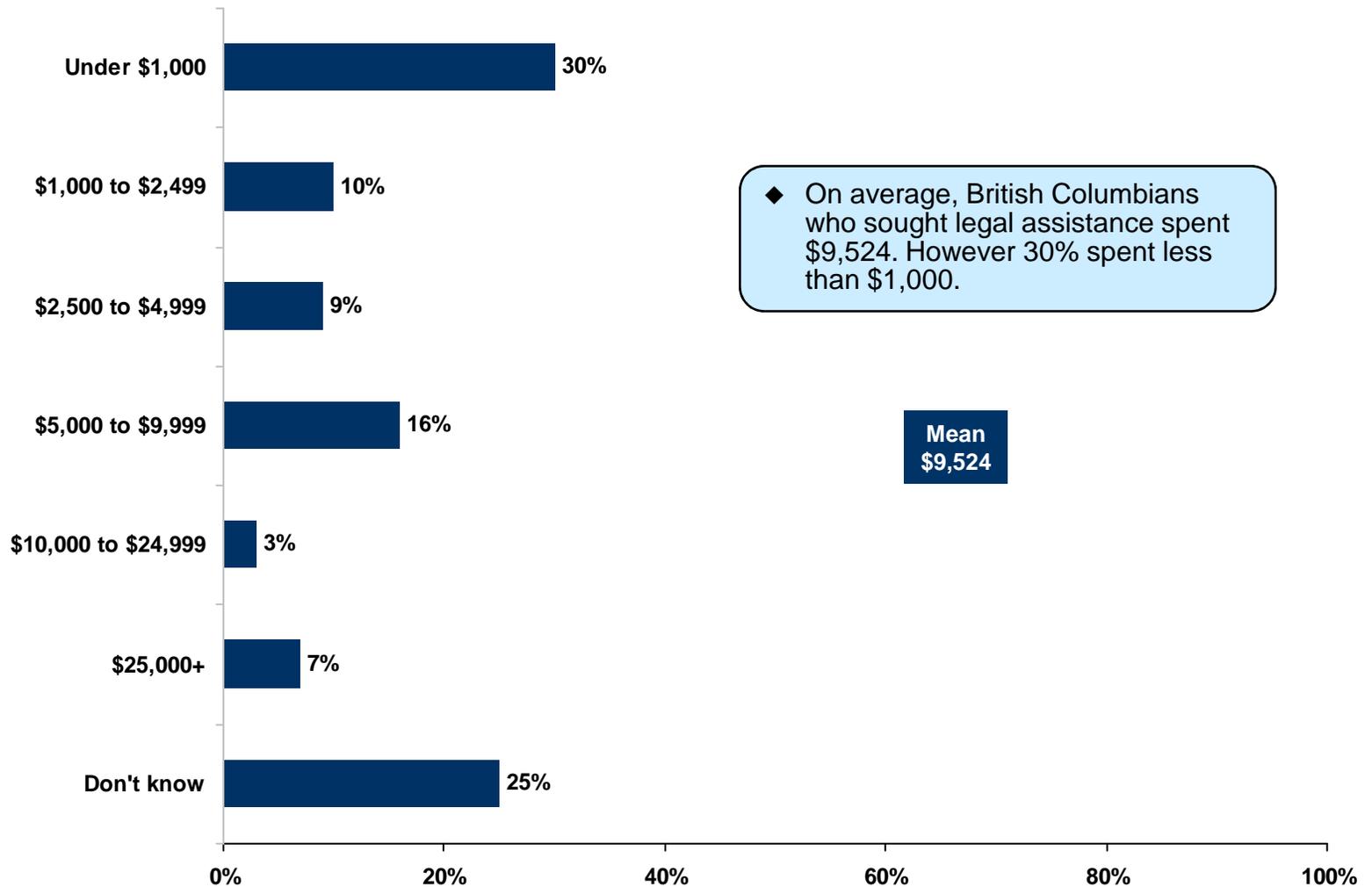
*Small base size, interpret with caution.

**Mean excludes mentions of more than \$1 million.

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



Cost to Resolve Issue using a Lawyer

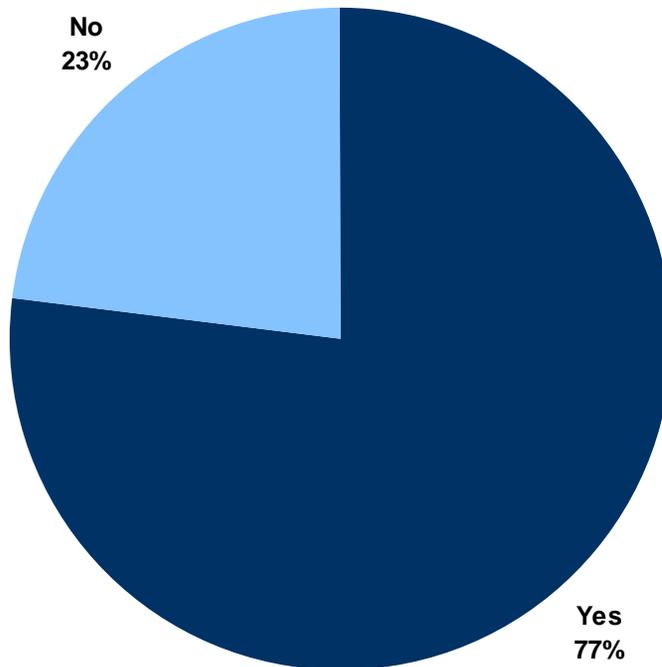


Base: Fair/unfair experience with a lawyer (n=87)*

*Small base size, interpret with caution.

QC10. Approximately how much did it cost to resolve the ...?

Reasonableness of Cost - Lawyer



- ◆ Nearly eight-in-ten (77%) of those who sought legal assistance from a lawyer felt that their costs overall were reasonable.

*Base: Fair/unfair experience with a lawyer (n=87)**

**Small base size, interpret with caution.*

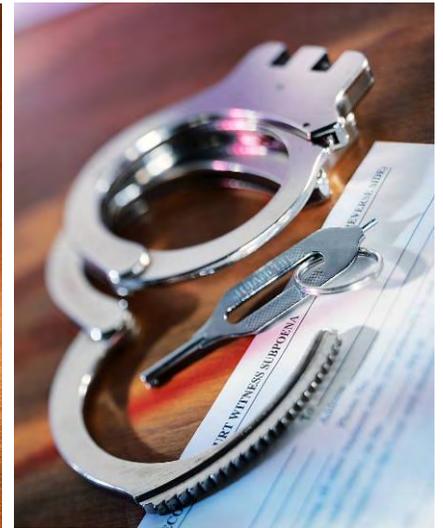
QC11. In your opinion, were the costs to resolve the ... reasonable?



Ipsos Reid



Section IV: Experience with Legal Assistance From Non-Lawyers



Nobody's Unpredictable

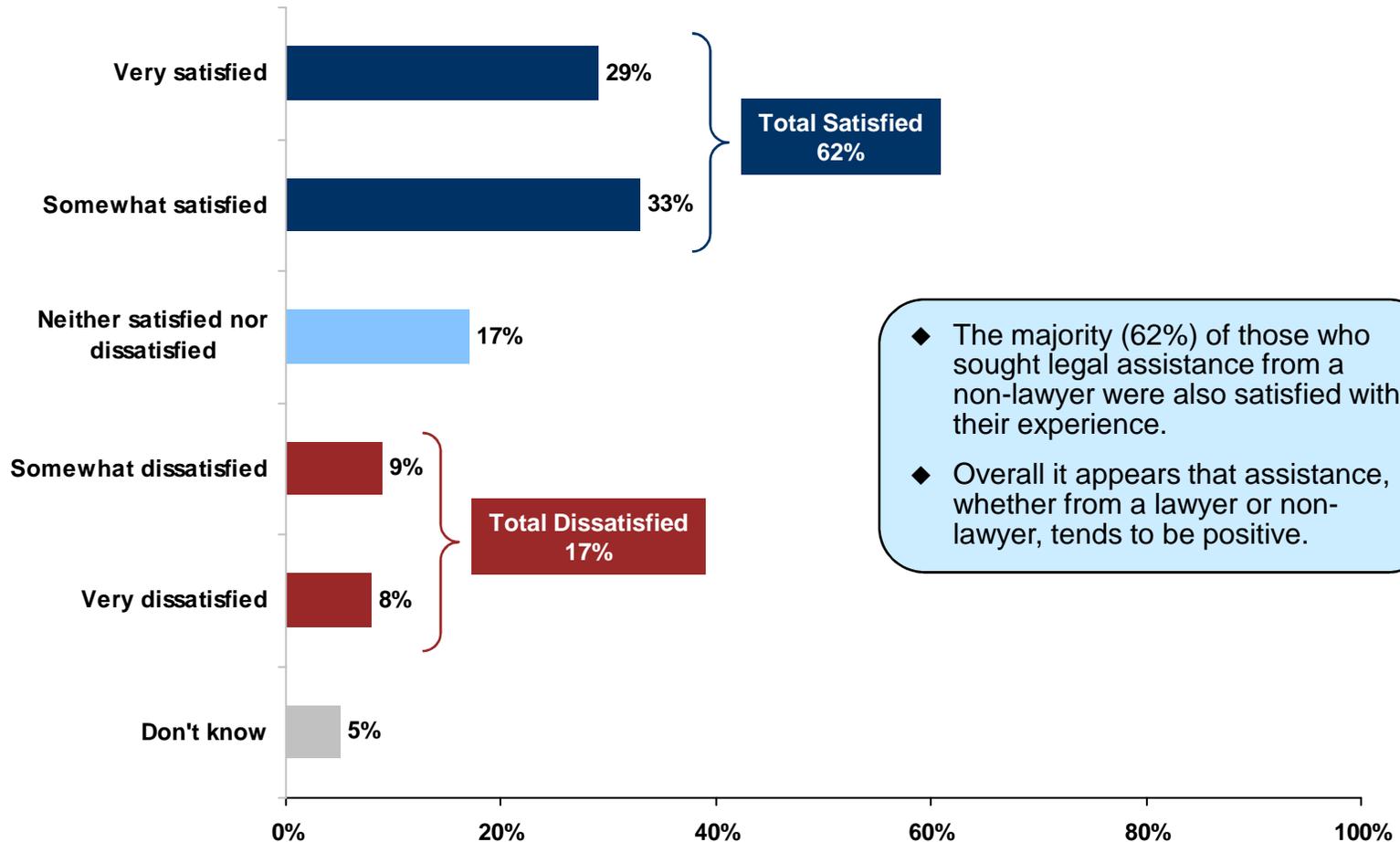


Experience with Legal Assistance From Non-Lawyers

- ◆ Most (62%) who sought legal assistance from a non-lawyer were also satisfied with their experience, only slightly lower than those who sought assistance from lawyers.
 - Overall it appears that assistance, whether from a lawyer or non-lawyer tends to be positive. Again this points to the opportunity to show British Columbians that legal assistance of any form is advisable.
- ◆ When asked if using a lawyer would have improved their outcome, one-quarter (24%) felt that a better outcome could have been achieved with a lawyer, but 54% feel that there would have been no difference.
- ◆ Compared to lawyers, travelling for non-lawyer assistance tends to be shorter, with two-thirds (66%) travelling less than 10km.
- ◆ Similar to lawyer assistance, about seven-in-ten (70%) had the potential for monetary gain or loss, at an average of about \$47,000. However, the overall cost of using non-lawyer assistance was much lower – at an average of approximately \$3,000. With that, three-quarters (74%) of those who used a non-lawyer felt the costs were reasonable.



Satisfaction with Legal Assistance from Non-Lawyer



Base: Legal assistance from a non-lawyer only (n=174)

QD2. Overall, how satisfied were you with the legal assistance from non-lawyers you received to help resolve the ...



Satisfaction with Legal Assistance from Non-Lawyer By Region and Income

| | Region | | | | Household Income | | |
|------------------------------------|------------------------|---------------------------|-------------------|----------------|---------------------|--------------------------|------------------|
| | Lower Mainland (n=63)* | Vancouver Island (n=37)** | Interior (n=30)** | North (n=44)** | Under \$50K (n=67)* | \$50K to <\$100K (n=57)* | \$100K+ (n=50)** |
| Very satisfied | 25% | 39% | 33% | 24% | 33% | 23% | 29% |
| Somewhat satisfied | 36% | 24% | 37% | 31% | 27% | 27% | 45% |
| Neither satisfied nor dissatisfied | 14% | 21% | 19% | 21% | 18% | 20% | 13% |
| Somewhat dissatisfied | 13% | 2% | 5% | 7% | 11% | 14% | 1% |
| Very dissatisfied | 10% | 6% | 3% | 9% | 7% | 14% | 4% |
| Don't know | 3% | 8% | 4% | 9% | 4% | 2% | 9% |

◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.

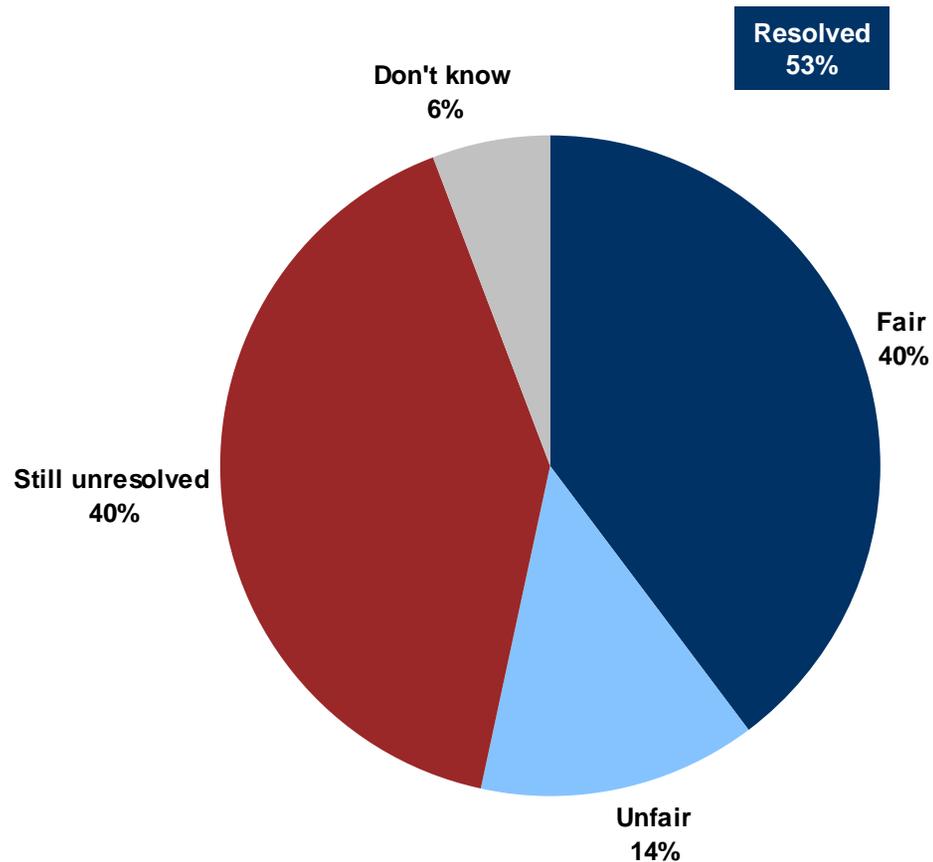
* Small base size, interpret with caution.

**Very small base size, interpret with extreme caution.

Base: Legal assistance from a non-lawyer only

QD2. Overall, how satisfied were you with the legal assistance from non-lawyers you received to help resolve the ...

Outcome of Problem using a Non-Lawyer



- ◆ Just over half of those who experienced a difficult issue and sought assistance from a non-lawyer have resolved the issue already.
- ◆ Overall, 40% felt their outcome was fair, with only 14% noting it was unfair.

Base: Legal assistance from a non-lawyer only (n=174)

QD3. Overall, how would you describe the outcome of the ...?



Outcome from Non-Lawyer by Region and Income

| | Region | | | | Household Income | | |
|-------------------------|------------------------|---------------------------|-------------------|----------------|---------------------|--------------------------|------------------|
| | Lower Mainland (n=63)* | Vancouver Island (n=37)** | Interior (n=30)** | North (n=44)** | Under \$50K (n=67)* | \$50K to <\$100K (n=57)* | \$100K+ (n=50)** |
| Fair | 36% | 42% | 56% | 30% | 43% | 34% | 40% |
| Unfair | 16% | 8% | 11% | 16% | 13% | 15% | 14% |
| Still unresolved | 42% | 46% | 26% | 52% | 37% | 46% | 43% |
| Don't know | 6% | 4% | 7% | 3% | 7% | 6% | 3% |
| Resolved | 52% | 50% | 67% | 46% | 56% | 49% | 54% |

◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.

