



## FREQUENTLY ASKED QUESTIONS

### ARE THERE ELIGIBILITY REQUIREMENTS?

You must be a resident of one of our eight service counties (list counties here), a veteran, spouse, surviving spouse or a dependent (must be a minor child or an adult disabled child living with parents) of an eligible veteran. In addition, you must show that retaining an attorney would be an undue hardship. If you are unsure, contact us and we will help you figure out if you are eligible. And even if you are not eligible for this particular program, we can refer you to other organizations that may be able to help.

### WHAT COUNTIES DO YOU SERVE?

C-VETS helps veterans and their families in the following counties: Bibb, Blount, Chilton, Cullman, Etowah, Jefferson, Shelby, Walker

### WHERE ARE YOUR OFFICES? CAN I WALK IN FOR ASSISTANCE?

We are based at Samford University's Cumberland School of Law in Birmingham, but at this point, we are serving our 8-county area by telephone only and email only.

### IS THERE A CHARGE FOR YOUR SERVICES?

No, there is no charge for our services.

### CAN YOU ANSWER QUESTIONS ABOUT MY MILITARY DISCHARGE OR UPGRADE?

No, but we will try to refer you to an attorney who can help you with discharge/upgrade issues.

### **CAN YOU ANSWER QUESTIONS INVOLVING VETERAN'S BENEFITS SUCH AS SERVICE-CONNECTED DISABILITY?**

No, but we may be able to refer you to an attorney or organization in your area that may be available to help you.

### IF YOU HELP ME, HOW LONG WILL IT BE BEFORE I SPEAK WITH AN ATTORNEY?

After you apply online or after contacting us by phone or email and being interviewed by a law student, we will decide whether we can assist you with your issue. If we decide that we can help, you will be contacted by a student advocate.