



OFFICE OF LEGAL SERVICES INNOVATION

A Division of the Utah Supreme Court

---

# SANDBOX AUTHORIZATION PACKET

## BLUE BEE BANKRUPTCY LAW FIRM

SEPTEMBER 2, 2020

### Contents

1. Utah Supreme Court Order for Authorization to Practice Law
2. Innovation Office Recommendation to the Court
3. Innovation Office Manual

# DOCUMENT 1

In the Supreme Court of the State of Utah

----oo0oo----

In re: Application of Blue Bee Bankruptcy Law Firm

---

ORDER FOR AUTHORIZATION TO PRACTICE LAW

*Based upon the Utah Supreme Court's plenary and constitutionally granted authority to regulate the practice of law in Utah, and the tenets of Standing Order 15, the Utah Supreme Court orders that Blue Bee Bankruptcy Law Firm ("Blue Bee Law") is authorized to practice law within the regulatory sandbox and subject to the restrictions outlined below.*

The Court has reviewed the recommendation of the Office of Legal Services Innovation ("Innovation Office") dated August 19, 2020 for Blue Bee Law to be authorized to practice law.

Blue Bee Bankruptcy Law Firm is a traditional solo practice firm operating in Salt Lake City. The sole owner of the firm proposes to give his paralegal employee a 10% ownership interest in the firm as a reward for high quality work and commitment to the firm and as an incentive to remain with the firm. There is no proposed change in the services or scope of work of either the firm or the paralegal.

The Innovation Office has assessed the risk of harm to Blue Bee Law's targeted consumers relative to the risk of harm they currently face and has determined that the risk of harm presented by Blue Bee Law's services is low. The Innovation Office recommends Blue Bee Law be authorized to practice law in the State of Utah as outlined in the Innovation Office recommendation and [manual](#).

Hence, in light of the Court's responsibility to the public to effectively regulate the practice of law in Utah and in keeping with the tenets of Standing Order 15, the Court now orders as follows:

1. Blue Bee Law is authorized to provide the legal services as detailed in the Innovation Office's recommendation and subject to the conditions and requirements set forth in that recommendation and in the [Innovation Office Manual](#).

If Blue Bee Law wishes to alter these conditions or requirements, it must submit any such change to the Innovation Office for further assessment. The Innovation Office will assess the proposed change and may permit the change if it deems the change does not materially increase the risks to consumers. If the Innovation Office finds a material increase in risk then it will present the issue to the Court for further consideration.

2. This authority is granted for an initial period of 24 months with the possibility of extension or permanent authorization. This authority and any such extension or permanent authorization is subject to Blue Bee Law's compliance with the conditions and requirements set forth in the recommendation and manual and also to a verification by the Innovation Office that Blue Bee Law has a record of compliance with all requirements and the company's services are not causing harm to consumers.

DATED this 31st day of August, 2020.

A handwritten signature in black ink, appearing to read 'M. B. Durrant', written over a horizontal line.

Matthew B. Durrant  
Chief Justice

# DOCUMENT 2



UTAH IMPLEMENTATION TASK FORCE  
ON REGULATORY REFORM

---

# RECOMMENDATION TO THE COURT

## APP 0010 - BLUE BEE BANKRUPTCY

AUGUST 19, 2020

---

### CONTENTS

|                        |   |
|------------------------|---|
| Executive Summary      | 1 |
| Sandbox Recommendation | 2 |
| Proposed Services      | 2 |
| Risk Assessment        | 2 |

## EXECUTIVE SUMMARY

**Recommendation:** Authorize

---

**Applicant:** Blue Bee Bankruptcy Law Firm

---

**Proposed Services:** Minority equity stake to long-time support staff

---

**Sandbox Qualifiers:** Nonlawyer ownership - less than 50%

---

**Utah Qualifier:** Conforms to Utah requirements

---

**Implementation Qualifier:** Services already in operation

---

**Access Qualifier:** Retention of high quality nonlawyer support staff likely to increase reach and quality of consumer service.