**Small base size, interpret with caution.*

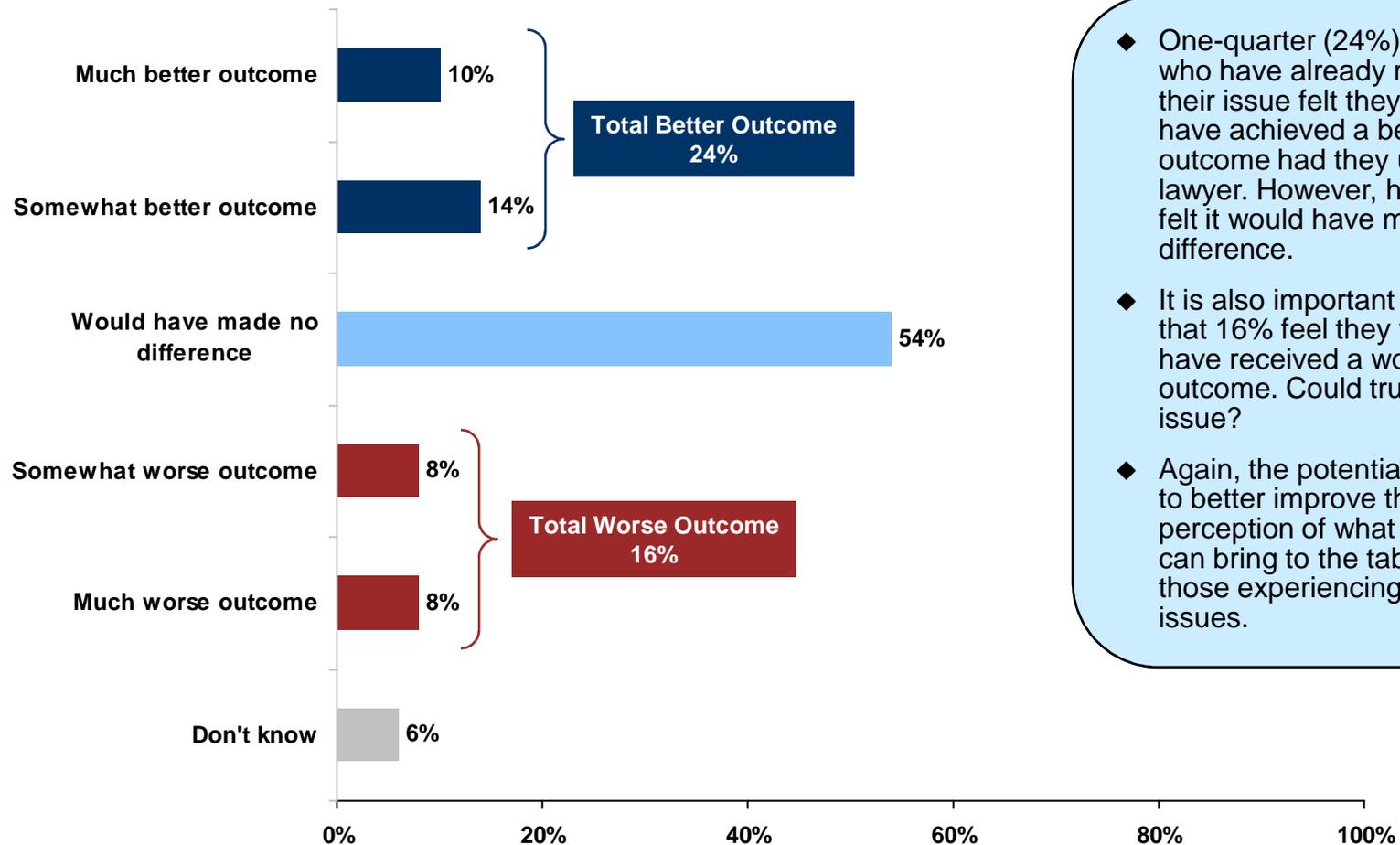
***Very small base size, interpret with extreme caution.*

Base: Legal assistance from a non-lawyer only

QD3. Overall, how would you describe the outcome of the ...?



Possible Outcome if Had Sought Legal Assistance from Lawyer



- ◆ One-quarter (24%) of those who have already resolved their issue felt they would have achieved a better outcome had they used a lawyer. However, half (54%) felt it would have made no difference.
- ◆ It is also important to note that 16% feel they would have received a worse outcome. Could trust be an issue?
- ◆ Again, the potential remains to better improve the perception of what lawyers can bring to the table for those experiencing difficult issues.

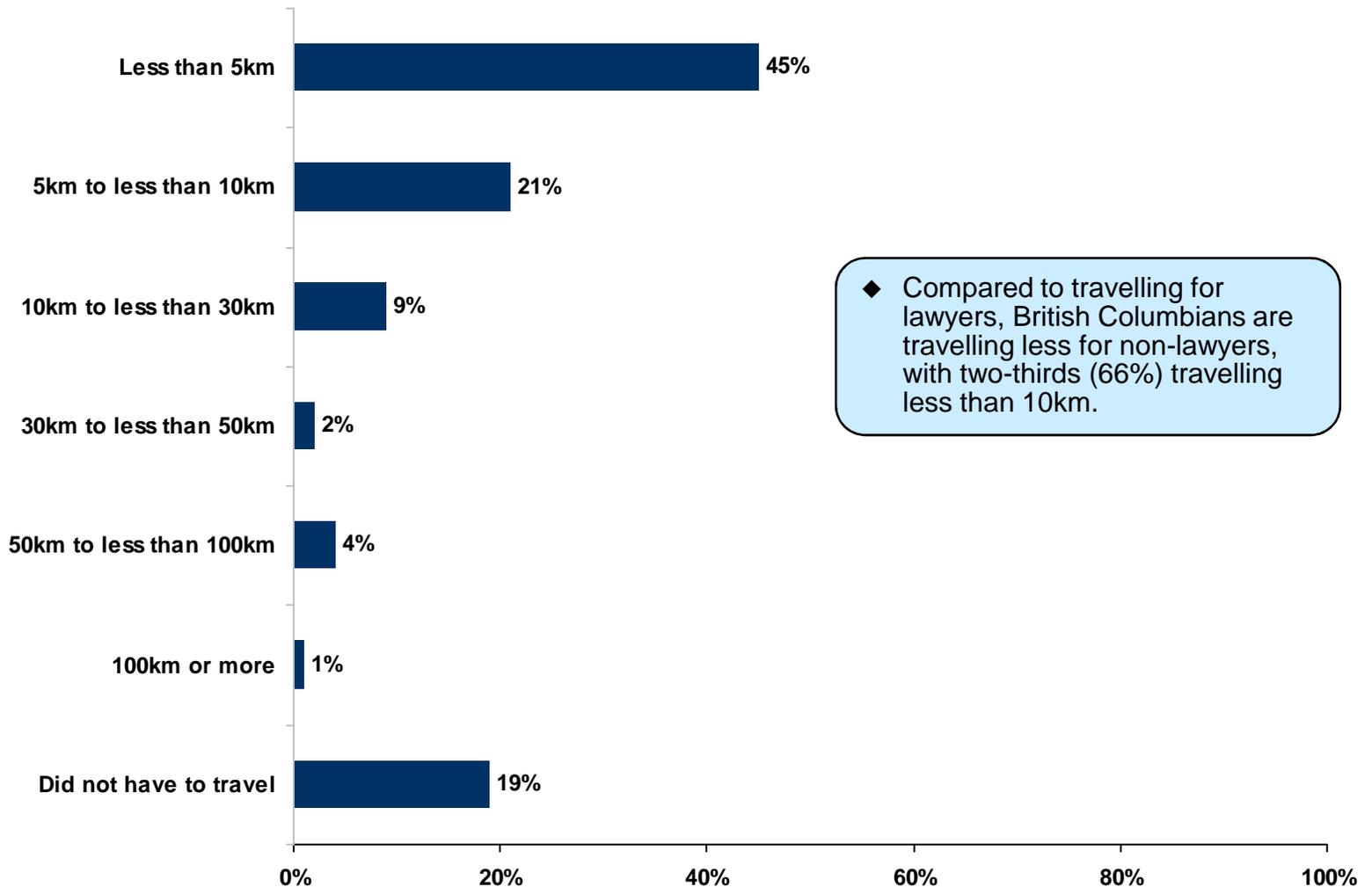
Base: Fair/unfair experience with a non-lawyer (n=93)*

**Small base size, interpret with caution.*

QD5. Overall, do you think the outcome of the ... 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 a Non-Lawyer



Base: Fair/unfair outcome with non-lawyer (n=93)*

*Small base size, interpret with caution.

QD7. How far did you have to travel when you sought legal assistance from a non-lawyer to resolve the ...?



Distance Travelled for Legal Assistance from a Non-Lawyer by Region and Income

| | Region | | | | Household Income | | |
|-------------------------|-------------------------|---------------------------|-------------------|----------------|----------------------|---------------------------|------------------|
| | Lower Mainland (n=33)** | Vancouver Island (n=19)** | Interior (n=20)** | North (n=21)** | Under \$50K (n=37)** | \$50K to <\$100K (n=29)** | \$100K+ (n=27)** |
| Less than 5km | 42% | 56% | 41% | 52% | 50% | 29% | 54% |
| 5km to less than 10km | 23% | 18% | 17% | 16% | 19% | 33% | 13% |
| 10km to less than 30km | 7% | 7% | 21% | - | 9% | 6% | 12% |
| 30km to less than 50km | 3% | - | - | 4% | 4% | - | - |
| 50km to less than 100km | 3% | 8% | - | 4% | 3% | 10% | - |
| 100km or more | - | - | 4% | 4% | - | 4% | - |
| Did not have to travel | 23% | 11% | 18% | 20% | 17% | 20% | 22% |

◆ NOTE: Sample sizes do not allow for significance testing between subgroups. Interpret with caution.

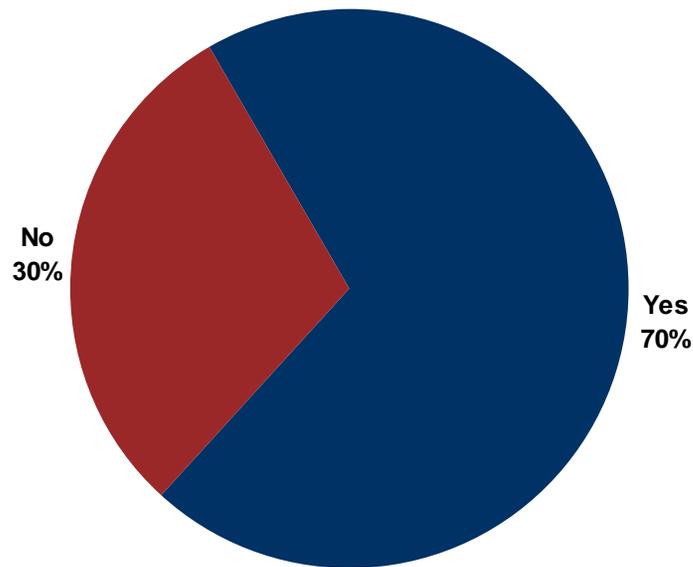
****Very small base size, interpret with extreme caution.**

Base: Fair/unfair experience with a non-lawyer

QD7. How far did you have to travel when you sought legal assistance from a non-lawyer to resolve the ...?

Potential for Monetary Gain or Loss with a Non-Lawyer

POTENTIAL FOR MONETARY GAIN OR LOSS

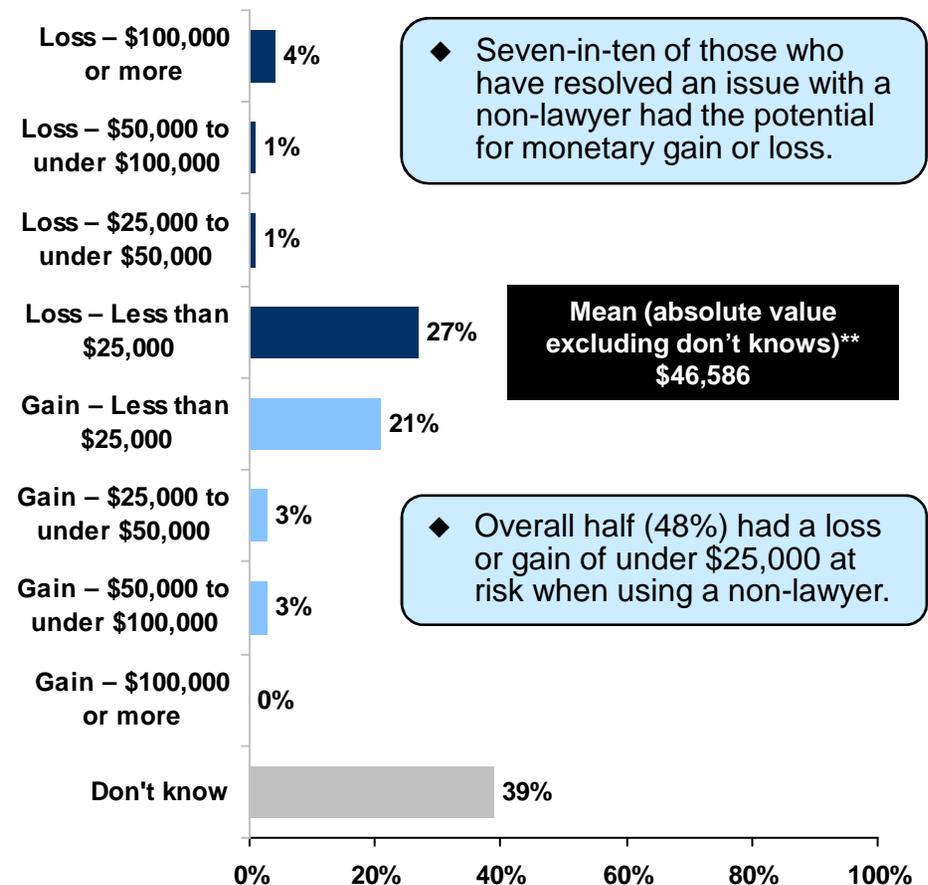


Base: Fair/unfair experience with a non-lawyer (n=93)*

*Small base size, interpret with caution.

QD8. For the ..., was there the potential for monetary gain or loss to you personally?

AMOUNT OF MONETARY GAIN OR LOSS



Base: Potential for monetary gain or loss (n=63)*

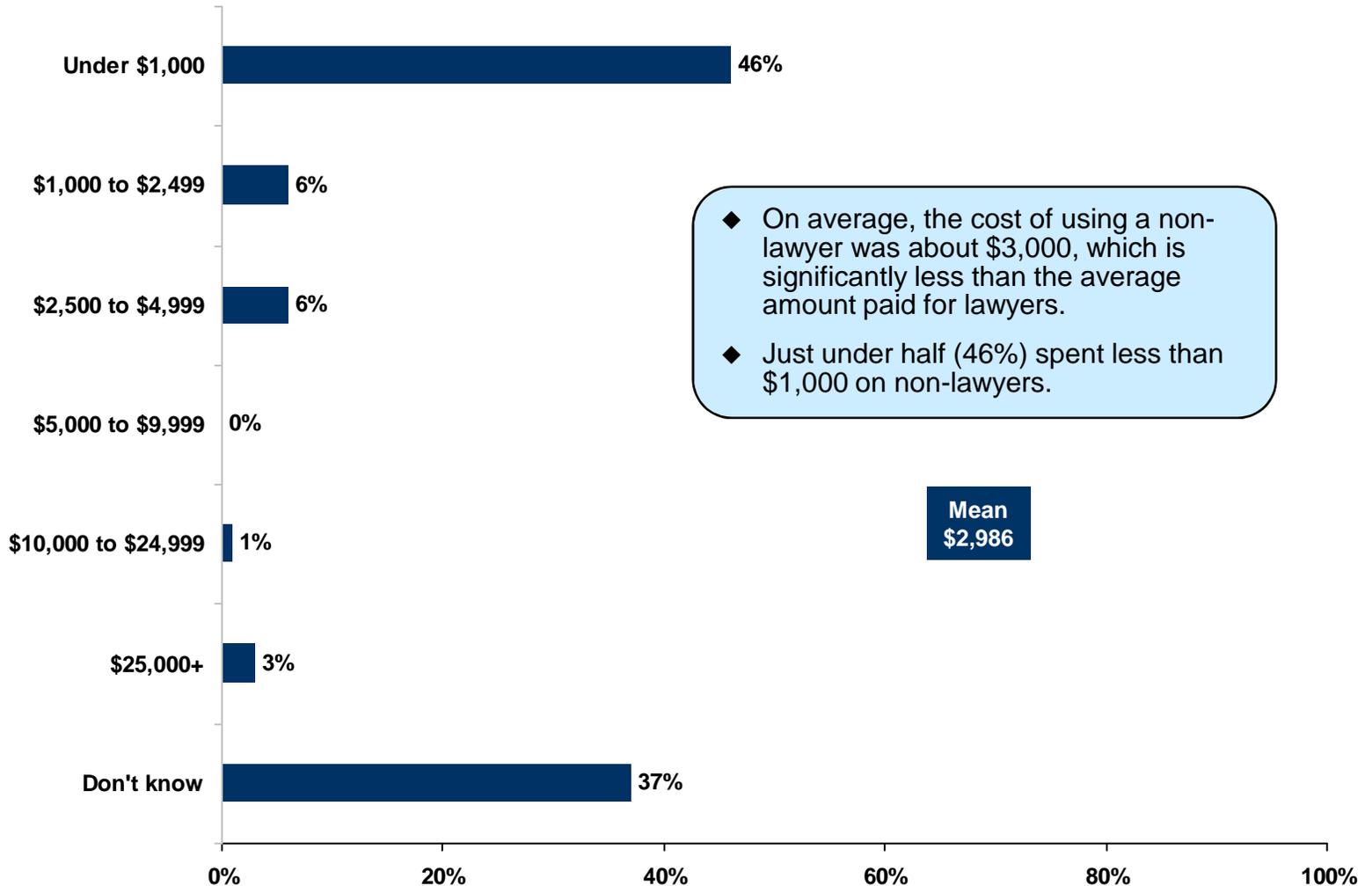
*Small base size, interpret with caution.

**Mean excludes mentions of more than \$1 million

QD9. What was the approximate amount of monetary gain or loss to you personally?



