

# Want to Double Your Output FREE?

Self-Help and Small Claims email

Web Form  
+  
Boilerplate

=

Efficiency & Happiness



*Web Form*

*Boilerplate*

# Customer benefits

- Email **24/7**
  - No phone tag
- Can add **follow-up questions** in a reply email (to our reply)
- Can receive **form packets and samples**
- **More complete** answers
- Answers **they can print out**
- Answers include **links to pages and forms**

# Staff benefits

- Can help twice as many people in the same time.
- Can answer emails between walk-in customers
- Boilerplate makes it easier to give a more thorough and accurate answer
- Like being able to email/link to forms/samples
- Still room for answer "customization"
- Hated playing phone tag
- Feels like a game to answer all emails 😊

# Boss benefits

- **Free** to set up
- **More consistent** service provided
- **More thorough** answers provided
- **Can review answers** for quality control
- Almost **no IT work** needed
- Did I say **FREE??**

# THE SUPERIOR COURT OF CALIFORNIA COUNTY OF SANTA CLARA

February 21, 2014

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Search

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## SELF-HELP

[Civil & Landlord/Tenant](#)[Children/Juveniles](#)[Criminal](#)[Family \(Divorce, Custody, etc.\)](#)

### Free & Low-Cost Legal Help

- » [Self-Help Center/FLF Office](#)
- » [Self-Help Flyers](#)
- » [Self-Help Form Samples](#)
- » [Self-Help Question Form](#)
- » [Self-Help Videos](#)
- » [Self-Help Workshops](#)

[Legal Glossary](#)

## DO YOU HAVE A QUESTION FOR THE SELF-HELP CENTER?

[Print](#) | [E-mail](#)

Do you have a question for the Self-Help Center? Get help back by email! But first, please take the time to review information on our [Self-Help site](#) to see if your question is answered there.

**It will take up to 5 business days for the Self-Help Center to respond. Do not submit questions about legal issues that need to be handled immediately. Other issues, even though they are not emergencies, may be time-sensitive. Your legal rights may "expire" while you are waiting for an answer from the Self-Help Center. If you are unsure, it is a good idea to visit the Self-Help Center in person or contact an attorney  who can advise you.**

Staff at the [Self-Help Center](#) cannot give you legal advice, only legal information or referrals to other resources that may be able to help you. If you visit in person, please [read this flyer](#)  for information on how to use the Center.

How is legal advice different from legal information? Legal information is a statement of what the law or legal process is, leaving up to you the decision of how to proceed. Legal advice tells you how you should proceed.

### Please enter the following required information:

Your name: Email address where your response will be sent:

» [Self-Help Workshops](#)

[Legal Glossary](#)

[Probate](#)

[Restraining Orders](#)

[Small Claims](#)

[Traffic](#)

## RELATED LINKS

[Small Claims Advisor](#)

[Legal Glossary](#)

[State Court Small Claims Self-Help](#)

[Reclamos menores](#)

process is, leaving up to you the decision of how to proceed. Legal advice tells you how you should proceed.

### Please enter the following required information:

Your name:

Email address where your response will be sent:

(example: your.name@gmail.com)

Confirm your email address:

Case number (or enter "none" if you haven't filed yet)

### Restraining Orders

[Click to read our "Do You Need to File a Restraining Order" flyer 

If you need help with, or have questions about, a Restraining Order, please contact an attorney , a Domestic Violence agency, or the Court's Restraining Order Help Center. Do not submit restraining order questions through this website.

### CLICK TO GO TO THE APPROPRIATE SECTION FOR YOUR QUESTION, TO GET HELP:

[Family Law](#) | [Unlawful Detainer \(Eviction\)](#) | [Breach of Contract](#) | [Personal Injury](#) | [Other Civil Lawsuit](#) | [Guardianship](#) | [Name Change](#) | [Conservatorship](#) | [Other Probate](#) | [Criminal](#) |

### Family Law

[Click to visit the Self-Help Family Law page on this website]

You are contacting the Court for help with:

- Divorce/Legal Separation/Nullity (Annulment)
- Custody
- Visitation
- Child Support
- Spousal Support
- Parentage (Getting genetic testing to establish a child's legal parents)
- Other [briefly]:

The Self-Help Center doesn't help with the following Family issues. Please find an attorney  who can help you.

- No property assistance
- No QDRO's
- No discovery
- No trial preparation
- No collections (other than wage

The Self-Help Center does not have attorneys who can answer questions about criminal cases. Please talk to a private attorney [☎](#), the Office of the District Attorney [☎](#) or the Office of the Public Defender [☎](#) for help.