---

**Qualitative Requirements:** Standardized disclosure statements on website and in mobile applications:

- Badge
- Nonlawyer Ownership Disclosure Statement

See [Innovation Office Manual](#) for requirement details.

---

**Data Reporting Requirements:** Low risk data reporting requirements.

See [Innovation Office Manual](#) for requirements.

---

## SANDBOX RECOMMENDATION

We recommend the Court **authorize** Blue Bee Bankruptcy to practice law in the state of Utah, subject to such requirements as the Innovation Office may impose.

We recommend the following scope of authorization:

1. The Innovation Office recommends that the authority be granted for an initial period of 24 months with the possibility of extension or permanent authorization. Any such extension or permanent authorization would be subject to the applicant complying with the conditions and requirements set forth below and also to a verification by the Innovation Office that Blue Bee Bankruptcy has a record of compliance with all requirements and the company's services are not causing harm to consumers.
2. The Innovation Office recommends authorizing Blue Bee Bankruptcy to practice law only across the following categories of legal service:
  - a. Service Models:
    - i. Lawyers employed or managed by a nonlawyer
    - ii. Less than 50% nonlawyer ownership
  - b. Areas of Service:
    - i. Financial Issues
3. Relevant requirements:
  - a. Relevant disclosure requirements as outlined in [Innovation Office Manual](#).
  - b. Low risk data reporting requirements as outlined in [Innovation Office Manual](#).

## PROPOSED SERVICES

Blue Bee Bankruptcy Law Firm is a traditional solo practice firm operating in Salt Lake City. The sole owner of the firm proposes to give his paralegal employee a 10% ownership interest in the firm as a reward for high quality work and commitment to the firm and as an incentive to remain with the firm. There is no proposed change in the services or scope of work of either the firm or the paralegal.

## RISK ASSESSMENT

**Target Market:** Consumers not currently accessing legal services / DIY; consumers who may access lawyers.

**General Assessment:** Low risk

**Specific Risks:** 1. Nonlawyer investment ownership - less than 50%



# DOCUMENT 3



## OFFICE OF LEGAL SERVICES INNOVATION

An Office of the Utah Supreme Court

---

# INNOVATION OFFICE MANUAL

## CONTENTS

|                                  |    |
|----------------------------------|----|
| Introduction                     | 1  |
| Applying to the Sandbox          | 1  |
| Innovation Office Review Process | 1  |
| Qualifiers                       | 2  |
| Risk Assessment                  | 3  |
| Authorization Parameters         | 9  |
| Recommendation to the Court      | 15 |
| Data Reporting and Monitoring    | 15 |

# I. INTRODUCTION

This manual seeks to establish the policies and processes by which the Office of Legal Services Innovation (“Innovation Office”) will execute the mandate of the Utah Supreme Court Standing Order 15: to oversee the nontraditional model of legal services, subject to the ultimate authority and control of the Utah Supreme Court. This manual will guide the Innovation Office, the Utah Supreme Court, Sandbox applicants and participants, and the public on the work of the Office.

This manual is a working document and will be regularly updated or revised according to need. Any decisions or actions by either the Innovation Office or the Utah Supreme Court, while informed by this document, are ultimately based on discretion guided by the Regulatory Objective and Regulatory Principles outlined in Standing Order 15.

# II. APPLYING TO THE SANDBOX

Qualification for the Sandbox is guided by Rule 5.4(B) and Standing Order No. 15, Section 3.3.2. The Sandbox is the mechanism by which business models or services that have not traditionally been permitted in the Utah legal system may provide legal services.

Such practices may include:

- traditional law firms taking on nonlawyer investment or ownership;
- nonlawyer-owned or corporate entities employing Utah-licensed lawyers to practice law;
- firms or companies using technology platforms or nonlawyer service providers to practice law; or

- lawyers or firms entering joint ventures or other forms of business partnerships with nonlawyer entities or individuals to practice law.