Cost to Resolve Issue using a Non-Lawyer

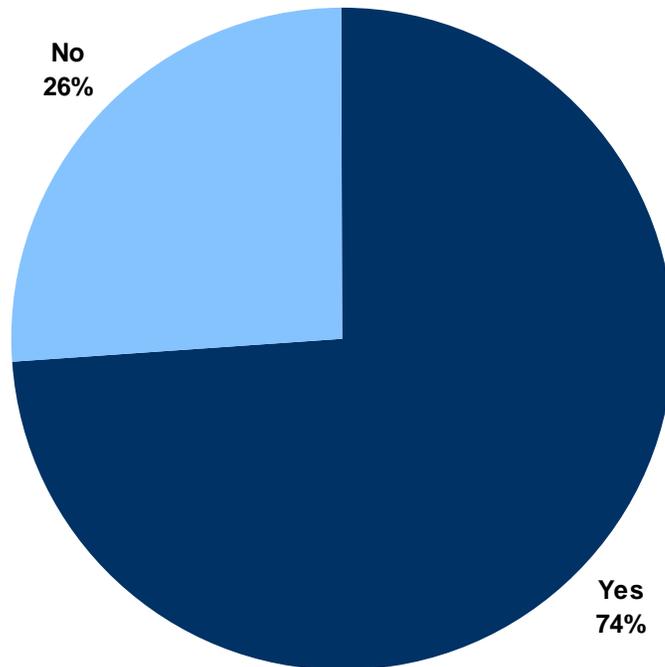


Base: Fair/unfair experience (n=93)*

*Small base size, interpret with caution.

QD10. Approximately how much did it cost to resolve the ...?

Reasonableness of Cost of a Non-Lawyer



◆ Three-quarters of those who use non-lawyers feel the costs are reasonable.

*Base: Fair/unfair experience with a non-lawyer (n=93)**

**Small base size, interpret with caution.*

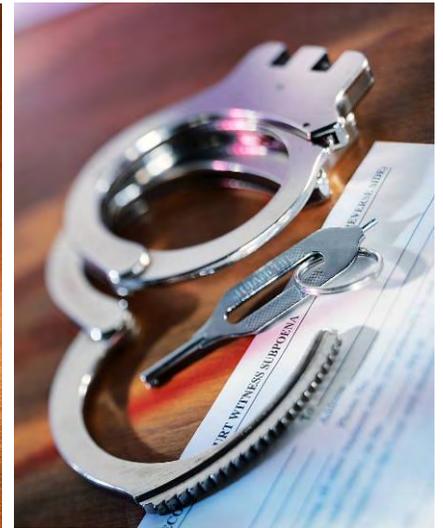
QD11. In your opinion, were the costs to resolve the ... reasonable?



Ipsos Reid



Section V: Future Use of Lawyers and Non-Lawyers



Nobody's Unpredictable

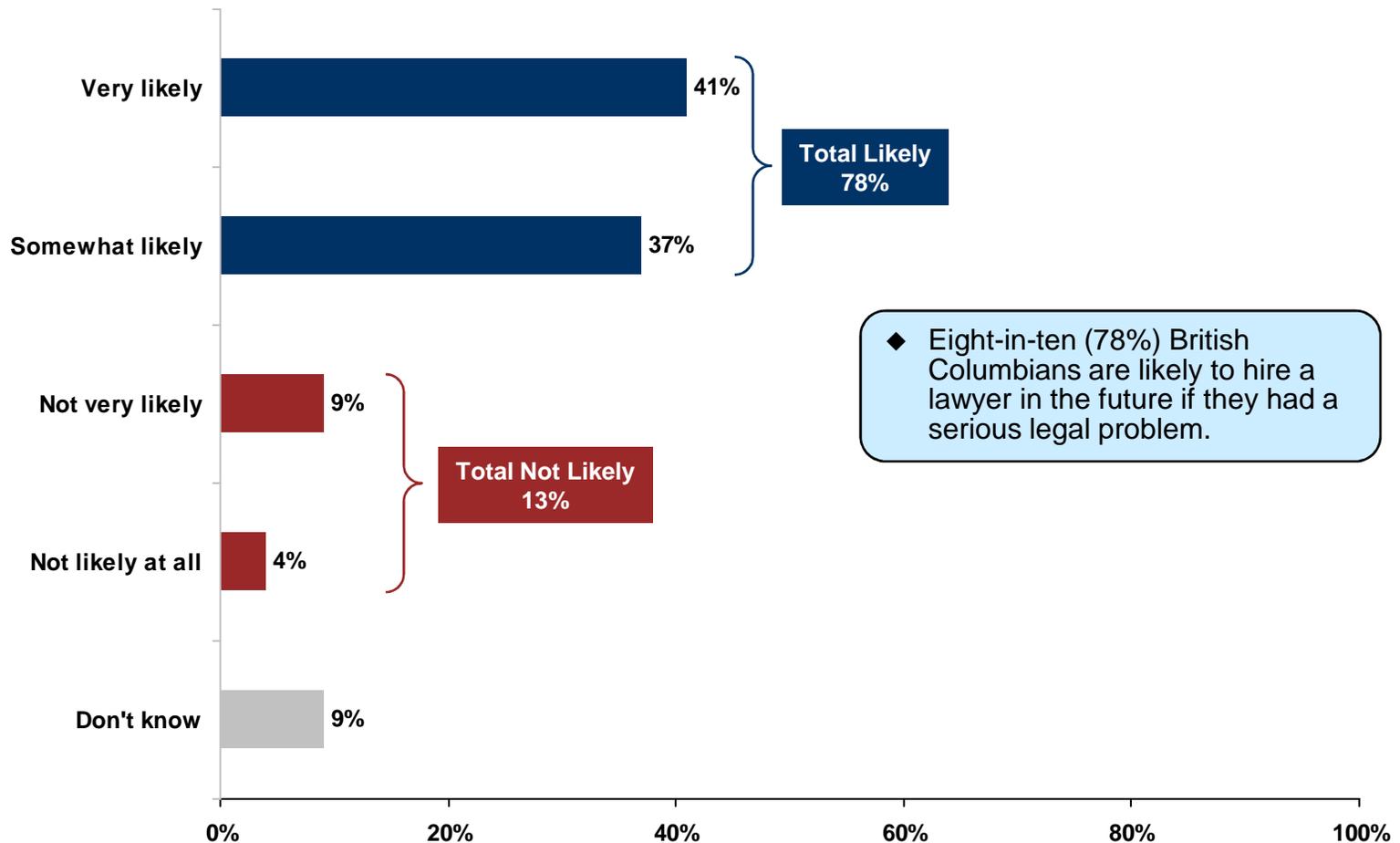


Future Use of Lawyers

- ◆ Overall, the potential future use of lawyers is high, with eight-in-ten British Columbians likely to use a lawyer in the event of a serious legal issue.
 - Perceived expertise and ability to help achieve a better result are the key reasons why so many would use a lawyer.
 - Cost, however, remains the key barrier. The majority of those not likely to use a lawyer note cost as an issue. A secondary barrier is also trust, as 27% note that they don't feel a lawyer would work in their best interest.
- ◆ British Columbians with family relationship problems are those most likely to call for assistance from a lawyer in the future. It seems for other types of problems, current use of lawyers is lower simply because the problems aren't perceived to be serious enough to require a lawyer.
- ◆ Those who have used a lawyer in the past are much more likely to use a lawyer again in the future than those who have not.
 - At the same time, those who have used a non-lawyer in the past are least likely to use a lawyer. It's possible that the use of non-lawyers may help to shed light on the value they provide.
 - Those who've sought no legal assistance are very open to using lawyers in the future (72%), However, among those who would not, cost is the major barrier, though trusting lawyers to act in their best interest is also mentioned.
- ◆ Clearly, those who have used lawyers in the past feel strongly that the services they provide cannot be replaced. Those who have used lawyers are much less likely to use a non-lawyer in the future than those who have used non-lawyers in the past.



Likelihood to Hire a Lawyer in Future



Base: All respondents (n=1,628)

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



Likelihood to Hire a Lawyer in Future By Region, Income and Age

| | Region | | | | Household Income | | | Age | | |
|--------------------------|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|---------------|---------------|-------------|
| | Lower Mainland (n=652) | Vancouver Island (n=330) | Interior (n=329) | North (n=316) | Under \$50K (n=539) | \$50K to <\$100K (n=550) | \$100K+ (n=539) | 18-34 (n=241) | 35-54 (n=668) | 55+ (n=719) |
| Very likely | 40% | 45% | 42% | 40% | 27% | 44% | 52% | 34% | 39% | 48% |
| Somewhat likely | 38% | 37% | 40% | 36% | 42% | 35% | 37% | 40% | 40% | 34% |
| Not very likely | 12% | 8% | 7% | 10% | 14% | 12% | 5% | 14% | 9% | 10% |
| Not likely at all | 4% | 5% | 4% | 6% | 6% | 4% | 3% | 3% | 5% | 4% |
| Don't know | 7% | 5% | 7% | 9% | 10% | 6% | 3% | 9% | 7% | 4% |

- ◆ As expected, it is more likely for higher income households to hire a lawyer in the future, with 52% of those with incomes of \$100,000 or more saying “very likely”, compared to 27% among those with incomes under \$50,000. Overcoming cost perceptions associated with lawyers will be key to helping lower income British Columbians feel they can access legal assistance.
- ◆ Older British Columbians (55+) are more likely to hire a lawyer in the future than middle-aged or younger residents of the province.

Base: All respondents

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



Likelihood to Hire a Lawyer in the Future By Type of Problem

| | Total (n=1,101) | Recent Problems | | | | |
|---|--------------------|---------------------|-----------------------------|-----------------------|-------------------------------|-----------------------------------|
| | | Consumer (n=211) | Money or Debt (n=191) | Employment (n=133) | Housing or Land (n=121) | Family Relationship (n=91)* |
| Very likely | 41% | 33% | 19% | 31% | 26% | 48% |
| Somewhat likely | 38% | 43% | 44% | 34% | 45% | 35% |
| Not very likely | 10% | 12% | 16% | 16% | 18% | 12% |
| Not likely at all | 4% | 6% | 5% | 10% | 5% | – |
| Don't know | 7% | 6% | 16% | 11% | 5% | 5% |
| Summary | | | | | | |
| <i>Top2Box (Very/Somewhat Likely)</i> | 79% | 76% | 63% | 64% | 71% | 84% |
| <i>Low2Box (Not Very/Not At All Likely)</i> | 14% | 19% | 21% | 25% | 23% | 12% |

- ◆ British Columbians with family relationship problems are those most likely to call for assistance from a lawyer in the future.
- ◆ Overall, it seems British Columbians would use lawyers for other types of problems, they simply need to be serious enough.

* Small base size, interpret with caution.

Base: All respondents

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



Likelihood to Hire a Lawyer in the Future By Type of Previous Legal Assistance Sought

| | Total (n=1,628) | Sought Legal Assistance | | |
|---|--------------------|-------------------------|-----------------------|-----------------|
| | | Lawyer (n=174) | Non-Lawyer (n=188) | None (n=762) |
| Very likely | 41% | 59% | 22% | 30% |
| Somewhat likely | 38% | 32% | 44% | 41% |
| Not very likely | 10% | 2% | 19% | 14% |
| Not likely at all | 4% | 2% | 6% | 6% |
| Don't know | 7% | 6% | 9% | 8% |
| Summary | | | | |
| <i>Top2Box (Very/Somewhat Likely)</i> | 79% | 91% | 66% | 72% |
| <i>Low2Box (Not Very/Not At All Likely)</i> | 14% | 4% | 25% | 20% |

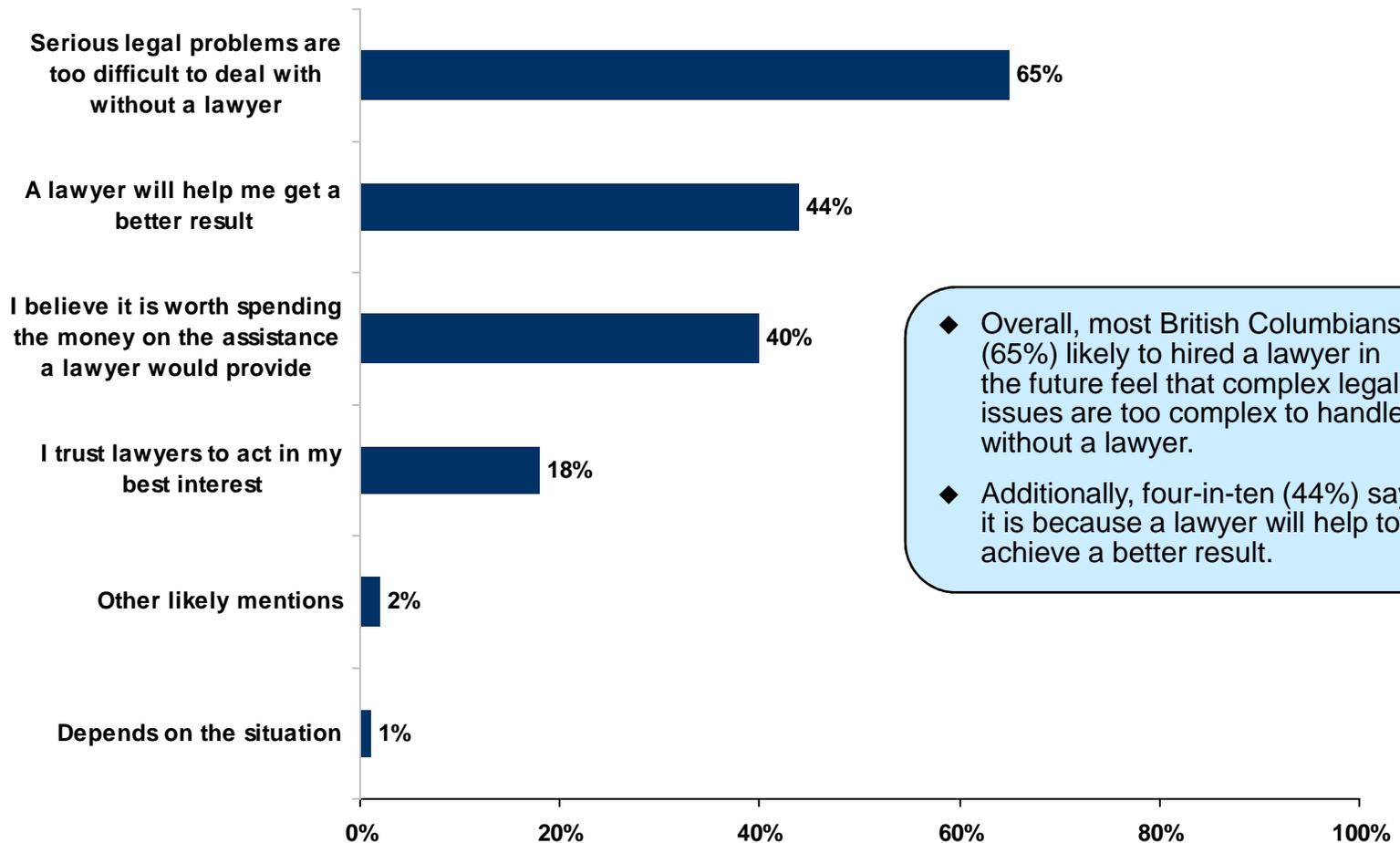
- ◆ Those who have used a lawyer in the past are much more likely to use a lawyer again in the future.
- ◆ At the same time, those who have used a non-lawyer in the past are least likely to use a lawyer. It's possible that the use of non-lawyers may help to shed light on the value they provided.

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



Base: Likely to hire a lawyer (n=1,273)

QE2. Why would you be likely to hire a lawyer if you had a serious legal problem in the future?



