

BusinessCare



# Keeping businesses protected

A Business Support Package for your SME Customers

  
**firstassist**  
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# Welcome to BusinessCare

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Comprehensive Online Law Guide



Market-leading 24 hour Business Helpline



Interactive Legal Document Creation



Free Legal Document Review



Monthly E-mail News Bulletins

Plus:

- Over 100 legal documents
- Online document management
- Access to a range of reduced rate employee health services

## Enhanced to meet the evolving needs of your SME customers

For your clients with small to medium-sized businesses, dealing with the many legalities of running a business can be time consuming, expensive and stressful. Research has indicated that business owners are spending too much time managing compliance issues when they should be running their businesses - inevitably impacting on their competitiveness.

With this in mind, BusinessCare provides access to a range of professional services which saves them time and money, as well as complete peace of mind.

BusinessCare has been helping businesses to protect themselves from crossing the boundaries of the law for over 10 years, continually evolving to make sure the service continues to meet the needs of users.

## An innovative add-on service

In the UK, small and medium-sized enterprises (SMEs) together account for 99.9 per cent of all enterprises, and nearly half have stated facing difficulty navigating through the mass of employment law, citing it as a 'major problem' according to research from the British Chambers of Commerce (BCC).

Offering BusinessCare to your customers provides them with a comprehensive package of professional services which gives all the business and legal information, advice and support needed. BusinessCare will save them time and money, creating a valuable benefit which could ultimately see your new business and retention levels grow.

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Employment law is a major problem for small firms, with 47% having faced difficulties navigating the legislation

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The Workforce Survey 2009 - British Chamber of Commerce



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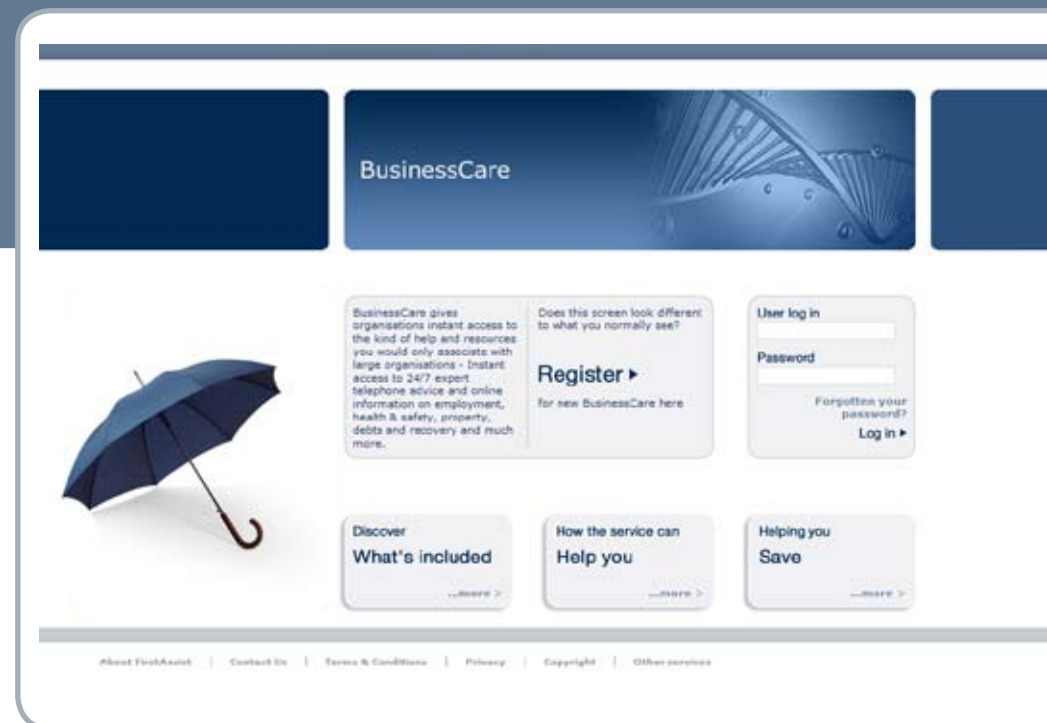
# Key Features:

## > COMPREHENSIVE LAW GUIDE AND OVER 100 DOCUMENTS

Subscribing to BusinessCare allows SMEs to access the comprehensive legal information contained within our online law guide, arranged into easy to navigate, searchable topics. The law guide has been carefully designed to explain the law in practical terms, so that you don't have to be a lawyer to understand it, and each topic is linked to relevant interactive legal documents for easy access.

Areas covered:

- Business start-up
- E-Commerce
- Health and safety
- Property
- Employee health management
- Debts and debt recovery
- Employment
- Intellectual property
- Purchase and sales agreements
- Tax and VAT



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SMEs record an over proportional 82% of all occupational injuries, even rising to about 90% for fatal accidents

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# BusinessCare Key Features

## > QUICK AND SIMPLE DOCUMENT CREATION - Introducing 'Rapidocs'

Our sophisticated software publishing solution 'Rapidocs' follows an advanced interactive question and answer 'advice' session. As the user answers prompted questions, it automatically leads to the creation of tailored legal documents which can then be exported in Word or PDF format, or sent straight to our team of professionals for legal review.