There may be many other innovative models or services not permitted under the traditional rules that will apply to the Sandbox.

Any entity wishing to apply to the Sandbox must complete:

1. The Application Form
2. Disclosures around ownership, management, and significant financial investors / partners, including whether any of those controlling individuals are disbarred or have a felony criminal history;
3. Disclosure on whether the entity plans to share or sell consumer data to third parties;
4. GRAMA confidentiality claim for information that is identified as trade secrets or confidential business information.

Applicants may also submit any other relevant supplemental materials.

The Innovation Office will review the application for completeness. The Office does not consider applications submitted until the Office determines the submission is sufficiently complete.

# III. INNOVATION OFFICE REVIEW PROCESS

Once the application is determined complete, the Innovation Office will begin its review. The first level of review is performed by the Executive Committee. The second level of review is performed by the entire Office.

The review process is iterative and applicants are expected to be responsive and engaged with the Office. The Innovation Office will seek to understand the applicant's business model and potential consumer risks therein.

This section:

- Outlines the qualifiers the Office must confirm for each applicant
- Articulates common risk assessments
- Sets out and explains the core categories of:
  - Service model
  - Service area
  - Disclosure requirements
  - Data reporting requirements

## A. QUALIFIERS

The Innovation Office must confirm that each applicant meets the following qualifiers:

**Sandbox Qualifier(s):** What aspects of the proposed entity / service qualify for participation in the sandbox.

**Utah Qualifier:** Each entity must affirm that its service conforms to any applicable requirements of Utah law.

**Implementation Qualifier:** Each entity must affirm that it is ready or very close to ready to implement its proposed service.

**Regulatory Objective Qualifier:** Each entity must show that the proposed service will further the Regulatory Objective outlined in Standing Order No. 15: To ensure consumers have access to a well-developed, high-quality, innovative, affordable, and competitive market for legal services.

## B. RISK ASSESSMENT

The Risk Assessment section outlines the risks of consumer harm identified by the Innovation Office. The Innovation Office has grouped consumer risk of harm from legal services into three main areas:

- (1) inaccurate or inappropriate legal result,
- (2) failure to exercise legal rights through ignorance or bad advice, and
- (3) purchase of an unnecessary or inappropriate legal service.

It is the goal of the Office to work toward being able to both assess and measure consumer risk relative to the risk of harm the target consumer population currently faces. For example, suppose an entity is targeting consumers who do not generally access legal help from lawyers. In that case, the Risk Assessment of the proposed services should be against receiving no legal advice or using do-it-yourself tools on the market or from court websites.

### SERVICE MODEL RISK CATEGORY

The Office has developed a model of risk categorization based on the service model(s) proposed by the entity:

| Service Model   | Risk           |
|---|----------------|
| Lawyer employed or managed by a nonlawyer                             | Low            |
| Less than 50% nonlawyer ownership                                     | Low            |
| Software provider with lawyer involvement - legal document completion | Low            |
| 50% or more nonlawyer ownership                                       | Low / Moderate |

|   |          |
|---|----------|
| Nonlawyer provider with lawyer involvement    | Moderate |
| Software provider with lawyer involvement     | Moderate |
| Nonlawyer provider without lawyer involvement | High     |
| Software provider without lawyer involvement  | High     |

We have categorized the risk across these service models according to the lawyers' involvement in developing and overseeing the nonlawyer model. Essentially, as we get further from our historical norms, the risk level increases because we do not know much about how these models will work. We are relying on the assumption that lawyer involvement should mitigate some of the risks around poor advice or failure to identify issues. However, both moderate and high risk models are subject to robust data requirements giving us the ability to learn more about actual level, scope, and type of risks as we move forward. In the future, as we learn more about the kinds of services offered and the potential risk of consumer harm, we hope to develop more finely tuned categories of risk according to the simplicity / complexity of more specific service offerings (e.g., completing legal documents, advising on process only, representing a consumer in negotiations with an opposing party, representing a consumer in court).