Reasons Likely to Hire a Lawyer in Future by Region and Income

| | Region | | | | Household Income | | |
|---|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=510) | Vancouver Island (n=271) | Interior (n=271) | North (n=238) | Under \$50K (n=377) | \$50K to <\$100K (n=438) | \$100K+ (n=480) |
| Serious legal problems are too difficult to deal with without a lawyer | 65% | 65% | 65% | 58% | 62% | 64% | 67% |
| A lawyer will help me get a better result | 44% | 49% | 41% | 46% | 45% | 46% | 42% |
| I believe it is worth spending the money on the assistance a lawyer would provide | 39% | 37% | 46% | 37% | 30% | 39% | 47% |
| I trust lawyers to act in my best interest | 19% | 18% | 19% | 14% | 16% | 17% | 21% |
| Other likely mentions | 2% | 3% | 3% | 3% | 1% | 2% | 3% |
| Depends on the situation | 1% | – | 2% | 1% | 1% | 1% | 1% |

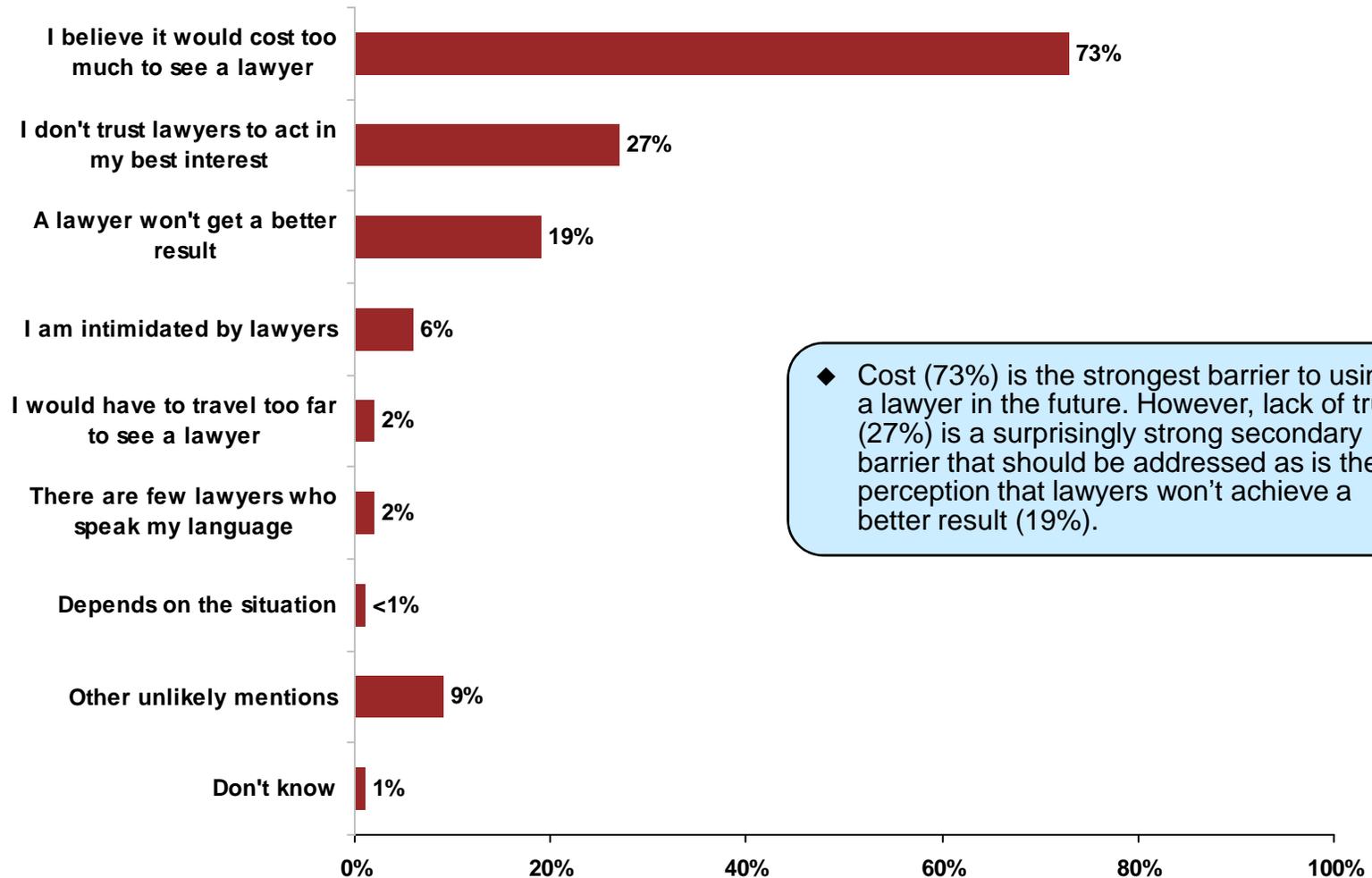
◆ Those living in the Interior and with household incomes above \$50,000 believe more strongly that it is worth spending the money on the assistance a lawyer would provide.

Base: Likely to hire a lawyer

QE2. Why would you be likely to hire a lawyer if you had a serious legal problem in the future?



Reasons Unlikely to Hire a Lawyer in Future



Base: Unlikely to hire a lawyer (n=218)

QE2. Why would you be unlikely to hire a lawyer if you had a serious legal problem in the future?



Reasons Unlikely to Hire a Lawyer in Future by Region and Income

| | Region | | | | Household Income | | |
|--|------------------------|---------------------------|-------------------|----------------|---------------------|--------------------------|------------------|
| | Lower Mainland (n=100) | Vancouver Island (n=43)** | Interior (n=38)** | North (n=50)** | Under \$50K (n=110) | \$50K to <\$100K (n=77)* | \$100K+ (n=44)** |
| I believe it would cost too much to see a lawyer | 74% | 73% | 66% | 75% | 79% | 73% | 57% |
| I don't trust lawyers to act in my best interest | 27% | 27% | 29% | 25% | 24% | 29% | 29% |
| A lawyer won't get a better result | 20% | 25% | 20% | 14% | 15% | 28% | 19% |
| I am intimidated by lawyers | 7% | 4% | 7% | 11% | 7% | 7% | 6% |
| I would have to travel too far to see a lawyer | 2% | 2% | – | 8% | 1% | 5% | – |
| There are few lawyers who speak my language | 1% | 4% | 2% | 2% | 1% | 2% | 5% |
| Other unlikely mentions | 8% | 5% | 7% | 19% | 4% | 8% | 20% |
| Depends on the situation | – | – | 2% | – | 1% | – | – |
| Don't know | 1% | – | 4% | – | 3% | – | – |

◆ Again, cost barriers are more prevalent among British Columbians earning under \$100,000.

*Small base size, interpret with caution.

**Very small base size, interpret with extreme caution.

Base: Unlikely to hire a lawyer

QE2. Why would you be unlikely to hire a lawyer if you had a serious legal problem in the future?

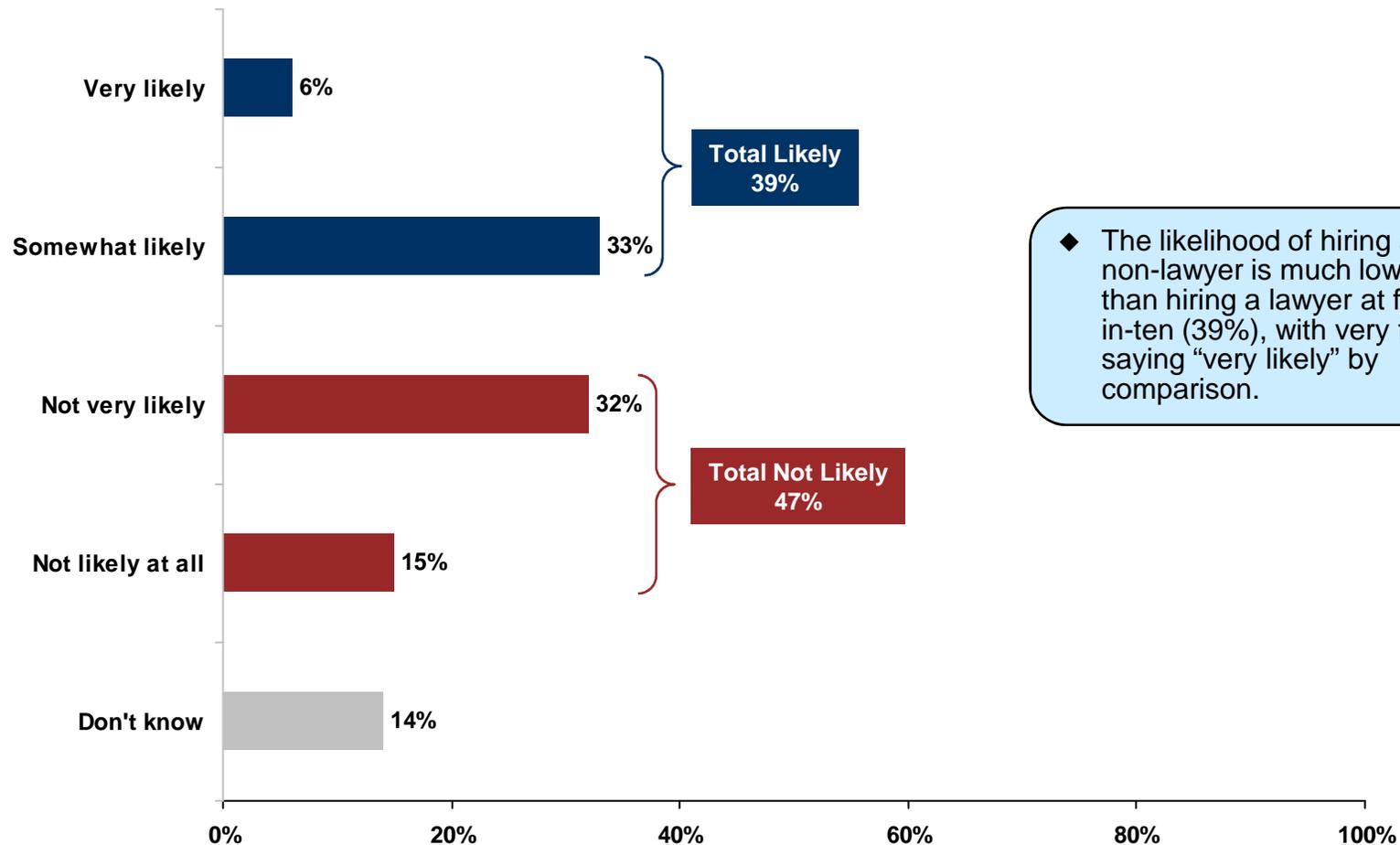


Future Use of Legal Services from Non-Lawyers

- ◆ Potential future use of non-lawyers is much lower than that for lawyers, with only four-in-ten saying they are likely to use a non-lawyer to help resolve a serious legal issue.
 - The primary benefit of using a non-lawyer is noted to be a lower cost compared to a lawyer.
 - The majority of those who would not use a non-lawyer say the main reason is that they do not feel a non-lawyer would be able to improve their outcome.
 - Among those who've sought no legal assistance, just four-in-ten would consider turning to a non-lawyer in the future (a number far lower than for lawyers). The same number would not seek assistance from a non-lawyer. Much like for others, the key reason given is the perception there'd be no improvement in the outcome.



Likelihood to Use Legal Services from a Non-Lawyer in Future



Base: All respondents (n=1,628)

QE3. In the future, if you had a serious legal problem, how likely would you be to consider the use of legal services from non-lawyers?



Likelihood to Use Legal Services from a Non-Lawyer in Future By Region, Income and Age

| | Region | | | | Household Income | | | Age | | |
|--------------------------|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|---------------|---------------|-------------|
| | Lower Mainland (n=652) | Vancouver Island (n=330) | Interior (n=330) | North (n=316) | Under \$50K (n=539) | \$50K to <\$100K (n=550) | \$100K+ (n=539) | 18-34 (n=241) | 35-54 (n=668) | 55+ (n=719) |
| Very likely | 6% | 10% | 5% | 7% | 9% | 6% | 4% | 7% | 5% | 8% |
| Somewhat likely | 36% | 29% | 28% | 33% | 40% | 33% | 27% | 35% | 36% | 28% |
| Not very likely | 30% | 35% | 33% | 32% | 24% | 33% | 38% | 26% | 32% | 34% |
| Not likely at all | 15% | 16% | 16% | 13% | 10% | 15% | 19% | 14% | 12% | 20% |
| Don't know | 14% | 11% | 18% | 15% | 16% | 13% | 12% | 18% | 14% | 11% |

- ◆ The future use of non-lawyers is highest among households earning less than \$50,000 (49%), and drops off among higher income households.
- ◆ Middle-aged and younger British Columbians are more likely to hire a non-lawyer than those 55+.

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 non-lawyers?



Likelihood to Use Legal Services from Non-Lawyers in the Future By Type of Problem

| | Total (n=1,101) | Recent Problems | | | | |
|---|--------------------|---------------------|-----------------------------|-----------------------|-------------------------------|-----------------------------------|
| | | Consumer (n=211) | Money or Debt (n=191) | Employment (n=133) | Housing or Land (n=121) | Family Relationship (n=91)* |
| Very likely | 6% | 8% | 5% | 6% | 10% | 7% |
| Somewhat likely | 33% | 36% | 44% | 42% | 35% | 36% |
| Not very likely | 32% | 32% | 23% | 23% | 31% | 36% |
| Not at all likely | 15% | 13% | 9% | 11% | 10% | 12% |
| Don't know | 14% | 10% | 20% | 19% | 14% | 9% |
| Summary | | | | | | |
| <i>Top2Box (Very/Somewhat Likely)</i> | 40% | 44% | 49% | 48% | 45% | 43% |
| <i>Low2Box (Not Very/At All Likely)</i> | 47% | 45% | 31% | 33% | 41% | 48% |

◆ In comparison to lawyers, the likelihood of using non-lawyers is much lower, with no statistically significant differences between problem categories. However as we have seen, cost may be a major barrier to using lawyers even if they are better suited to resolving a problem.

* Small base size, interpret with caution.

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 non-lawyers?



Likelihood to Use Legal Services from Non-Lawyers in the Future By Type of Previous Legal Assistance Sought

| | Total (n=1,628) | Sought Legal Assistance | | |
|---|--------------------|-------------------------|-----------------------|-----------------|
| | | Lawyer (n=174) | Non-Lawyer (n=188) | None (n=762) |
| Very likely | 6% | 7% | 13% | 7% |
| Somewhat likely | 33% | 27% | 54% | 36% |
| Not very likely | 32% | 32% | 20% | 30% |
| Not likely at all | 15% | 18% | 4% | 13% |
| Don't know | 14% | 16% | 9% | 15% |
| Summary | | | | |
| <i>Top2Box (Very/Somewhat Likely)</i> | 40% | 34% | 67% | 42% |
| <i>Low2Box (Not Very/Not At All Likely)</i> | 47% | 50% | 24% | 43% |

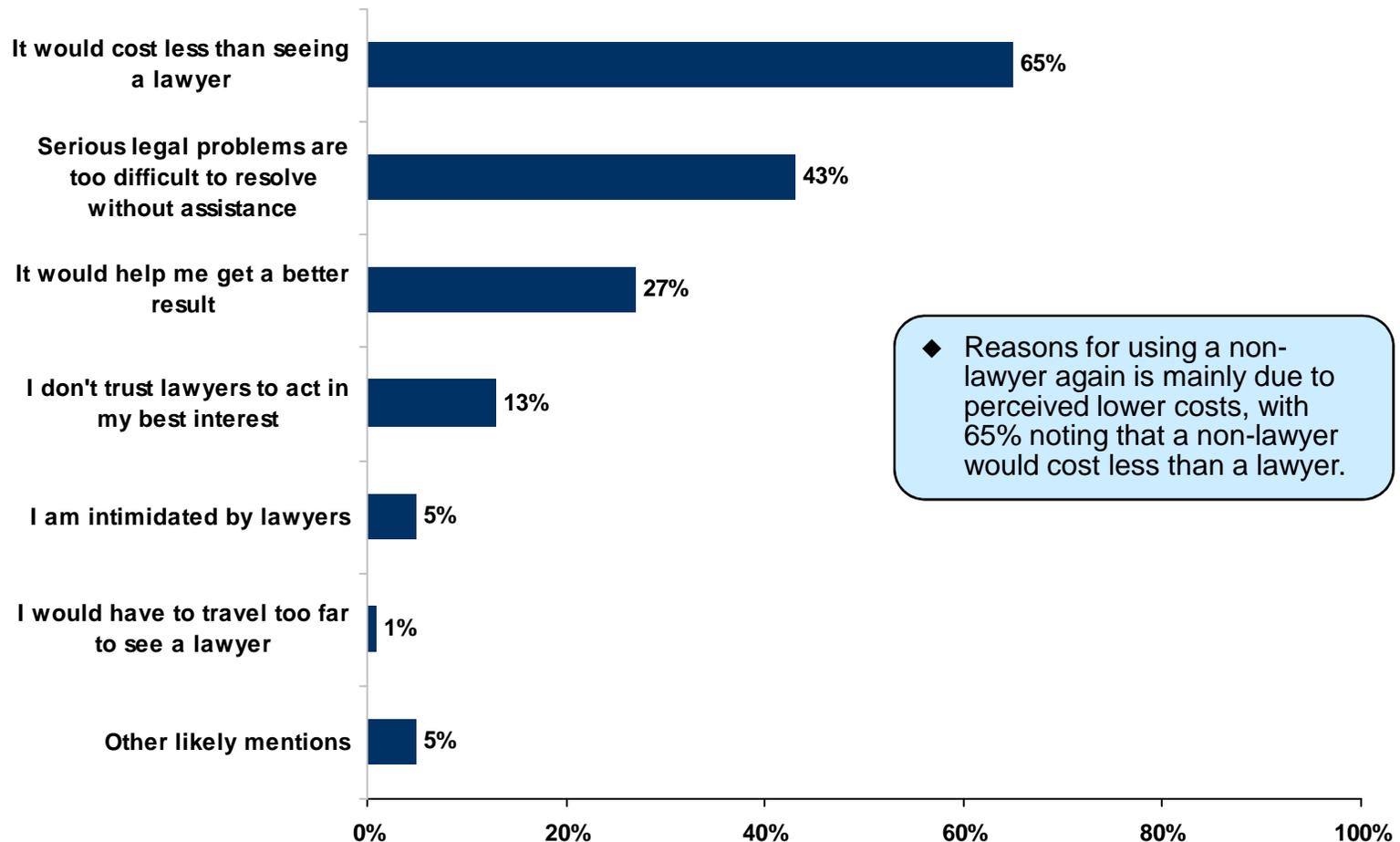
- ◆ Clearly, those who have used lawyers in the past feel strongly that the services they provide cannot be replaced. Those who have used lawyers are much less likely to use a non-lawyer in the future than those who have used non-lawyers in the past.

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 non-lawyers?



Reasons Likely to Consider Legal Services from Non-Lawyers



Base: Likely to consider the use of legal services from non-lawyers (n=632)

QE4. Why would you be likely to use legal services from a non-lawyer if you had a serious legal problem in the future?