**BusinessCare** offers over 100 quality legal documents available through the interactive legal document preparation services. Policy documents, forms, template letters and checklists are all at the fingertips of the user, helping them with all commercial legal issues including hiring staff, ensuring they are health and safety compliant, drafting an employee handbook, managing disciplinary issues, setting up a business, protecting their ideas, or recovering a debt.



## > 24 HOUR BUSINESS HELPLINE



This quality accredited service forms a valuable element of the BusinessCare package, offering access to professional legal, health and safety, HR, and tax advice and information 24 hours a day, 365 days a year. Our expert advisors offer practical advice and recommendations to solve problems.



## > FREE LEGAL DOCUMENT REVIEW

One click smoothly through from the new 'My Documents' section allows users to send their completed documents straight through to our team of solicitors and legal professionals for review and approval. Use of this service is unlimited.

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Small business owners who cut corners with risk assessments could now face two years in prison under new legislation that came into force on 1 January 2009

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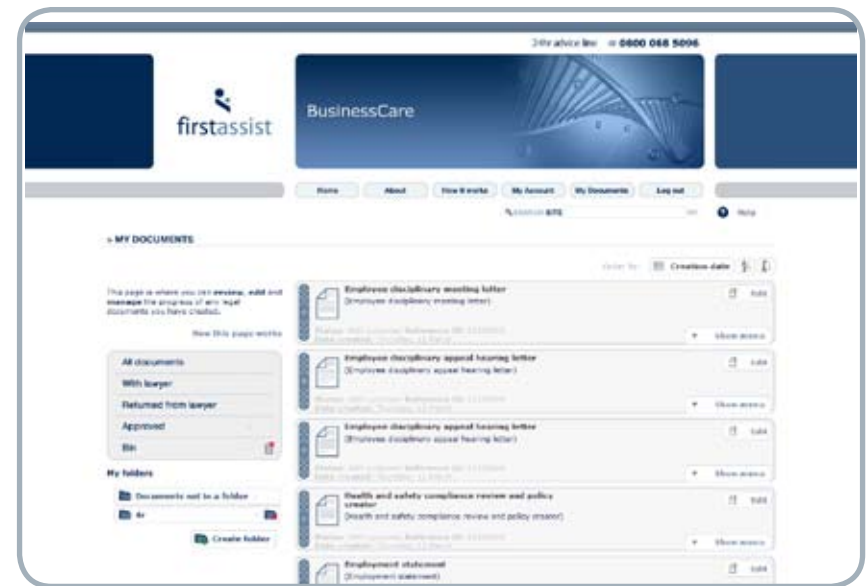


## > MONTHLY EMAIL BULLETINS

A monthly bulletin will inform your clients of any changes to any commercial legislation that might affect the running of their business. Laws covering unfair dismissal, redundancy, minimum notice, equal pay, equal opportunities are all examples which are amended periodically. A large company with a dedicated HR department might be able to keep track of these changes, but for the SME it is more challenging, so these regular updates offer a constant source of reference for the business.

## > ONLINE DOCUMENT MANAGEMENT

Subscribers have the added facility of a 'My Documents' area, where documents can be stored securely as a library and easily updated or submitted for legal review 24 hours a day.



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A massive £18.6 billion is the figure put on outstanding payments owed to Britain's small-to-medium sized enterprises according to research commissioned by Bacs in 2008

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# BusinessCare - an invaluable benefit for your customers

How your SME customers could benefit:



## Support for their business

BusinessCare is a risk management package with instant access to legal information and guidance to help business owners ensure they comply with legislation. They can even send their completed documents to us for a free legal review for complete peace of mind.



## A valuable resource - saving them money

Paying solicitors hourly rates or employing highly paid professionals to deliver legal guidance when queries arise are expensive solutions for SMEs. BusinessCare delivers all these benefits, proving a cost-effective life line for business owners.



## Saving time

BusinessCare's support is instant and convenient - online or by telephone 24 hours a day. Policy documents, checklists and essential business forms are all available for instant completion and download, saving time whilst ensuring compliance. News updates ensure they are automatically updated with all the latest legislation changes every month.



## Free access to quality accredited advice from BusinessCare specialists, 24 hours a day

BusinessCare's business helpline is quality accredited. Our legal consultants are appropriately qualified and adhere to the professional guidelines and codes of conduct of their relevant professional bodies, meaning your clients gain immediate practical advice from a reliable source.



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..... a cost effective option for you

How you could benefit from adding BusinessCare to your proposition:



Increased credibility and enhanced reputation

Offering BusinessCare is a cost effective way of providing your SME customers a benefit of real value and relevance to them - demonstrating that you understand the issues they face.



Differentiate your product offering

Add value to your product and distinguish your proposition from your competitors with BusinessCare.



Retain and attract new business

Offering BusinessCare as a benefit could help to attract new business and retain existing business through happier and more loyal customers.



Cost effective, relevant and quality assured information and advice your customers can rely on  
FirstAssist's outstanding reputation offers you complete peace of mind that your clients will receive a quality, personal service and access to a comprehensive range of online advice and assistance.



BusinessCare



Keeping  
businesses  
protected

# BusinessCare



## About FirstAssist:

FirstAssist is a leading provider of business services, with core products including Employee Assistance Programmes, Legal and HR, Absence Management Solutions, Rehabilitation, Occupational Health and International Assistance, in addition to a range of around-the-clock telephone advice, information and support services.