Once an entity is authorized, reported data will be our primary tool to facilitate our regulatory objective while also focusing on consumer protection. As the risk of any proposed service increases, the frequency and scope of reporting increases.

## ADDITIONAL RISKS

The Office may also identify risks outside or ancillary to the proposed service model. Applicants are encouraged to interrogate their own models for additional risks and discuss those with the Office.

The Innovation Office has identified some risks that repeat across entities. Those risks are discussed in detail in this manual but referred to by a shorthand designation in the recommendation to the Court. As we identify new repeating risks, we will add them to this manual. The following repeating risks are described in detail below:

- (1) nonlawyer investment / ownership,
- (2) technology and nonlawyer providers,
- (3) user communication, and
- (4) ownership, investment, or management by disbarred lawyers or individuals with felony criminal histories.

## 1. NONLAWYER INVESTMENT / OWNERSHIP

Entities may propose taking on nonlawyer investment / ownership or lawyer employees.

Nonlawyer investment / ownership presents the potential risk that nonlawyer owners / investors, unfamiliar with and unlimited by the legal Rules of Professional Conduct, could undermine the legal services model to the consumer's detriment. It potentially increases the likelihood of implementing business practices that increase the consumer harm risk across all three risk areas. The potential negative impacts of nonlawyer investment / ownership are significantly lower if the nonlawyers have less than majority ownership.

While concern about this risk runs high among lawyers and others unsure about the impact of regulatory reform, data on this risk is relatively limited. Studies from the UK and Australia, each of which have allowed nonlawyer investment / ownership for some time, show no adverse impacts on consumers by legal service businesses with nonlawyer investment / ownership. Given that, we have assigned the following these models to the following risk categories:

| Service Model                              | Risk     |
|--|----------|
| Lawyers employed or managed by a nonlawyer | Low      |
| Less than 50% nonlawyer ownership          | Low      |
| 50% or more nonlawyer ownership            | Moderate |

There are several ways to address this risk:

- **Rules of Professional Conduct:** All lawyers participating in the sandbox, whether as owners, employees, independent contractors, or business partners, are required to maintain their professional duties, including loyalty to the client and confidentiality. Rule 5.4A and 5.4B both clearly state the lawyer's responsibilities.
- **Identification and Confirmation:** During the assessment process, the Innovation Office notes the lawyers' continuing duties of professional responsibility and independence and may ask the applicant to briefly describe the policies and procedures the applicant will put in place to ensure those duties are maintained.
- **Disclosure Requirements:** The Innovation Office has developed the following disclosure requirements for nonlawyer owned entities:
  - For nonlawyer-owned companies:
    - This is not a law firm. Some of the people who own / manage this company are not lawyers. This means that some services / protections, like attorney-client privilege, may be different from those you could get from a law firm.

If you have questions, please contact us at

\_\_\_\_\_.

- **Reporting of Data:**

- For less than 50% nonlawyer investment / ownership (low risk), without other risk factors, entities will have [minimal reporting requirements](#). But those requirements include customer complaint data.
- For more than 50% nonlawyer investment / ownership (moderate risk), entities will have more fulsome [reporting requirements](#) at the outset, to be reduced when [x happens].

## 2. LEGAL PRACTICE THROUGH TECHNOLOGY AND NONLAWYER PROVIDERS

There are several mechanisms through which entities may propose to offer legal services through technology or nonlawyer human providers. We have identified the following models and risk categories:

| Service Model   | Risk     |
|---|----------|
| Software provider with lawyer involvement - legal document completion | Low      |
| Nonlawyer provider <sup>1</sup> with lawyer involvement <sup>2</sup>  | Moderate |
| Software provider with lawyer involvement                             | Moderate |
| Nonlawyer provider without lawyer involvement                         | High     |
| Software provider without lawyer involvement                          | High     |

Basic automated form completion (software provision of legal forms and information) is already widely available on the market and has been categorized as providing legal information. The Utah Courts offer such a service through OPAC. Such services reach consumers who otherwise would not likely engage with legal rights or services and the relative risk of consumer harm appears low. These include consumers who cannot access lawyers or visit court-based, self-help services due to time or travel limitations (distance), as well as those who cannot afford a lawyer.