### Your Questions

First, briefly tell us about your situation:

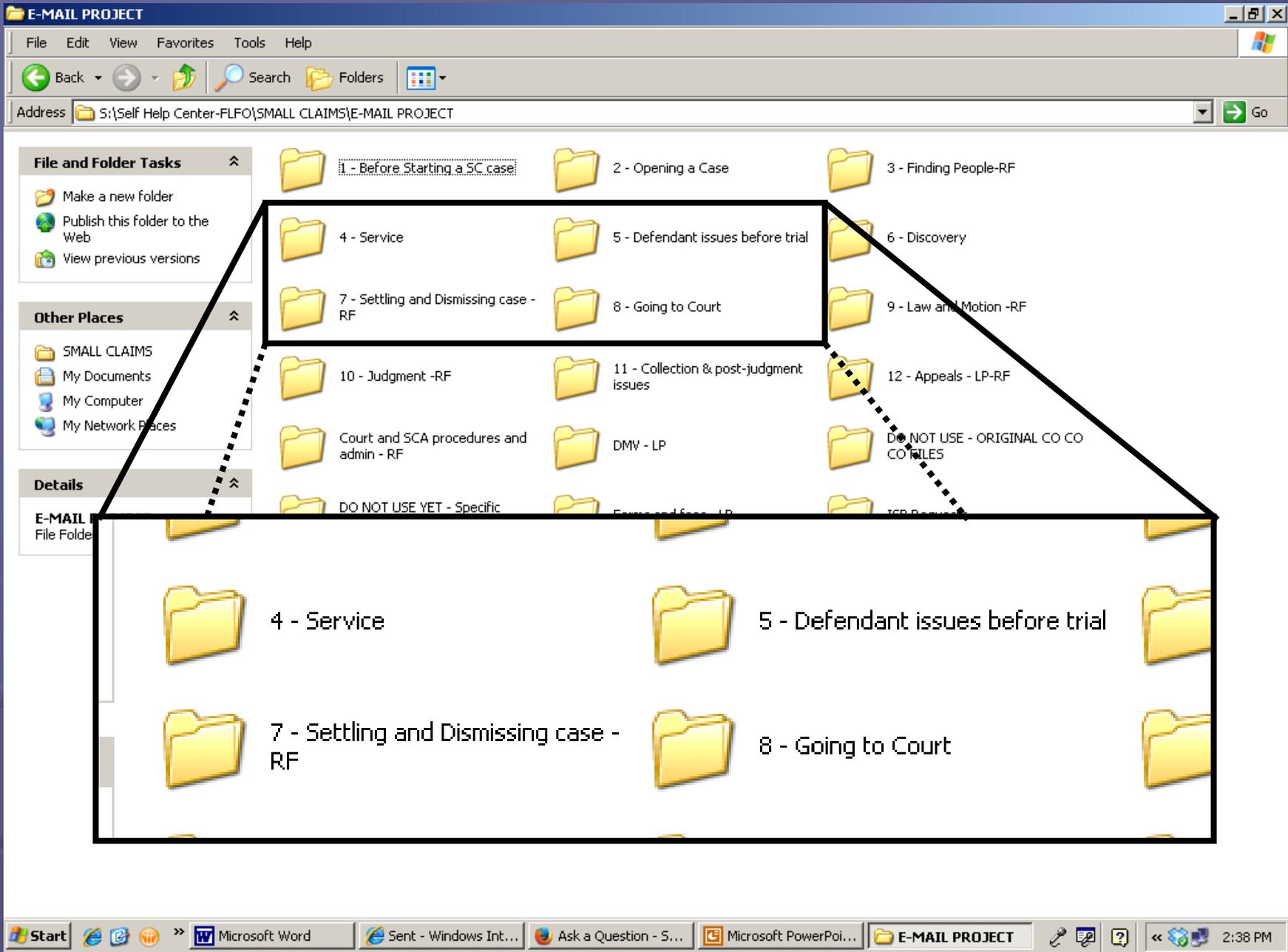
Characters left:1000

State your specific questions (at least one question is required):

#1:

#2:

#3:



Inbox - Windows Internet Explorer

http://poseidon/mail/lparsons.nsf?OpenDatabase&ui=dwa

File Edit View Favorites Tools Help

Specialty's Café & Bakery Suggested Sites Web Slice Gallery

Inbox

IBM Lotus iNotes

Preferences Online Logout Help

Mail-Inbox

Leigh Parsons  
Poseidon/Superior Court

Inbox (14125)  
Drafts  
Sent  
Follow Up  
All Documents  
Junk  
Trash  
Views  
Folders  
Archive  
Tools  
Other Mail

New Reply Reply To All Forward Mark As More Show

Who	Subject	Date	Size
Self Help	Re: Inquiry to the Court	02/04/2014 09:29AM	11K
Self Help	Re: Inquiry to the Court	01/31/2014 03:55PM	7K
Self Help	Re: Inquiry to the Court	01/31/2014 03:22PM	12K
Self Help	Re: Inquiry to the Court	01/31/2014 03:17PM	197K

Re: Inquiry to the Court  
Self Help  
Friday, January 31, 2014 03:17PM  
To: m.caratachea44@gmail.com  
Bcc: Leigh Parsons  
[Show Details](#)

Thank you for your inquiry. A nullity of marriage may be granted by the court based on very specific grounds. You may review [Family Code Section 2200-2212](#) for a list of the reasons a marriage may be voided. Since the court must make a legal finding that a case qualifies for a nullity, parties cannot simply agree to a nullity. If you are unsure whether your case qualifies for a nullity, you may wish to seek legal advice. Please review the attached "Do-It-Yourself Resources" for help locating low to no cost legal advice.

We hope you find this information helpful. If you have more questions about this issue, reply to this email, including the e-mail history, and we will get back to you as soon as possible. Due to limited staffing, we strive to get back to you within 5 business days.

Attachments: (Click the filename to launch)

[INFO - Do-It-Yourself Resources 12-18-13.pdf](#)

Start Microsoft Word Internet Explorer Ask a Question - S... Microsoft PowerPoi... E-MAIL PROJECT 3:16 PM