Digital Services

Maurice Blackburn Pty Ltd (**we, us**) offers this Digital Service to you on the terms set out in this document. Some words are defined in our Terms of Use / Site & Platform Terms (available from our Website, mauriceblackburn.com.au) which is incorporated by reference to our agreement with you for the Digital Services.

Digital Service	Vehicle Property Damage - Letter of Demand booked via our AI client intake and triage platform, Morry (**Platform**).
Lawyer in the Loop	Yes, there is a lawyer in the loop for this Digital Service
Inclusions	• This Digital Service includes: — **Letter of demand:** We will prepare and send one letter of demand to the other party on your behalf. The letter will be sent by email, with you copied in, or by registered post, with a copy provided to you. — **Final notice:** If the other party does not respond within 28 days of the letter of demand, we will prepare and send one final notice. — **Insurer correspondence:** If you ask us to do so and the other party refers the matter to their insurer, we will correspond with the insurer in relation to your demand. — **Council correspondence:** If the matter involves a council and we receive a response from the council, we will provide you with a summary of that response by email. — **Negotiations with an individual:** If the other party is an individual and responds to the demand, we will assist with negotiations. — **Further assistance:** If the matter is not resolved through the above steps, we will provide you with information about how to obtain further legal assistance through the Law Institute of Victoria. ✕ This Digital Service **does not** include: — **Meetings or telephone calls:** We will not attend meetings or conduct negotiations by video call. — **Formal proceedings:** We will not commence, defend or represent you in any court, tribunal or other formal proceedings. — **Enforcement:** We will not take any steps to enforce payment or recover any amount owing to you after the demand process has ended. — **Reminders or follow-up with you:** You are responsible for keeping track of relevant dates and responding to any correspondence we send you. We will not send reminders or follow up with you if you do not respond.
Fees & Payment	Fees are set out in the Platform at the point you click to buy the Digital Service. You authorise us to place a holding charge on your payment card for the Fees when you book the Digital Service. The Fee is payable when you receive the Digital Service.
Digital Service may not go ahead	We may need to cancel or reschedule your Digital Service in some circumstances (e.g. a lawyer is unavailable, there's a conflict of interest, or other professional or ethical reason).
No ongoing retainer	Booking a Digital Service does not create any ongoing commitment to give advice or to act for you after we deliver a Digital Service. We act for you only to deliver this Digital Service.
Your responsibilities	• You must give us full, accurate, honest information about your legal issue. • Information is given for your circumstances. Other people can't rely on it for other matters.
Confidentiality & privacy	We keep information you give us in connection with the Digital Service confidential, subject to our legal and professional obligations. We manage your personal information in line with our Privacy Policy and Collection Statement.

Important disclaimers

Our liability

- You have rights under Australian Consumer Law and nothing in our agreement with you overrides those rights. If we fail to deliver the Digital Service we agreed with you, your remedy is a full refund of the Fee. Our Site & Platform Terms explain what we're not responsible for.