We foresee multiple applicants proposing to expand on this model by using tech platforms to provide legal advice and guidance to consumers

<sup>1</sup> Provider means legal practitioner: a provider who or which is practicing law, including offering legal advice.

<sup>2</sup> Involvement denotes a range of activities, including guidance on initial development of forms, scripts, processes, software. It could mean a lawyer does sample reviews of product/service performance. It could mean a lawyer is available to advise the nonlawyer provider as needed - including via red flag trap doors in software.

(e.g., providing basic legal advice through a chatbot and enhancing the platform's ability to actively guide consumers to complete forms and other legal documents). We also foresee multiple applicants proposing to use nonlawyer providers (whether as advisors on legal processes and / or as subject matter experts) to provide basic legal advice and assistance to consumers.

These services will be new legal service models and potentially present risk of harm if the quality of the legal advice and guidance is poor. Potential concerns include failure to identify material factual or legal issues, mischaracterization of material factual or legal issues, inaccurate legal advice, etc. The data reporting requirements are focused on surfacing data around these particular issues and will enable the Office to identify, assess, and address evidence of harm.

These models also may present other risks to consumers based in the fact that these are not traditional lawyer/client engagements. To address that aspect of the risk, the Office will require providers with these service models to make the following consumer disclosure:

- **This service is not a lawyer.** The product / service you have selected is not a lawyer. This means:
  - Someone involved with you or with your legal issue, including people on the other side of this case, could be using this service as well.
  - We could be required to disclose your communications (such as questions and information submissions) to third parties.

If you have questions, please contact us at \_\_\_\_\_.



### 3. USER COMMUNICATIONS

We are developing a system of entity regulation in which the entity itself is given the authorization to practice law. This development may cause some tension with the traditional rules governing aspects of legal practice. In particular, communications between a user and licensed entities may present novel issues. As it stands, the attorney / client privilege applies only to communications between lawyers and their clients “for the purpose or in the course of obtaining or facilitating the rendition of legal services to the client.” This potential consumer vulnerability raises concerns about consumer harm from communication of sensitive information that is not protected from later discovery because the consumer did not make the disclosure to a lawyer within the definition of Rule 504. For example, a consumer communicating with a chatbot or with a nonlawyer legal advisor may believe their communications are protected because they assume they are getting legal help and find that sensitive information is now subject to disclosure.

There are currently many legal service options on the market which provide automated legal document completion on matters that do not reach attorney / client privilege. There are good reasons to think that consumers may not need or care about the application of the privilege to many types of legal services. Completing estate planning documents or drafting an employment contract template, for example, may not trigger consumer interest in the privilege. However, most consumers are not knowledgeable enough to draw distinctions around what is, essentially, a rule of evidence and this presents a potentially significant risk.

Further, lawyers practicing law as employees of a nonlawyer-owned entity raise novel issues around the nature of the client engagement, the status of the relationship between the lawyer and the entity, and protection of communications.

To address these issues and the resulting risk of consumer harm, we developed the following disclosure for authorized entities to place on their website, in their terms of service, and at the start of a consumer interaction / engagement:

- **This is not a law firm.** Some of the people who own / manage this company are not lawyers. This means that some services / protections, like the attorney-client privilege, may be different from those you could get from a law firm.

If you have questions, please contact us at \_\_\_\_\_.

- **This service is not a lawyer.** The product / service you have selected is not a lawyer. This means:
  - Someone involved with you or with your legal issue, including people on the other side of this case, could be using this service as well.
  - We could be required to disclose your communications (such as questions and information submissions) to third parties.