Reasons Likely to Consider Legal Services from Non-Lawyers By Region and Income

| | Region | | | | Household Income | | |
|--|---------------------------|-----------------------------|---------------------|------------------|------------------------|-----------------------------|--------------------|
| | Lower Mainland (n=267) | Vancouver Island (n=126) | Interior (n=110) | North (n=129) | Under \$50K (n=251) | \$50K to <\$100K (n=216) | \$100K+ (n=165) |
| It would cost less than seeing a lawyer | 67% | 59% | 65% | 66% | 67% | 65% | 62% |
| Serious legal problems are too difficult to resolve without assistance | 42% | 49% | 47% | 37% | 46% | 39% | 45% |
| It would help me get a better result | 30% | 20% | 23% | 23% | 29% | 21% | 30% |
| I don't trust lawyers to act in my best interest | 11% | 19% | 13% | 11% | 11% | 16% | 12% |
| I am intimidated by lawyers | 6% | 3% | 3% | 4% | 7% | 2% | 6% |
| I would have to travel too far to see a lawyer | 1% | 1% | 1% | 8% | 2% | 1% | <1% |
| Other likely mentions | 6% | 3% | 3% | 5% | 3% | 4% | 8% |

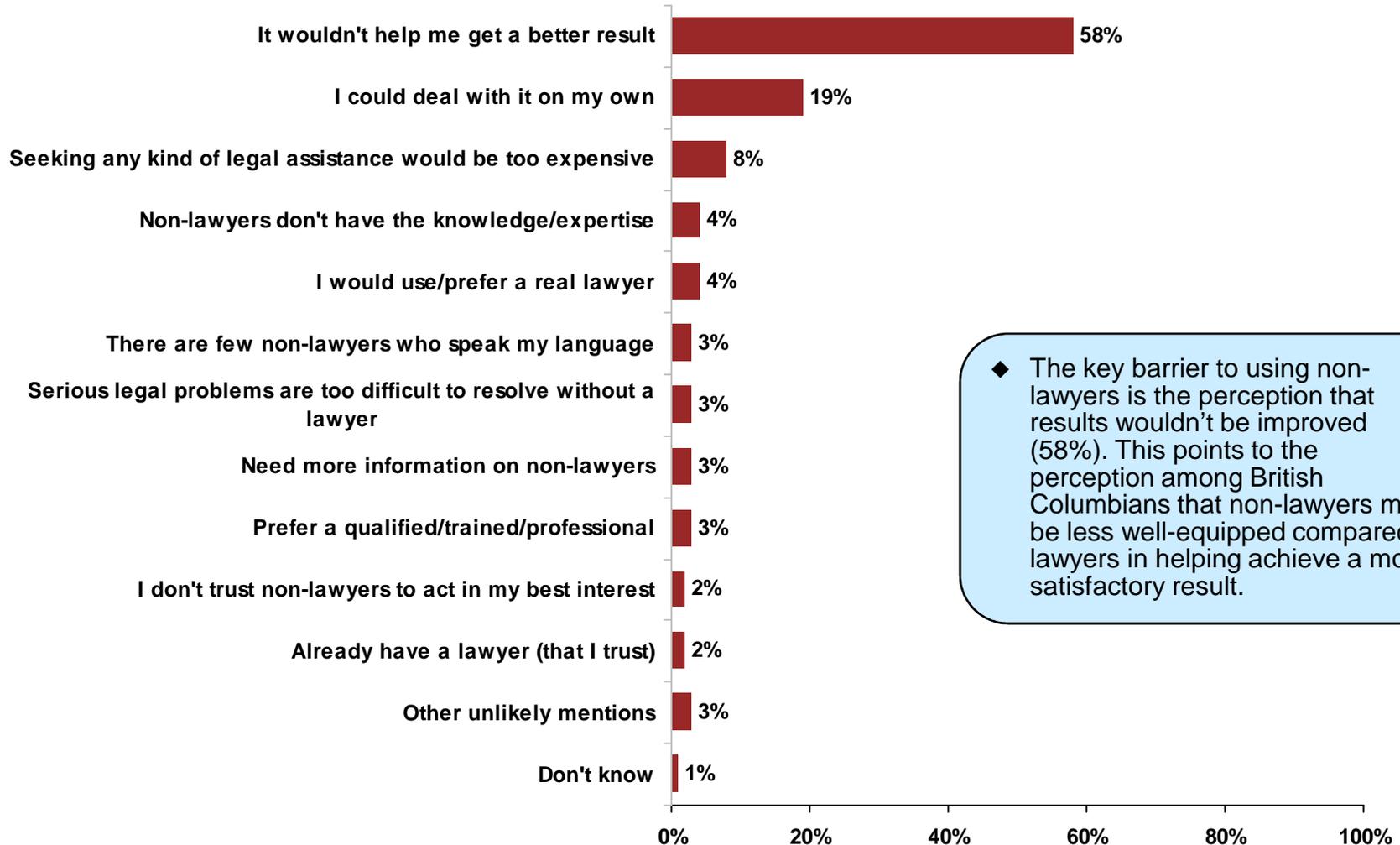
◆ Lower Mainland residents believe most strongly that non-lawyers would help achieve a better result, while those on the Island have the least amount of trust towards lawyers.

Base: Likely to consider the use of legal services from non-lawyers

QE4. Why would you be likely to use legal services from a non-lawyer if you had a serious legal problem in the future?



Reasons Unlikely to Consider Legal Services from Non-Lawyers



◆ The key barrier to using non-lawyers is the perception that results wouldn't be improved (58%). This points to the perception among British Columbians that non-lawyers may be less well-equipped compared to lawyers in helping achieve a more satisfactory result.

Base: Unlikely to consider the use of legal services from non-lawyers (n=776)

QE4. Why would you be unlikely to use legal services from a non-lawyer if you had a serious legal problem in the future?



Reasons Unlikely to Consider Legal Services from Non-Lawyers By Region and Income

| | Region | | | | Household Income | | |
|--|---------------------------|-----------------------------|---------------------|------------------|------------------------|-----------------------------|--------------------|
| | Lower Mainland (n=301) | Vancouver Island (n=169) | Interior (n=166) | North (n=140) | Under \$50K (n=198) | \$50K to <\$100K (n=265) | \$100K+ (n=313) |
| It wouldn't help me get a better result | 60% | 52% | 61% | 55% | 60% | 56% | 59% |
| I could deal with it on my own | 19% | 22% | 14% | 25% | 18% | 20% | 19% |
| Seeking any kind of legal assistance would be too expensive | 8% | 7% | 6% | 12% | 14% | 10% | 3% |
| Non-lawyers don't have the knowledge/expertise | 4% | 4% | 7% | 5% | 2% | 5% | 5% |
| I would use/prefer a real lawyer | 4% | 4% | 4% | 4% | 6% | 4% | 3% |
| There are few non-lawyers who speak my language | 4% | 2% | 2% | 3% | 2% | 5% | 2% |
| Serious legal problems are too difficult to resolve without a lawyer | 2% | 4% | 4% | 1% | 2% | 2% | 4% |
| Need more information on non-lawyers | 3% | 3% | 3% | 2% | 3% | 3% | 3% |
| Prefer a qualified/trained/professional | 3% | 2% | 2% | 3% | 2% | 3% | 3% |
| I don't trust non-lawyers to act in my best interest | 3% | 3% | 1% | 1% | 2% | 1% | 3% |
| Already have a lawyer (that I trust) | 2% | 3% | 1% | 3% | - | 2% | 2% |
| Other unlikely mentions | 3% | 3% | 4% | 1% | 2% | 2% | 4% |
| Don't know | 1% | 1% | 2% | - | 2% | 0% | 1% |

Base: Unlikely to consider the use of legal services from non-lawyers

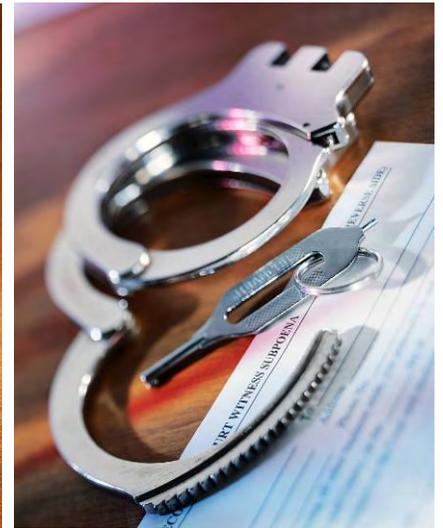
QE4. Why would you be unlikely to use legal services from a non-lawyer if you had a serious legal problem in the future?



Ipsos Reid



Section VI: Experience with Court or Tribunal Proceedings



Nobody's Unpredictable

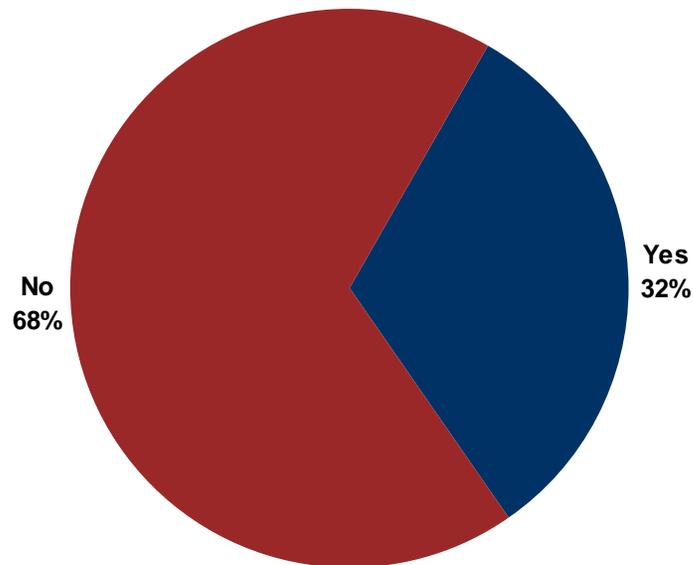


Experience with Court or Tribunal Proceedings

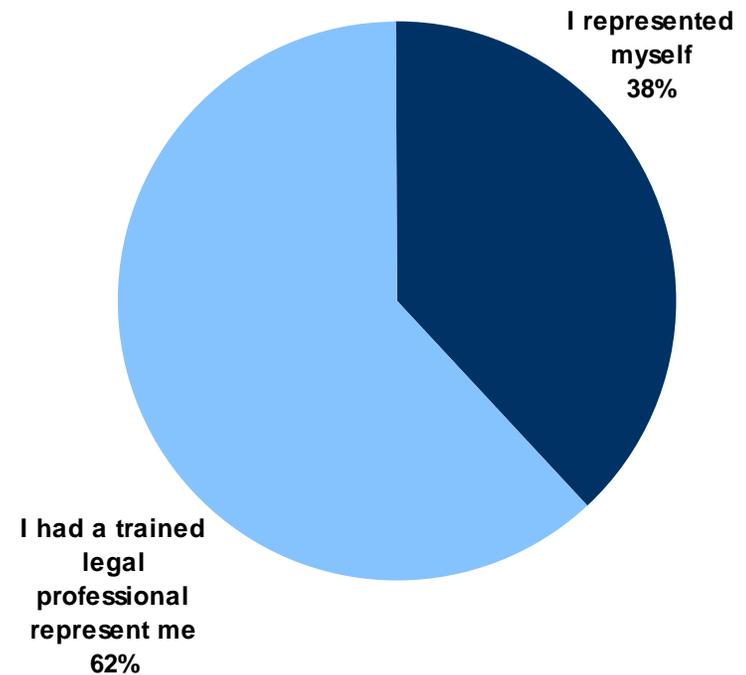
- ◆ About one-third of British Columbians have ever taken part in a court or tribunal proceeding. Among those, about six-in-ten chose to seek legal counsel.
 - Among those who self-represented, one-third note they would have preferred legal counsel.
- ◆ Two-thirds of those who have experienced a court or tribunal proceeding had to travel 30km or less for their proceeding.
- ◆ In their experience with proceedings, about six-in-ten were satisfied with the process and services received.
- ◆ However, when presented with the option of telephone or Internet proceedings, about four-in-ten are interested in either option. Overall, Internet edges out telephone slightly in terms of preference.
 - When presented with the concept of reducing resolution time, half of British Columbians note that they would be more willing to consider a telephone or Internet proceeding if this were the benefit.
 - For both telephone and Internet proceedings, about one-third of those who were not willing initially 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



REPRESENTATION AT COURT OR TRIBUNAL PROCEEDINGS



◆ About one-in-three British Columbians have experienced a court or tribunal proceeding in the past. Among these, six-in-ten (62%) had legal representation.

Base: All respondents (n=1,628)

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

Base: Ever been personally involved in a court or tribunal proceeding (n=549)

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?



Involvement in Court or Tribunal Proceedings by Region and Income

| | Region | | | | Household Income | | |
|--|---------------------------|-----------------------------|---------------------|------------------|------------------------|-----------------------------|--------------------|
| | Lower Mainland (n=652) | Vancouver Island (n=330) | Interior (n=330) | North (n=316) | Under \$50K (n=539) | \$50K to <\$100K (n=550) | \$100K+ (n=539) |
| Yes | 30% | 39% | 35% | 30% | 33% | 29% | 35% |
| No | 70% | 61% | 65% | 70% | 67% | 71% | 65% |
| | (n=204) | (n=130) | (n=116) | (n=99)* | (n=180) | (n=180) | (n=189) |
| I represented myself | 42% | 34% | 32% | 30% | 35% | 38% | 40% |
| I had a trained legal professional represent me | 58% | 67% | 68% | 70% | 65% | 62% | 60% |

◆ The use of legal representation is relatively similar across subgroups, but slightly lower in the Lower Mainland and among those with incomes of \$100,000 or more.

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?

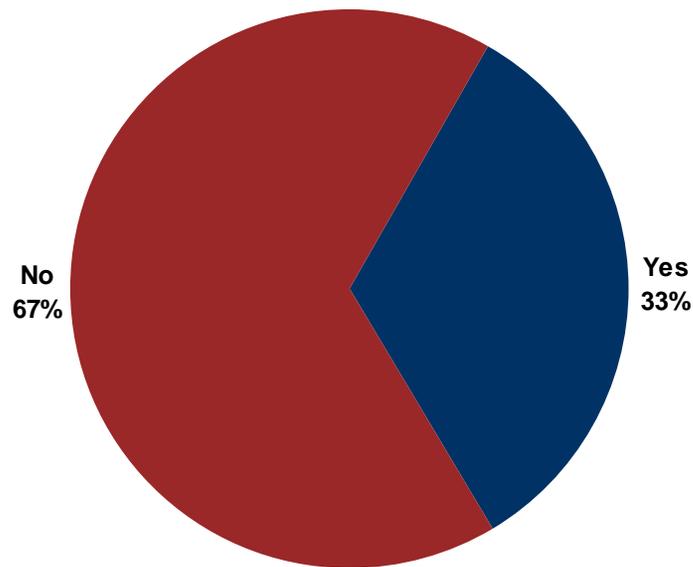
**Small base size, interpret with caution.*

Base: Ever been 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?

Obtaining Legal Counsel Instead of Representing Self

PREFERRED LEGAL COUNSEL INSTEAD OF REPRESENTING SELF

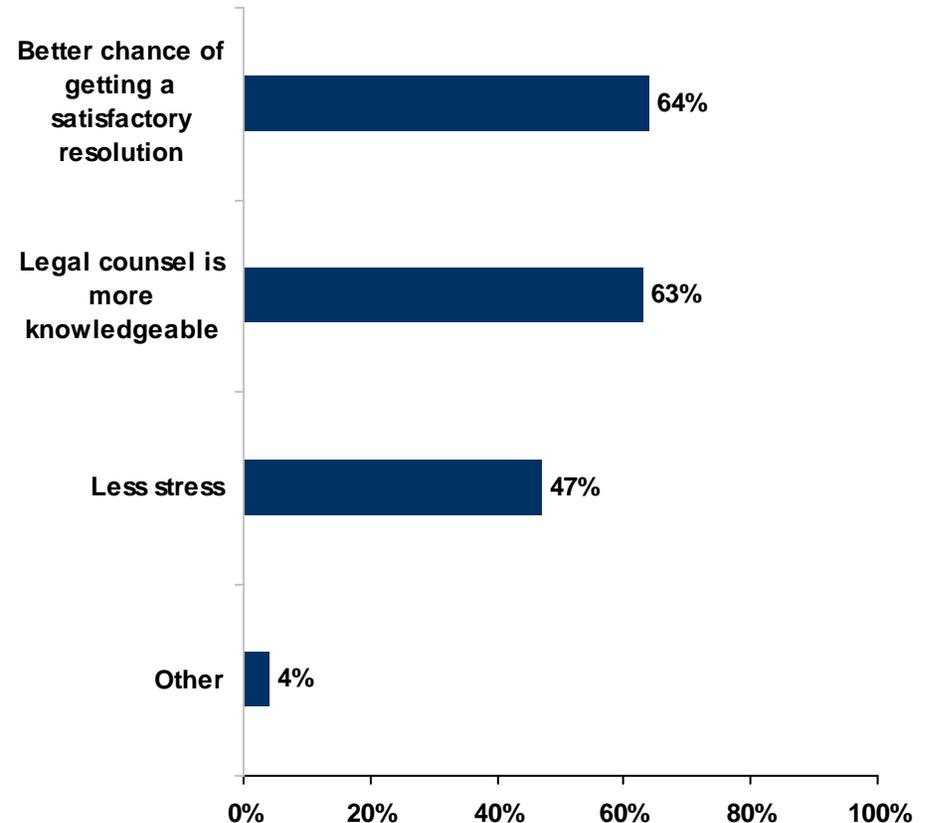


◆ Among those who self-represented being involved in a court or tribunal proceedings, only one-third note they would have preferred legal counsel.

Base: Represented myself (n=199)

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 PREFERRED LEGAL COUNSEL



Base: Would have preferred to obtain legal counsel instead of representing self (n=59)*

**Small base size, interpret with caution.*

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



Involvement in Court or Tribunal Proceedings by Region and Income

| | Region | | | | Household Income | | |
|--|------------------------|---------------------------|-------------------|----------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=85)* | Vancouver Island (n=45)** | Interior (n=40)** | North (n=29)** | Under \$50K (n=61)* | \$50K to <\$100K (n=66)* | \$100K+ (n=72)* |
| Yes | 38% | 27% | 25% | 31% | 47% | 23% | 31% |
| No | 62% | 74% | 75% | 69% | 53% | 77% | 69% |
| | (n=30)** | (n=12)** | (n=9)** | (n=8)** | (n=25)** | (n=13)** | (n=21)** |
| Better chance of getting a satisfactory resolution | 63% | 72% | 56% | 60% | 51% | 73% | 74% |
| Legal counsel is more knowledgeable | 66% | 69% | 45% | 34% | 45% | 82% | 74% |
| Less stress | 41% | 62% | 56% | 51% | 48% | 46% | 46% |
| Other | 4% | – | 13% | – | 10% | – | – |

- ◆ NOTE: Small sample sizes, interpret with caution.
- ◆ British Columbians with the lowest income have had more involvement in court or tribunal proceedings.

