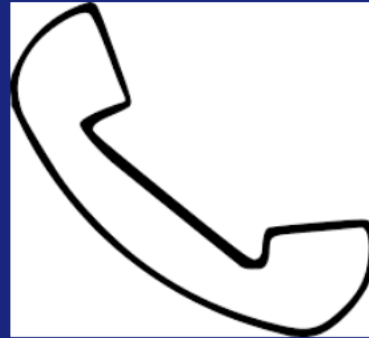


**FCJ REFUGEE CENTRE
PODCAST**

**HOW TO APPLY
FOR LEGAL AID**



1-800-668-8258

How to apply for legal aid

Calling earlier in the morning is recommended to reduce waiting time.

Call Toll free #: 1 800-668-8258
Legal Aid Phone number
(Toronto only): 416-979-1446

<https://www.legalaid.on.ca/covid-19-legal-aid-services/>

How to apply for legal aid

- ✓ Every time you apply, you will speak to two different agents.
- ✓ The first agent will ask you more basic questions and set up your Legal Aid account.
- ✓ At the end of the call, they will give you a client number.
- ✓ Write this number down.
- ✓ They will then transfer you to a second agent who may ask you more personal questions related to the reason for your refugee claim and your finances.

How to apply for legal aid

After that conversation, two things could happen:

1. If the agent determines that you're financially eligible to receive legal aid, they will usually give you a certificate number at the end of the call.
2. If no certificate number at the end of the phone call, you may be required to provide additional information related to your financial situation (e.g. sending a copy of your bank statement), and they will not give you a certificate number until they receive this information.

Legal Aid Online Portal

- If you provided Legal Aid with an email, after issuing the certificate, Legal Aid will send you an email with a link to the Legal Aid Online Portal.
- They will also give you a PIN on the phone, which you'll need to use to set up your account in the portal. Write this number down.
- Click the link in the email to confirm your email address. You will then be sent a second email with a link to the portal and login information. Wait 24 hours after receiving this email, then click the link and set up your online account.
- In your account, under My Documents, you will find a Consent & Declaration form that you must sign electronically. If you don't do this within three weeks, your account may become inactivated.

Legal Aid Online Portal

- If you do not provide legal aid with an email, they will mail you the Consent & Declaration form which you have to sign and fax back to Legal aid. The fax number is in the mail you get.
- After you have received the Legal Aid certificate number, you must find a lawyer willing to accept Legal Aid.
- You must give the lawyer your certificate numbers, so they can receive payment from Legal Aid.
- Only give a lawyer your certificate number once you're certain you'd like to work with them.
- It is extremely difficult to switch lawyers after one has registered with Legal Aid.