If you have questions, please contact us at \_\_\_\_\_.

#### 4. OWNERSHIP, INVESTMENT, OR MANAGEMENT BY DISBARRED LAWYERS OR INDIVIDUALS WITH FELONY CRIMINAL HISTORIES.

In Standing Order No. 15, the court determined disbarred lawyers present a high risk of consumer harm and, therefore, found that disbarred lawyers may not own or have a financial interest of greater than 10% in any entity participating in the Sandbox. The court also found that individuals with felony criminal histories may present an elevated risk of consumer harm, depending on the nature of that criminal history and their position within the participating entity.

Applicants to the Sandbox must:

- Confirm that no disbarred lawyers own or control more than 10% interest in the entity.
- Disclose all persons or entities who wholly or partially direct the management or policies of the proposed entity, whether through ownership of securities, by contract, or otherwise (“controlling persons”).
- List all persons or entities who will wholly or partially (>10%) finance the business of the proposed entity (“financing persons”).
- List any of those controlling or financing persons with felony criminal histories.
- List any persons in a managerial role over the direct provision of legal services who is disbarred or who has a felony criminal history.
- Disclose whether the entity has a material corporate relationship and / or business partnership with either a disbarred lawyer or individual with a felony criminal history.

The Office will develop a list of specific criminal felonies that could impact its risk assessment of the entity and follow up on any relevant disclosures with a more detailed inquiry. The Office will also incorporate relevant information into its risk assessment and include it in its recommendation to the Court.

## C. AUTHORIZATION PARAMETERS

After conducting the risk assessment, the Innovation Office will develop the outline for its authorization recommendation, including risk category, service area(s), and any additional requirements.

### 1. SERVICE MODELS

The Office will determine which service models it will recommend for Court review and approval. Even after authorization, if an applicant's model changes to include a new model, the applicant must request additional assessment and authorization from the Innovation Office.

| Service Model   | Risk           |
|---|----------------|
| Lawyer employed or managed by a nonlawyer                             | Low            |
| Less than 50% nonlawyer ownership                                     | Low            |
| Software provider with lawyer involvement - legal document completion | Low            |
| 50% or more nonlawyer ownership                                       | Low / Moderate |
| Nonlawyer provider with lawyer involvement                            | Moderate       |
| Software provider with lawyer involvement                             | Moderate       |
| Nonlawyer provider without lawyer involvement                         | High           |
| Software provider without lawyer involvement                          | High           |

## 2. SERVICE CATEGORIES

The applicant identifies the service areas in which they will be working. Even after authorization, if an applicant's model changes to include a new model, the applicant must request additional assessment and authorization from the Innovation Office.

- Accident / Injury
- Adult Care
- Business
- Criminal Expungement
- Discrimination
- Domestic Violence
- Education
- Employment
- End of Life Planning
- Financial Issues
- Healthcare
- Housing (Rental)
- Immigration
- Marriage and Family
- Military
- Native American / Tribal Issues
- Public Benefits
- Real Estate

### 3. CONSUMER DISCLOSURE REQUIREMENTS

#### REQUIRED FOR ALL AUTHORIZED ENTITIES

The Innovation Office “badge” is required for all authorized entities to display on their websites as well as brick-and-mortar offices. This will facilitate consumer knowledge and confidence and will provide question / complaint information. Regulators in the UK have developed a similar “badge” for regulated legal service entities.



For more information or to file a complaint, please visit [sandbox.utcourts.gov](http://sandbox.utcourts.gov)

#### REQUIRED AS APPLICABLE

- **This is not a law firm.** Some of the people who own / manage this company are not lawyers. This means that some services / protections, like the attorney-client privilege, may be different from those you could get from a law firm.
  - If you have questions, please contact us at \_\_\_\_\_.
- **This service is not a lawyer.** The product / service you have selected is not a lawyer. This means:
  - Someone involved with you or with your legal issue, including people on the other side of this case, could be using this service as well.
  - We could be required to disclose your communications (such as questions and information submissions) to third parties.