*Small base size, interpret with caution.

**Very small base size, interpret with extreme caution.

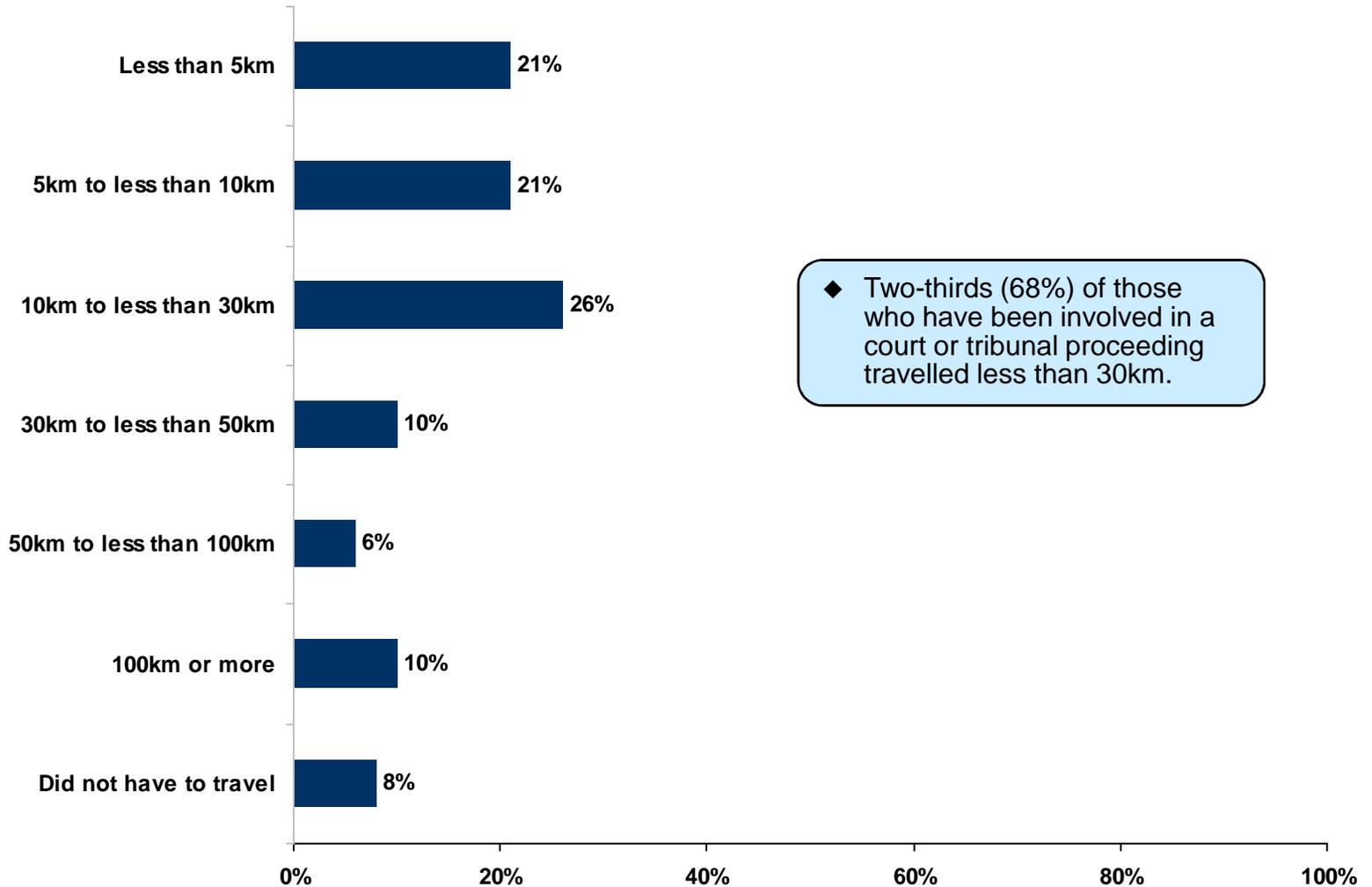
Base: Represented myself

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?

Base: Would have preferred to obtain legal counsel instead of representing self

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

Distance Travelled to Attend Court or Tribunal Proceeding



Base: Ever been personally involved in a court or tribunal proceeding (n=549)

QE9. How far did you have to travel to attend your most recent court or tribunal proceeding?



How Far Travelled to Attend Court or Tribunal Proceeding by Region and Income

| | Region | | | | Household Income | | |
|-------------------------|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=204) | Vancouver Island (n=130) | Interior (n=116) | North (n=99)* | Under \$50K (n=180) | \$50K to <\$100K (n=180) | \$100K+ (n=189) |
| Less than 5km | 16% | 24% | 32% | 24% | 25% | 20% | 18% |
| 5km to less than 10km | 25% | 18% | 10% | 20% | 23% | 20% | 19% |
| 10km to less than 30km | 33% | 20% | 19% | 11% | 22% | 29% | 28% |
| 30km to less than 50km | 11% | 8% | 9% | 7% | 9% | 10% | 9% |
| 50km to less than 100km | 4% | 8% | 6% | 8% | 5% | 7% | 6% |
| 100km or more | 6% | 10% | 17% | 20% | 8% | 11% | 10% |
| Did not have to travel | 5% | 13% | 7% | 9% | 8% | 4% | 10% |

- ◆ Those living in the Interior are split, with one-third travelling a very short distance and 17% travelling more than 100km. It's possible that those travelling a great distance require a specialized lawyer.
- ◆ While the Lower Mainland has the fewest travelling less than 5km, it also has the most travelling between 5km and 30km, likely finding everything they need within the Lower Mainland.

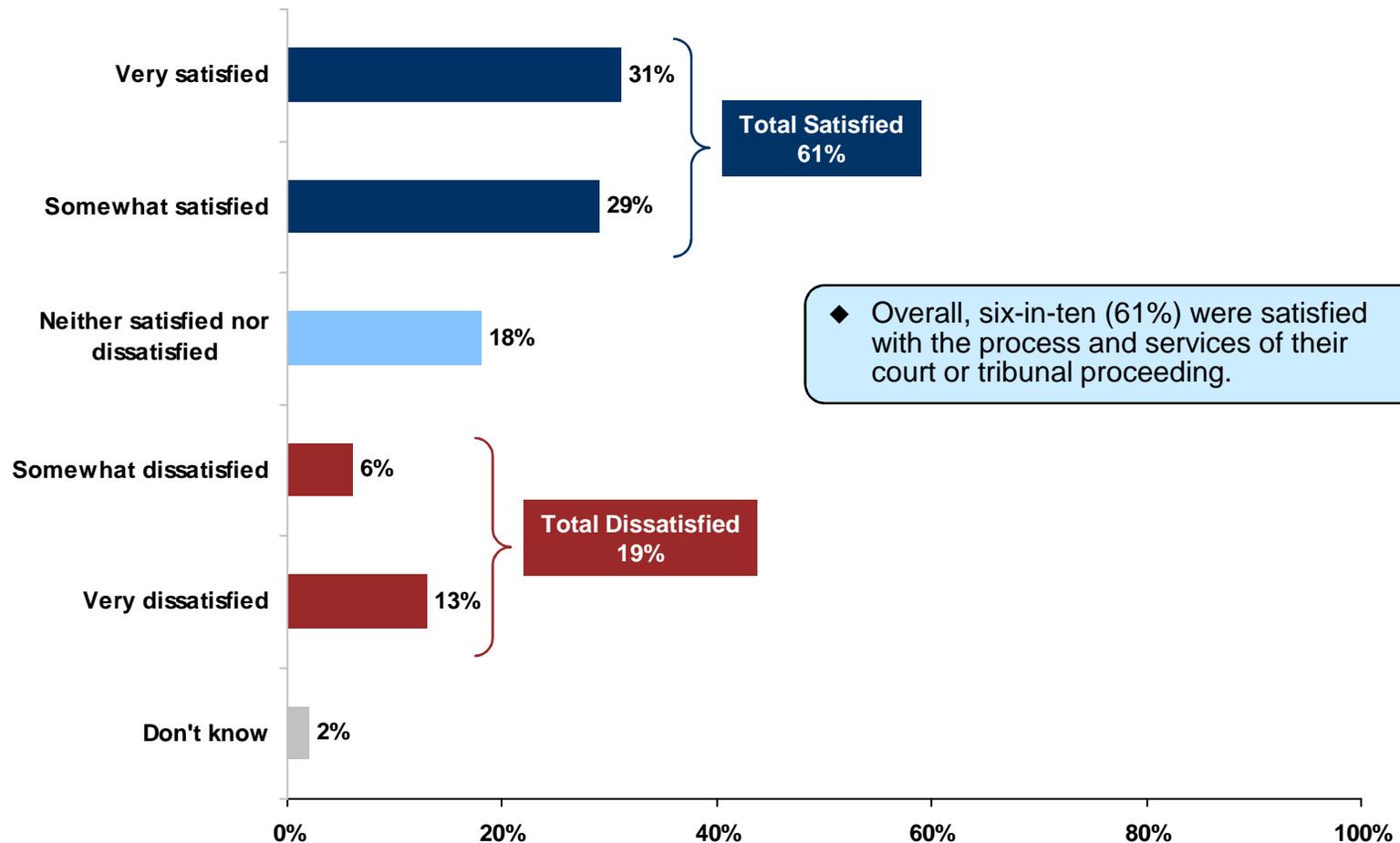
**Small base size, interpret with caution.*

Base: Ever been 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?



Satisfaction with Process and Services Received from Court or Tribunal Proceeding



Base: Ever been personally involved in a court or tribunal proceeding (n=549)

QE10. Overall, how satisfied were you with the process and services you received at your most recent court or tribunal proceeding?



Satisfaction with Process and Services Received from Court or Tribunal Proceeding by Region and Income

| | Region | | | | Household Income | | |
|------------------------------------|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=204) | Vancouver Island (n=130) | Interior (n=116) | North (n=99)* | Under \$50K (n=180) | \$50K to <\$100K (n=180) | \$100K+ (n=189) |
| Very satisfied | 31% | 33% | 33% | 26% | 30% | 31% | 33% |
| Somewhat satisfied | 31% | 26% | 28% | 34% | 28% | 28% | 32% |
| Neither satisfied nor dissatisfied | 16% | 20% | 24% | 22% | 21% | 22% | 13% |
| Somewhat dissatisfied | 6% | 8% | 6% | 8% | 7% | 6% | 6% |
| Very dissatisfied | 14% | 12% | 10% | 10% | 13% | 13% | 12% |
| Don't know | 2% | 2% | 1% | - | 1% | - | 5% |

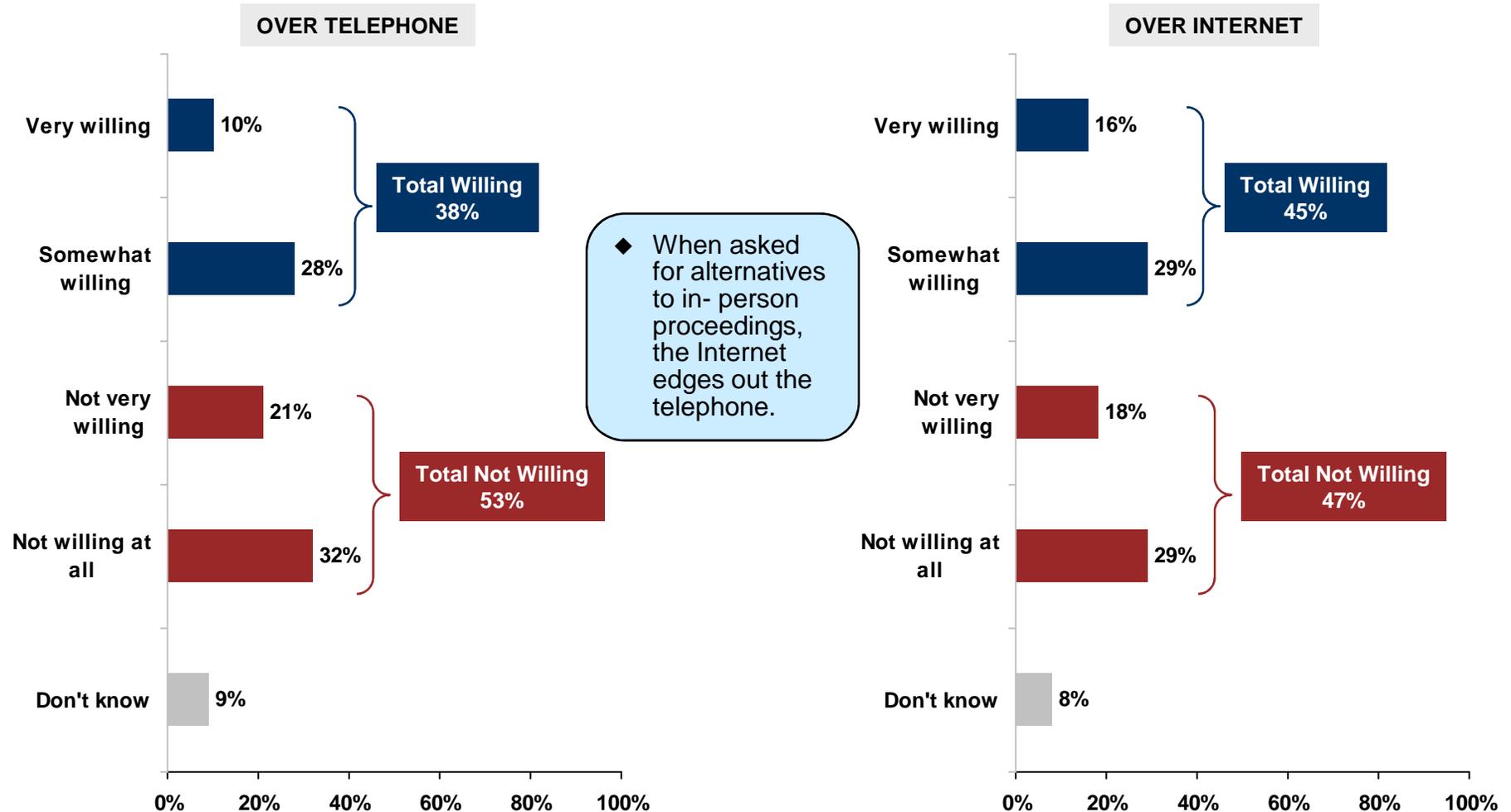
**Small base size, interpret with caution.*

Base: Ever been 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?



Willingness to Conduct Court or Tribunal Proceedings Over Telephone or Internet



Base: All respondents (n=1,628)

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 or Internet by Region and Income

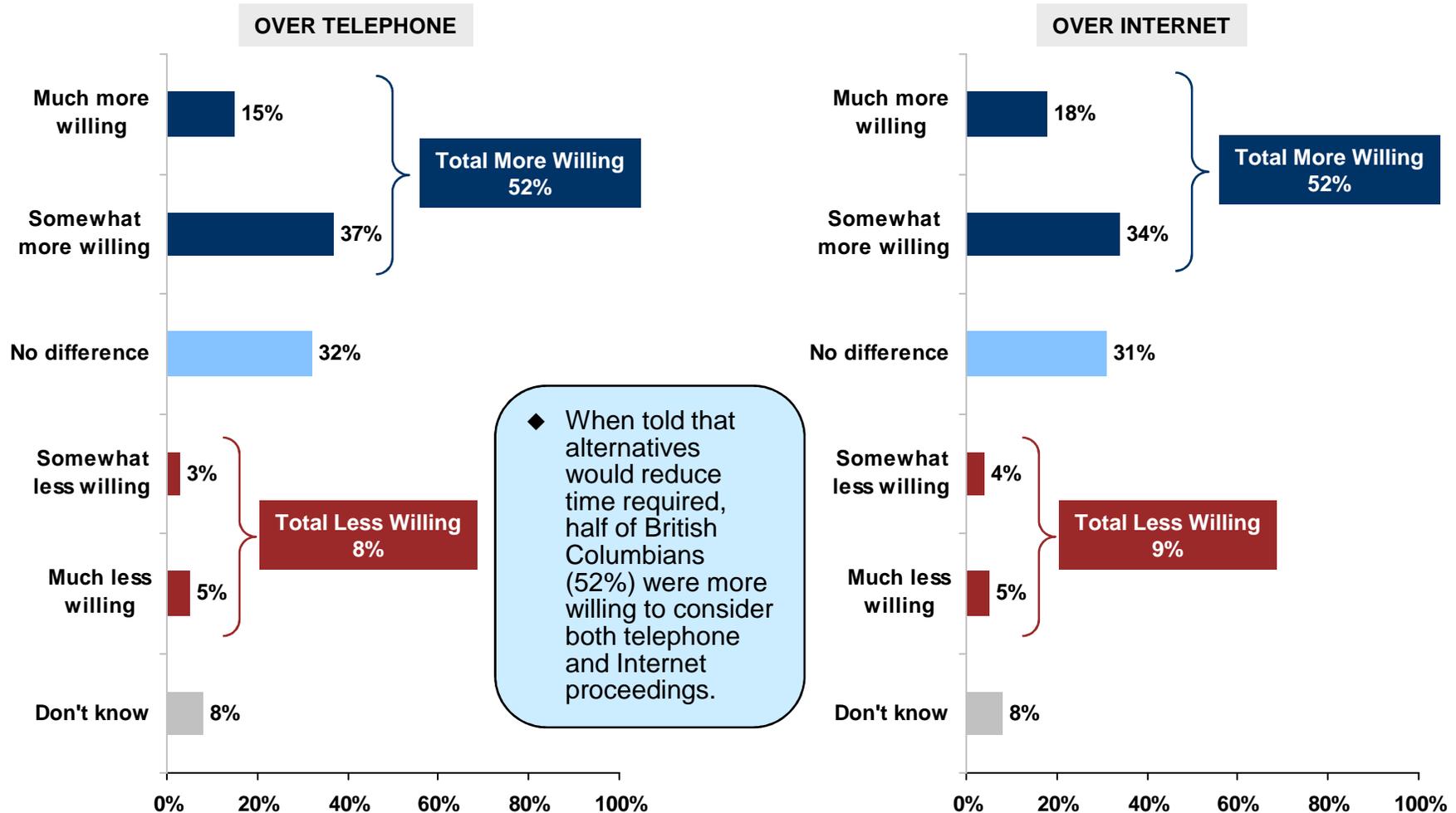
| | Region | | | | Household Income | | |
|----------------------|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=652) | Vancouver Island (n=330) | Interior (n=330) | North (n=316) | Under \$50K (n=539) | \$50K to <\$100K (n=550) | \$100K+ (n=539) |
| By Telephone: | | | | | | | |
| Very willing | 9% | 12% | 10% | 10% | 12% | 9% | 9% |
| Somewhat willing | 28% | 30% | 28% | 34% | 29% | 28% | 28% |
| Not very willing | 21% | 19% | 22% | 21% | 20% | 19% | 23% |
| Not willing at all | 32% | 31% | 33% | 26% | 27% | 36% | 32% |
| Don't know | 10% | 7% | 8% | 10% | 12% | 7% | 9% |
| By Internet: | | | | | | | |
| Very willing | 15% | 19% | 14% | 16% | 18% | 18% | 12% |
| Somewhat willing | 27% | 30% | 31% | 33% | 29% | 26% | 30% |
| Not very willing | 19% | 17% | 19% | 16% | 18% | 18% | 19% |
| Not willing at all | 30% | 27% | 29% | 25% | 25% | 31% | 31% |
| Don't know | 9% | 8% | 7% | 10% | 10% | 7% | 8% |

