



ADMINISTRATIVE RULES — REFERRAL SERVICE FOR INDIVIDUALS

The Barreau de Montréal provides a referral service (the “Service”) to help individuals find a lawyer practicing on the Island of Montreal in order to get legal advice. Not all members of the Bar participate in this service, only lawyers who voluntarily choose to register for it. These administrative rules are designed to guarantee a high-quality service and an environment respectful of all users.

CHAPTER I — OPERATING RULES

Referral request process

1. A person seeking a referral must fill out the Request Form, providing his or her contact information and describing the nature of the problem, or contact the Service by telephone. A maximum of two (2) referrals may be provided per request.
2. If any referral is not suitable, a new request may be sent by e-mail.

Use of request form

3. A separate form must be filled out for each file. Only one request per client is accepted at a time. For several files, it is best to contact the Service to better identify the client’s needs.

Cost and Payment

4. The initial one-hour consultation costs \$60 (plus taxes, if applicable). Any additional work will be charged at the lawyer’s normal rate.
5. The client must pay the consultation fee to the lawyer directly or obtain a Legal Aid mandate before the consultation, if eligible.
6. If the client’s file is approved by Legal Aid, his or her consultation may be free of charge.

Communication of information

7. The Service provides the client with the necessary information to contact the lawyer.
8. The selected lawyer receives an e-mail with the client’s name and the nature of their request.

Additional services

9. The client must agree directly with the lawyer for any additional service, including the extent of the mandate and the fees.

Limits to the service

10. The Service only provides a maximum of two (2) referrals at a time per file and does not have lists of court-appointed lawyers or lawyers who, without being directly involved in a legal matter, give the court or tribunal information or opinions that could help it decide (“friend of the court”). For this type of request, the client must contact the *Commission des services juridiques*.

11. The Service does not issue Legal Aid mandates. For any request involving Legal Aid, the client must contact Legal Aid offices and take the necessary steps.
12. Referrals do not constitute recommendations by the Barreau de Montréal.

CHAPTER II — STANDARDS OF BEHAVIOUR

Unacceptable behaviour

13. The Barreau de Montréal's Referral Service will not tolerate a lack of courtesy or disrespectful behaviour or comments, including attempts to intimidate, yelling, insults, swearing, derogatory, racist or discriminatory remarks or any other abusive behaviour or language.

Failure to comply with rules and denial of request

14. Any person contacting the Service must follow these standards in all telephone conversations or written correspondence with staff. The Service reserves the right not to respond to any message that does not comply with these standards.
15. The Service also reserves the right to deny a request if the person has already consulted a lawyer from the Service for the same matter.

CHAPTER III — EFFECTIVE DATE

16. These administrative rules come into effect on March 1, 2025.