If you have questions, please contact us at \_\_\_\_\_.

### 4. ANNUAL ENTITY REPORTING

Authorized entities will have certain limited annual reporting / certification requirements, confirming the status of their controlling and financing persons and confirming that no disbarred lawyer owns or controls more than 10% financial stake.

## 5. DATA REPORTING REQUIREMENTS

For each approved service area, the entity will submit data as follows in .csv or other agreed-upon format.

### NONLAWYER INVESTMENT / OWNERSHIP: LESS THAN 50% - LOW RISK

| Consumer Service | Criteria of Assessment | Provider     | Measure  | Reporting |
|------------------|------------------------|--------------|--|-----------|
| <b>General</b>   | General                | All services | Number of people served, broken down by type of service (i.e. chatbot, form tool, lawyer, nonlawyer) | Quarterly |
|                  |                        |              | Geographic info  | Quarterly |
|                  |                        |              | Revenue / receipt info   | Quarterly |
|                  |                        |              | All consumer complaints  | Quarterly |

### SOFTWARE PROVIDER WITH LAWYER INVOLVEMENT - LEGAL DOCUMENT COMPLETION

| Consumer Service | Criteria of Assessment | Provider     | Measure  | Reporting |
|------------------|------------------------|--------------|--|-----------|
| <b>General</b>   | General                | All services | Number of people served, broken down by type of service (i.e. chatbot, form tool, lawyer, nonlawyer) | Quarterly |
|                  |                        |              | Geographic info  | Quarterly |
|                  |                        |              | Revenue / receipt info   | Quarterly |
|                  |                        |              | All consumer complaints  | Quarterly |

NONLAWYER INVESTMENT / OWNERSHIP: MORE THAN 50% - LOW TO MODERATE RISK

| Consumer Service | Criteria of Assessment | Provider     | Measure  | Reporting |
|------------------|------------------------|--------------|--|-----------|
| <b>General</b>   | General                | All services | Number of people served, broken down by type of service (i.e. chatbot, form tool, lawyer, nonlawyer) | Monthly   |
|                  |                        |              | Geographic info  | Monthly   |
|                  |                        |              | Revenue / receipt info   | Monthly   |
|                  |                        |              | All consumer complaints  | Monthly   |

NONLAWYER PROVIDER WITH LAWYER INVOLVEMENT, SOFTWARE PROVIDER WITH LAWYER INVOLVEMENT - MODERATE RISK

| Consumer Service                 | Criteria of Assessment   | Provider     | Measure  | Reporting  |
|----------------------------------|--|--------------|--|--|
| <b>General</b>                   | General  | All services | Number of people served, broken down by type of service (i.e. chatbot, form tool, lawyer, nonlawyer)           | Monthly  |
|                                  |  |              | Geographic info  | Monthly  |
|                                  |  |              | Revenue / receipt info   | Monthly  |
|                                  |  |              | All consumer complaints  | Monthly  |
| <b>Specific consumer service</b> | Consumer achieves an inaccurate or inappropriate legal result.           | Nonlawyer    | Satisfactory expert review of representative selection of work product.  | Nontraditional products / services: first 20 consumer interactions to be reviewed by legal experts for accuracy and quality.<br><i>(Office may recommend additional quarterly reporting on review of n interactions selected at random.)</i> |
|                                  | Consumer fails to exercise legal rights through ignorance or bad advice. | Nonlawyer    | Nonfinancial outcomes data (% customers that did / did not get the outcome they sought)                        | Monthly  |
|                                  | Consumer purchases an unnecessary or inappropriate legal service.        | Nonlawyer    | Track relevant outcomes across cases assisted by the new services and those not (e.g., was divorce achieved)   | Monthly  |
|                                  |  | Nonlawyer    | Data on returns for error fixes.   | Monthly  |
|                                  |  | Nonlawyer    | Track services provided across events with similar outcomes (e.g. what services were provided in this divorce) | Monthly  |
|                                  |  | Nonlawyer    | Financial outcome ( benefit obtained or loss prevented) data broken down by outcome (divorce, custody).        | Monthly  |