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 Proceedings Over Telephone or Internet if Reduced Time to Resolve



Base: All respondents (n=1,628)

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 Proceedings Over Telephone or Internet if Reduced Time to Resolve by Region and Income

| | Region | | | | Household Income | | |
|-----------------------|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|
| | Lower Mainland (n=652) | Vancouver Island (n=330) | Interior (n=330) | North (n=316) | Under \$50K (n=539) | \$50K to <\$100K (n=550) | \$100K+ (n=539) |
| By Telephone: | | | | | | | |
| Much more willing | 13% | 19% | 17% | 18% | 13% | 16% | 17% |
| Somewhat more willing | 36% | 38% | 35% | 38% | 36% | 35% | 38% |
| No difference | 32% | 32% | 32% | 27% | 31% | 35% | 29% |
| Somewhat less willing | 4% | 2% | 3% | 5% | 3% | 3% | 4% |
| Much less willing | 6% | 3% | 5% | 6% | 5% | 6% | 5% |
| Don't know | 9% | 6% | 8% | 6% | 11% | 6% | 7% |
| By Internet: | | | | | | | |
| Much more willing | 16% | 21% | 21% | 21% | 17% | 21% | 18% |
| Somewhat more willing | 34% | 36% | 33% | 39% | 33% | 31% | 39% |
| No difference | 32% | 30% | 30% | 25% | 31% | 33% | 28% |
| Somewhat less willing | 4% | 2% | 4% | 3% | 4% | 4% | 4% |
| Much less willing | 5% | 4% | 6% | 6% | 6% | 6% | 4% |
| Don't know | 9% | 7% | 7% | 7% | 10% | 6% | 7% |

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?



Improvement in Willingness by Willingness to Conduct Court or Tribunal Proceedings Over Telephone or Internet

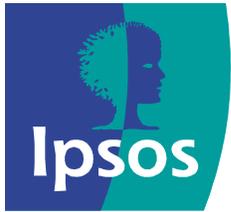
| Change in Willingness to Conduct Over Telephone Knowing Time Would Be Reduced | Total Respondents (n=1,628) | Willingness to Conduct Over Telephone | |
|---|-----------------------------|---------------------------------------|---------------------|
| | | Willing (n=641) | Not Willing (n=842) |
| Much/somewhat more willing | 52% | 77% | 36% |
| Much/somewhat less willing | 9% | 2% | 14% |

| Change in Willingness to Conduct Over Internet Knowing Time Would be Reduced | Total Respondents (n=1,628) | Willingness to Conduct Over Internet | |
|--|-----------------------------|--------------------------------------|---------------------|
| | | Willing (n=733) | Not Willing (n=762) |
| Much/somewhat more willing | 53% | 77% | 34% |
| Much/somewhat less willing | 9% | 2% | 16% |

- ◆ For both telephone and Internet proceedings, about one-third of those who were not willing to consider an alternative method initially, became more willing when introduced with the benefit of reducing the amount of time for the proceeding.

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?



Ipsos Reid



Section VII: Knowledge of Legal Rights



Nobody's Unpredictable



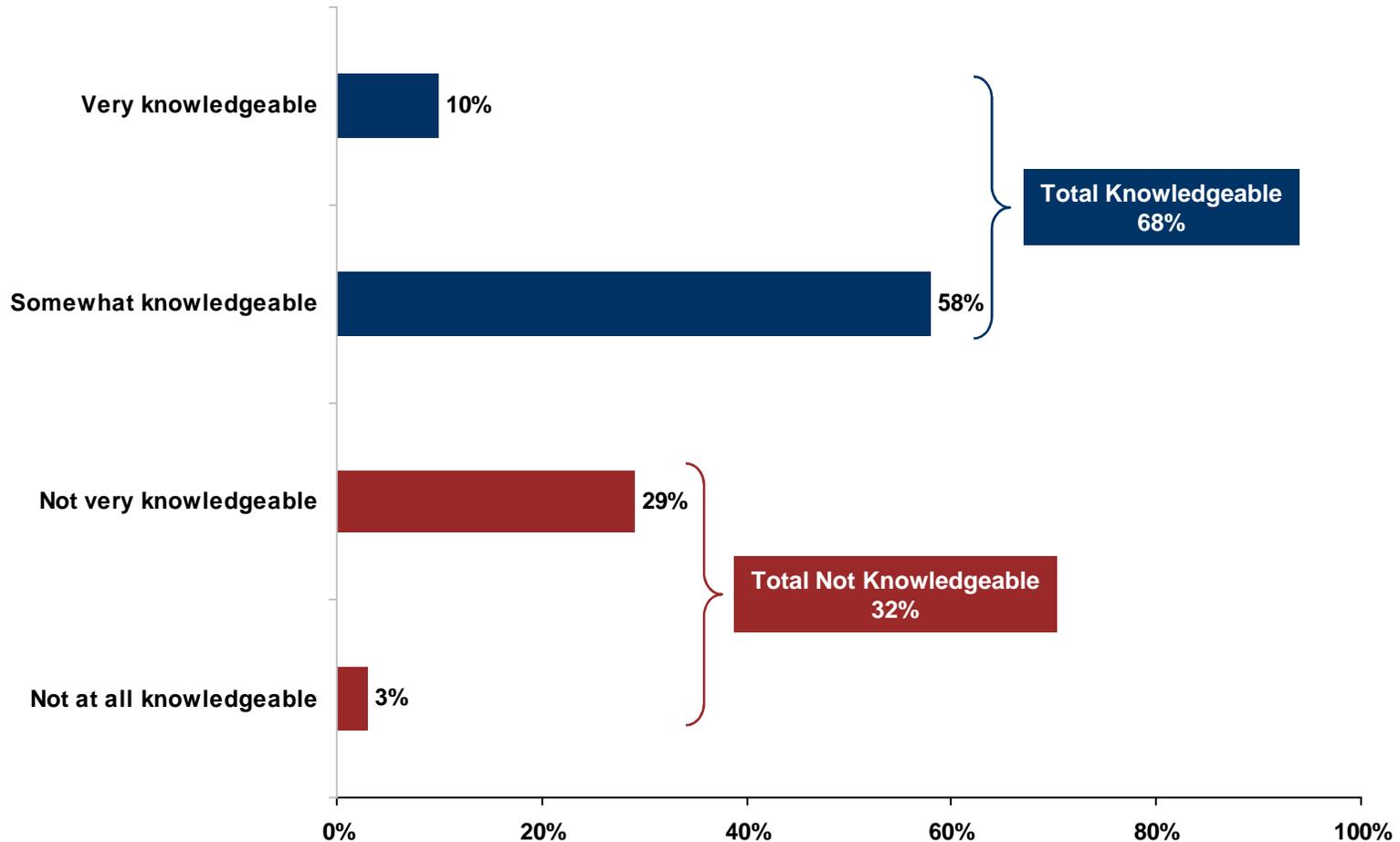
Knowledge of Legal Rights, Obligations, Available Resources

- ◆ British Columbians feel generally knowledgeable about their personal legal rights, obligations, and resources available to them to resolve legal issues. However, the level of knowledge does not run very deep.
 - More than two-thirds say they are knowledgeable, but just 10% feel “very knowledgeable”.
 - The level of knowledge differs slightly regionally (higher on Vancouver Island/Interior), by income (higher among high income households - \$100K), and age (higher among those 55+).
- ◆ One-in-five British Columbians have received education or training on their personal legal rights and obligations.
 - Among this group, most have pursued some form of post-secondary education to acquire their knowledge, though a good number have learned through their own experience with legal problems.
 - Books, and the internet are also key sources of education/training.



Knowledgeable About Personal Legal Rights

- ◆ About seven-in-ten British Columbians feel that they are knowledgeable when it comes to their personal legal rights, obligations, and resources available to them. However, only 10% say they are “very knowledgeable”. There is thus room to improve the province’s overall knowledge of personal legal rights.



Base: All respondents (n=1,628)

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?



Knowledgeable About Personal Legal Rights by Region and Income

| | Region | | | | Household Income | | | Age | | |
|--------------------------|------------------------|--------------------------|------------------|---------------|---------------------|--------------------------|-----------------|---------------|---------------|-------------|
| | Lower Mainland (n=652) | Vancouver Island (n=330) | Interior (n=330) | North (n=316) | Under \$50K (n=539) | \$50K to <\$100K (n=550) | \$100K+ (n=539) | 18-34 (n=241) | 35-54 (n=668) | 55+ (n=719) |
| Very knowledgeable | 9% | 12% | 10% | 14% | 7% | 9% | 14% | 6% | 10% | 11% |
| Somewhat knowledgeable | 56% | 63% | 61% | 54% | 57% | 58% | 59% | 53% | 56% | 62% |
| Not very knowledgeable | 33% | 22% | 26% | 30% | 32% | 30% | 26% | 34% | 32% | 23% |
| Not at all knowledgeable | 3% | 3% | 3% | 3% | 5% | 3% | 1% | 7% | 2% | 3% |

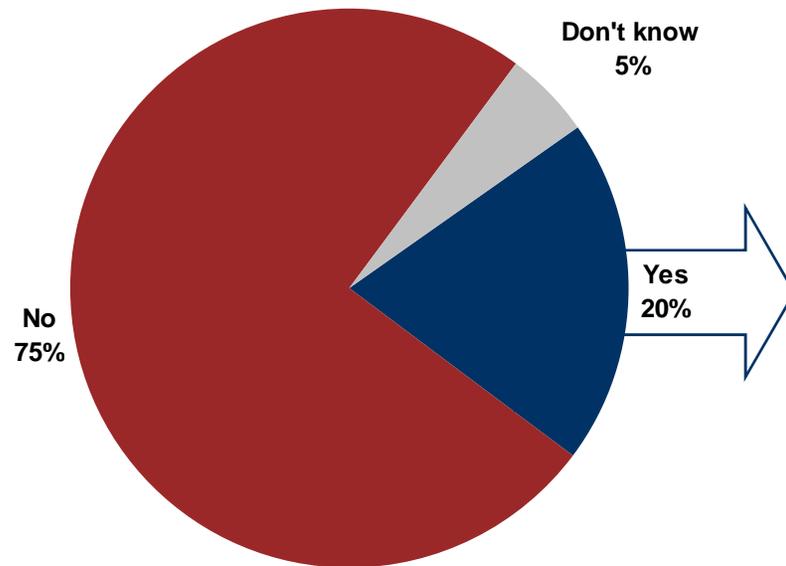
- ◆ Across the province, the level of self-reported legal knowledge is similar with slightly higher scores on Vancouver Island and in the Interior.
- ◆ Across income levels, knowledge is higher among higher income households.
- ◆ Older BC residents (55+) feel more knowledgeable than those under 55.

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?

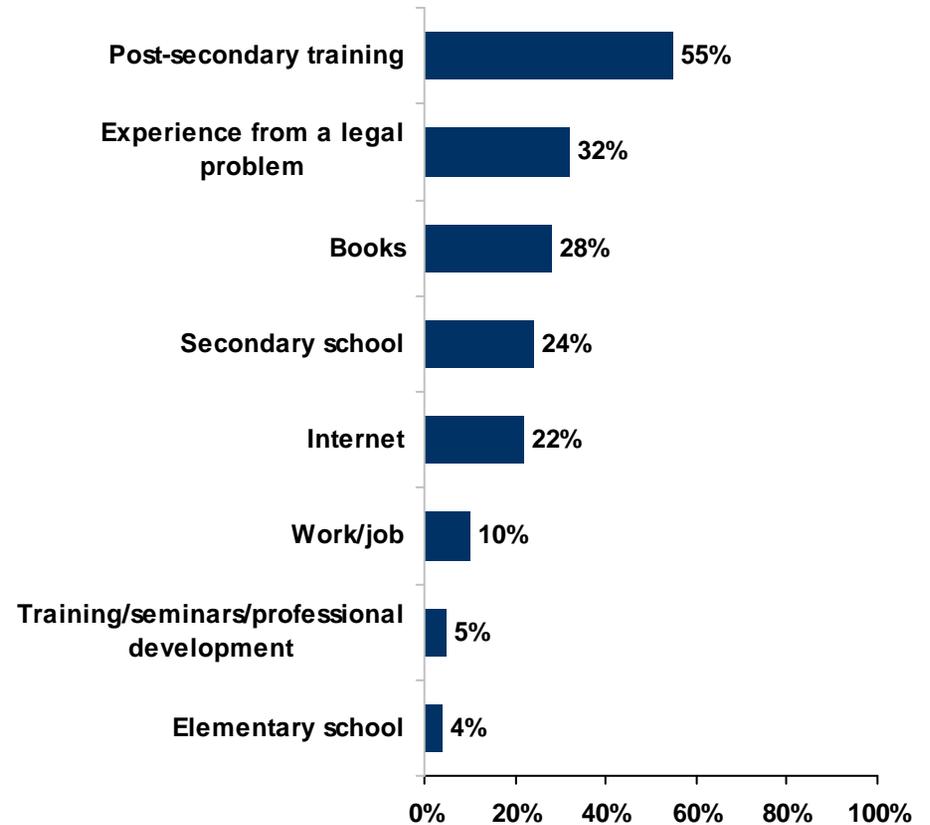
Education/Training on Personal Legal Rights

EVER RECEIVED EDUCATION/TRAINING



◆ Only one-in-five (20%) British Columbians have ever received any education or training on their personal legal rights, obligations or resources available to them. Most was obtained through post-secondary education or personal experience.

WHERE EDUCATION/TRAINING RECEIVED



Note: Only responses of 4% or more are shown.

Base: Received education/training (n=323)

Base: All respondents (n=1,628)

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

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



Education/Training on Personal Legal Rights by Region and Income

| | Region | | | | Household Income | | |
|--|---------------------------|-----------------------------|---------------------|------------------|------------------------|-----------------------------|--------------------|
| | Lower Mainland (n=652) | Vancouver Island (n=330) | Interior (n=330) | North (n=316) | Under \$50K (n=539) | \$50K to <\$100K (n=550) | \$100K+ (n=539) |
| Yes | 19% | 21% | 19% | 19% | 16% | 19% | 23% |
| No | 75% | 75% | 76% | 76% | 77% | 77% | 72% |
| Don't know | 6% | 4% | 5% | 5% | 7% | 4% | 5% |
| | (n=129) | (n=70)* | (n=64)* | (n=60)** | (n=82)* | (n=114) | (n=127) |
| Post-secondary training | 50% | 66% | 56% | 59% | 49% | 49% | 64% |
| Experience from a legal problem | 32% | 33% | 27% | 39% | 32% | 35% | 30% |
| Books | 25% | 30% | 31% | 44% | 21% | 29% | 31% |
| Secondary school | 27% | 14% | 21% | 33% | 33% | 23% | 18% |
| Internet | 22% | 21% | 19% | 31% | 20% | 21% | 24% |
| Work/job | 12% | 8% | 8% | 7% | 6% | 12% | 11% |

*Small base size, interpret with caution.

**Very small base size, interpret with extreme caution.

◆ Across income levels, the incidence of legal education or training is higher among higher income households.

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?

Note: Only responses of 4% or more for all respondents are shown.

Base: Received education/training

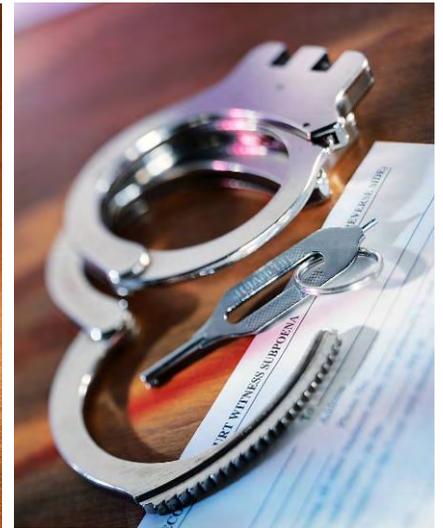
QF3. Where have you ever received education or training on your personal legal rights, obligations or resources available to you to resolve legal issues?



Ipsos Reid



RESPONDENT DEMOGRAPHICS



Nobody's Unpredictable



Respondent Demographics

| | All Respondents (n=1,628) |
|-----------------------------|---------------------------|
| Region: | |
| Lower Mainland | 58% |
| Vancouver Island | 19% |
| Interior | 16% |
| North | 7% |
| Household Income: | |
| Under \$50,000 | 32% |
| \$50,000 to under \$100,000 | 33% |
| \$100,000 or more | 35% |
| Gender: | |
| Male | 52% |
| Female | 48% |

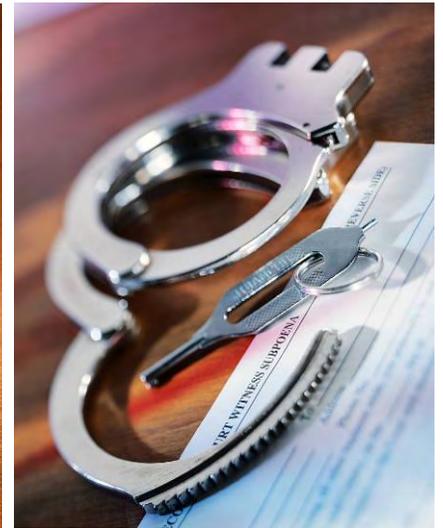
| | All Respondents (n=1,628) |
|---------------------------------|---------------------------|
| Age: | |
| 18 to 34 | 17% |
| 35 to 54 | 49% |
| 55+ | 34% |
| Education: | |
| High school or less | 24% |
| Some post-secondary | 57% |
| University degree | 18% |
| Language Spoken at Home: | |
| English | 95% |
| All other | 5% |



Ipsos Reid



APPENDIX : ADDITIONAL CHARTS



Nobody's Unpredictable



Ipsos Reid



ADDITIONAL CHARTS: Cost of Lawyers and Non-Lawyers to Resolve Problems by Potential for Monetary Gain or Loss



Nobody's Unpredictable



Cost of Lawyer to Resolve by Potential for Monetary Gain or Loss

◆ Note extremely small base sizes. Interpret with caution.

| Cost to Resolve | Total (n=87)* | Monetary Gain/Loss | | | |
|----------------------|------------------|--------------------------------|--|--|-------------------------------|
| | | Less than \$25K (n=20)** | \$25K to less than \$50K (n=3)** | \$50K to less than <\$100K (n=3)** | \$100K or more (n=13)** |
| Under \$1,000 | 30% | 34% | – | 23% | 9% |
| \$1,000 to \$2,499 | 10% | 24% | 32% | – | 6% |
| \$2,500 to \$4,999 | 9% | 11% | 46% | 41% | – |
| \$5,000 to \$9,999 | 16% | 20% | – | – | 46% |
| \$10,000 to \$24,999 | 3% | – | 23% | 36% | 3% |
| \$25,000+ | 7% | – | – | – | 37% |
| Don't know | 25% | 11% | – | – | – |
| Mean | \$9,524 | \$1,957 | \$6,190 | \$5,733 | \$34,323 |
| Median | \$1,500 | \$1,000 | \$3,000 | \$3,000 | \$7,500 |

* Small base size, interpret with caution.

** Very small base size, interpret with extreme caution.

Base: Fair/unfair experience

QC10. Approximately how much did it cost to resolve the ...?



Cost of Lawyer to Resolve by Potential for Monetary Gain or Loss Among Those Who Felt Costs Were Reasonable

◆ Note extremely small base sizes. Interpret with caution.

| Cost to Resolve | Total (n=65)* | Monetary Gain/Loss | | | |
|----------------------|------------------|--------------------------------|--|--|------------------------------|
| | | Less than \$25K (n=14)** | \$25K to less than \$50K (n=2)** | \$50K to less than <\$100K (n=3)** | \$100K or more (n=7)** |
| Under \$1,000 | 36% | 41% | – | 23% | 17% |
| \$1,000 to \$2,499 | 12% | 29% | 41% | – | 10% |
| \$2,500 to \$4,999 | 10% | 16% | 59% | 41% | – |
| \$5,000 to \$9,999 | 7% | – | – | – | 68% |
| \$10,000 to \$24,999 | 2% | – | – | 36% | 6% |
| \$25,000+ | 2% | – | – | – | – |
| Don't know | 31% | 14% | – | – | – |
| Mean | \$2,986 | \$1,088 | \$2,189 | \$5,733 | \$5,239 |
| Median | \$800 | \$1,000 | \$3,000 | \$3,000 | \$5,000 |

* Small base size, interpret with caution.

** Very small base size, interpret with extreme caution.

Base: Fair/unfair experience and costs were reasonable

QC10. Approximately how much did it cost to resolve the ...?



Cost of Lawyer to Resolve by Potential for Monetary Gain or Loss Among Those Who Felt Costs Were Unreasonable

◆ Note extremely small base sizes. Interpret with caution.

| Cost to Resolve | Total (n=22)** | Monetary Gain/Loss | | | |
|----------------------|-------------------|-------------------------------|--|--|------------------------------|
| | | Less than \$25K (n=6)** | \$25K to less than \$50K (n=1)** | \$50K to less than <\$100K (n=0) | \$100K or more (n=6)** |
| Under \$1,000 | 9% | 17% | – | – | – |
| \$1,000 to \$2,499 | 4% | 12% | – | – | – |
| \$2,500 to \$4,999 | 8% | – | – | – | – |
| \$5,000 to \$9,999 | 44% | 65% | – | – | 18% |
| \$10,000 to \$24,999 | 8% | – | 100% | – | – |
| \$25,000+ | 24% | – | – | – | 82% |
| Don't know | 5% | 6% | – | – | – |
| Mean | \$25,346 | \$3,750 | \$20,000 | – | \$70,197 |
| Median | \$5,000 | \$5,000 | \$20,000 | – | \$50,000 |

** Very small base size, interpret with extreme caution.

Base: Fair/unfair experience and costs were unreasonable

QC10. Approximately how much did it cost to resolve the ...?



Cost of Non-Lawyer to Resolve by Potential for Monetary Gain or Loss

◆ Note extremely small base sizes. Interpret with caution.

| Cost to Resolve | Total (n=93)* | Monetary Gain/Loss | | | |
|----------------------|------------------|--------------------------------|--|--|------------------------------|
| | | Less than \$25K (n=26)** | \$25K to less than \$50K (n=5)** | \$50K to less than <\$100K (n=3)** | \$100K or more (n=4)** |
| Under \$1,000 | 46% | 78% | 51% | 56% | 66% |
| \$1,000 to \$2,499 | 6% | 2% | 11% | – | – |
| \$2,500 to \$4,999 | 6% | 9% | – | – | – |
| \$5,000 to \$9,999 | – | – | – | – | – |
| \$10,000 to \$24,999 | 1% | – | – | – | 34% |
| \$25,000+ | 3% | – | 10% | 45% | – |
| Don't know | 37% | 11% | 28% | – | – |
| Mean | \$2,986 | \$513 | \$5,695 | \$22,455 | \$6,997 |
| Median | \$200 | \$100 | \$250 | \$500 | \$500 |

* Small base size, interpret with caution.

** Very small base size, interpret with extreme caution.

Base: Fair/unfair outcome

QD10. Approximately how much did it cost to resolve the ...?



Cost of Non-Lawyer to Resolve by Potential for Monetary Gain or Loss Among Those Who Felt Costs Were Reasonable

◆ Note extremely small base sizes. Interpret with caution.

| Cost to Resolve | Total (n=71)* | Monetary Gain/Loss | | | |
|----------------------|------------------|--------------------------------|--|--|------------------------------|
| | | Less than \$25K (n=20)** | \$25K to less than \$50K (n=4)** | \$50K to less than <\$100K (n=2)** | \$100K or more (n=2)** |
| Under \$1,000 | 52% | 87% | 57% | 100% | 100% |
| \$1,000 to \$2,499 | 6% | – | 13% | – | – |
| \$2,500 to \$4,999 | 4% | 7% | – | – | – |
| \$5,000 to \$9,999 | – | – | – | – | – |
| \$10,000 to \$24,999 | – | – | – | – | – |
| \$25,000+ | 3% | – | – | – | – |
| Don't know | 35% | 6% | 31% | – | – |
| Mean | \$1,446 | \$380 | \$275 | \$354 | \$558 |
| Median | \$200 | \$50 | \$250 | \$500 | \$500 |

* Small base size, interpret with caution.

** Very small base size, interpret with extreme caution.

Base: Fair/unfair outcome and costs were reasonable

QD10. Approximately how much did it cost to resolve the ...?



Cost of Non-Lawyer to Resolve by Potential for Monetary Gain or Loss Among Those Who Felt Costs Were Unreasonable

◆ Note extremely small base sizes. Interpret with caution.

| Cost to Resolve | Total (n=22)** | Monetary Gain/Loss | | | |
|----------------------|-------------------|-------------------------------|--|--|------------------------------|
| | | Less than \$25K (n=6)** | \$25K to less than \$50K (n=1)** | \$50K to less than <\$100K (n=1)** | \$100K or more (n=2)** |
| Under \$1,000 | 29% | 45% | – | – | 47% |
| \$1,000 to \$2,499 | 4% | 9% | – | – | – |
| \$2,500 to \$4,999 | 12% | 17% | – | – | – |
| \$5,000 to \$9,999 | – | – | – | – | – |
| \$10,000 to \$24,999 | 5% | – | – | – | 54% |
| \$25,000+ | 6% | – | 100% | 100% | – |
| Don't know | 44% | 29% | – | – | – |
| <i>Mean</i> | \$7,978 | \$1,128 | \$40,000 | \$50,000 | \$10,707 |
| <i>Median</i> | \$100 | \$100 | \$40,000 | \$50,000 | \$20,000 |

** Very small base size, interpret with extreme caution.

Base: Fair/unfair outcome and costs were unreasonable

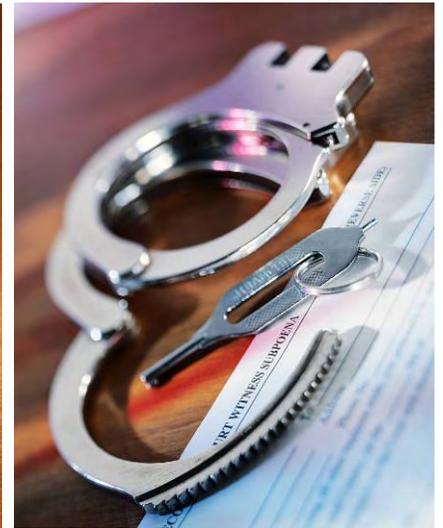
QD10. Approximately how much did it cost to resolve the ...?



Ipsos Reid



ADDITIONAL CHARTS: Satisfaction with Legal Services by Type of Problem



Nobody's Unpredictable



Satisfaction with Legal Assistance from Lawyer By Type of Problem (*very small base size – directional only)

| | Recent Problems | | | | | |
|------------------------------------|------------------|---------------------|------------------------------|------------------------|--------------------------------|------------------------------------|
| | Total (n=165) | Consumer (n=6)** | Money or Debt (n=15)** | Employment (n=10)** | Housing or Land (n=14)** | Family Relationship (n=37)** |
| Very /Somewhat satisfied | 69% | 100% | 53% | 30% | 71% | 70% |
| Neither satisfied nor dissatisfied | 15% | 0% | 13% | 50% | 7% | 22% |
| Very/Somewhat dissatisfied | 13% | 0% | 33% | 20% | 21% | 8% |
| Don't know | 3% | - | - | - | - | - |

◆ Directionally, the level of satisfaction with legal assistance from a lawyer is higher for consumer problems than for others.

* Base: Legal assistance from a lawyer only (n=165)

QC1. You indicated that you sought legal assistance from a lawyer to help resolve the ... you experienced. Overall, how satisfied were you with the legal assistance from a lawyer you received to help resolve the ... you experienced most recently?



Outcome of Problem using a Lawyer By Type of Problem (*very small base size – directional only)

| | Recent Problems | | | | | |
|-------------------|------------------|----------------------|------------------------------|------------------------|--------------------------------|------------------------------------|
| | Total (n=165) | Consumer (n=16)** | Money or Debt (n=33)** | Employment (n=18)** | Housing or Land (n=36)** | Family Relationship (n=12)** |
| Fair | 36% | 33% | 21% | 11% | 36% | 38% |
| Unfair | 15% | 50% | 14% | 33% | 14% | 14% |
| Unresolved | 45% | 17% | 64% | 56% | 50% | 49% |
| Don't know | 4% | - | - | - | - | - |

◆ Directionally, with lawyers, the outcome for money or debt, employment, housing/land, or family problems are more likely to be “unresolved”.

** Very small base size, interpret with caution.

Base: Legal assistance from a lawyer only (n=165)

QC3. Overall, how would you describe the outcome of the ... you experienced most recently?



Outcome as Result of Seeking Legal Assistance from Lawyer By Type of Problem (*very small base size – directional only)

| Outcome as a result of using a lawyer? | Total (n=93) | Recent Problems | | | | |
|--|-----------------|---------------------|------------------------------|-----------------------|--------------------------------|-----------------------------------|
| | | Consumer (n=9)** | Money or Debt (n=17)** | Employment (n=7)** | Housing or Land (n=15)** | Family Relationship (n=5)** |
| Much/Somewhat better outcome | 85% | 80% | 80% | 100% | 71% | 94% |
| Made no difference to outcome | 11% | 20% | 20% | 0% | 29% | 6% |
| Much/Somewhat worse outcome | 3% | 0% | 0% | 0 | 0% | 0% |
| Don't know | 2% | - | - | - | - | - |

◆ Directionally, the perception that using a lawyer produced a better outcome is greatest with employment and family relationship problems.

Base: Fair/unfair outcome with lawyer (n=87)*

*Small base size, interpret with caution.

QC5. Overall, do you think the outcome of the ... 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?



Satisfaction with Legal Assistance from Non-Lawyer By Type of Problem (*very small base size – directional only)

| | Recent Problems | | | | | |
|------------------------------------|------------------|----------------------|------------------------------|------------------------|--------------------------------|------------------------------------|
| | Total (n=174) | Consumer (n=16)** | Money or Debt (n=33)** | Employment (n=18)** | Housing or Land (n=36)** | Family Relationship (n=12)** |
| Very /Somewhat satisfied | 62% | 88% | 61% | 56% | 50% | 50% |
| Neither satisfied nor dissatisfied | 17% | 6% | 21% | 22% | 19% | 33% |
| Very/Somewhat dissatisfied | 17% | 6% | 18% | 21% | 31% | 17% |
| Don't know | 5% | - | - | - | - | - |

◆ Directionally, the level of satisfaction with non-lawyer legal assistance is higher for consumer problems than for others.

** Very small base size, interpret with caution.

Base: Legal assistance from a non-lawyer only

QD2. Overall, how satisfied were you with the legal assistance from non-lawyers you received to help resolve the ...



Outcome of Problem using a Non-Lawyer By Type of Problem (*very small base size – directional only)

| | Total (n=174) | Recent Problems | | | | |
|------------|------------------|----------------------|------------------------------|------------------------|--------------------------------|------------------------------------|
| | | Consumer (n=16)** | Money or Debt (n=33)** | Employment (n=18)** | Housing or Land (n=36)** | Family Relationship (n=12)** |
| Fair | 40% | 40% | 52% | 33% | 26% | 36% |
| Unfair | 14% | 27% | 16% | 11% | 17% | 0% |
| Unresolved | 40% | 33% | 32% | 56% | 56% | 64% |
| Don't know | 6% | - | - | - | - | - |

◆ Directionally, with non-lawyers, the outcome for employment, housing/land, or family problems are more likely to be “unresolved”. Money or debt problem outcomes are more likely to be judged as “fair”.

** Very small base size, interpret with caution.

Base: Legal assistance from a non-lawyer only

QD2. Overall, how satisfied were you with the legal assistance from non-lawyers you received to help resolve the ...



Possible Outcome if Sought Legal Assistance from Lawyer By Type of Problem (*very small base size – directional only)

| Possible Outcome if Used a Lawyer? | Total (n=93) | Recent Problems | | | | |
|------------------------------------|-----------------|---------------------|------------------------------|-----------------------|--------------------------------|-----------------------------------|
| | | Consumer (n=9)** | Money or Debt (n=17)** | Employment (n=7)** | Housing or Land (n=15)** | Family Relationship (n=5)** |
| Much/Somewhat better outcome | 24% | 22% | 24% | 57% | 40% | 40% |
| Would have made no difference | 54% | 67% | 35% | 29% | 40% | 20% |
| Much/Somewhat worse outcome | 16% | 11% | 41% | 14% | 20% | 40% |
| Don't know | 6% | - | - | - | - | - |

◆ Directionally, the perception that using a lawyer would have produced a better outcome is greatest with employment problems.

Base: Fair/unfair outcome with non-lawyer (n=93)

*Small base size, interpret with caution.

QD5. Overall, do you think the outcome of the ... 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?