NONLAWYER PROVIDER WITHOUT LAWYER INVOLVEMENT & SOFTWARE PROVIDER WITHOUT LAWYER INVOLVEMENT - HIGH RISK

| Consumer Service                 | Criteria of Assessment   | Provider     | Measure  | Reporting  |
|----------------------------------|--|--------------|--|--|
| <b>General</b>                   | General  | All services | Number of people served, broken down by type of service (i.e. chatbot, form tool, lawyer, nonlawyer)           | Monthly  |
|                                  |  |              | Geographic info  | Monthly  |
|                                  |  |              | Revenue / receipt info   | Monthly  |
|                                  |  |              | All consumer complaints  | Monthly  |
| <b>Specific consumer service</b> | Consumer achieves an inaccurate or inappropriate legal result.           | Nonlawyer    | Satisfactory expert review of representative selection of work product.  | Nontraditional products / services: first 20 consumer interactions to be reviewed by legal experts for accuracy and quality.<br><i>(Office may recommend additional quarterly reporting on review of n interactions selected at random.)</i> |
|                                  | Consumer fails to exercise legal rights through ignorance or bad advice. | Nonlawyer    | Nonfinancial outcomes data (% customers that did / did not get the outcome they sought)                        | Monthly  |
|                                  | Consumer purchases an unnecessary or inappropriate legal service.        | Nonlawyer    | Track relevant outcomes across cases assisted by the new services and those not (e.g., was divorce achieved)   | Monthly  |
|                                  |  | Nonlawyer    | Data on returns for error fixes.   | Monthly  |
|                                  |  | Nonlawyer    | Track services provided across events with similar outcomes (e.g. what services were provided in this divorce) | Monthly  |
|                                  |  | Nonlawyer    | Financial outcome ( benefit obtained or loss prevented) data broken down by outcome (divorce, custody).        | Monthly  |



## IV. RECOMMENDATION TO THE COURT

The Court retains complete discretion to review and assess any recommended entity. The Office has developed a recommendation to the court focused identifying potential risks, assigning a general risk level to the entity, and recommending relevant requirements for authorization. The Innovation Office strives to avoid unnecessary verbiage and repetition so as to make the recommendations, application review, and authorization processes as efficient as possible. The individual recommendation documents and Proposed Orders submitted to the court will refer to this manual for the full discussion of risks unless the model proposed presents a unique and novel issue.

Should the court vote to approve the recommended entity, it will enter the Proposed Order, subject to any changes requested by the court. The Proposed Order authorizes the entity as outlined and limited by the scope of the recommendation and the Innovation Office Manual. Once the Order is entered, the Innovation Office will make the application, recommendation, and Order public on its website. Any confidential information will be redacted before these materials are released publicly.

## V. DATA REPORTING AND MONITORING

In addition to providing initial quality review reports and annual confirmation, the Innovation Office will receive regular reporting from participating entities as outlined above. This reporting includes the following fields:

- Sandbox Participant Code
- Customer Number
  - Assigning a unique code to each customer allows the Office to track the success of individual services provided to each customer, rather than the cumulative outcome of various services provided to a single customer.
- Service Provider Type
  - Attorney, Paralegal, Nonlawyer, Chatbox, etc.
- Service Category
- Service Sought
- Service Received
- Service Status
  - Open, Closed, or Abandoned
- Customer Cost
- Error Code
- Customer Financial Outcome Type
- Customer Financial Outcome Value
- Customer Complaint
- Customer Zip Code
- Customer Primary Race
- Customer Secondary Race
- Customer Gender
- Customer Disability Status
- Customer Age Category