

Family Defender[®] Frequently Asked Questions

What are the requirements to enroll?

To enroll in a U.S. Legal Services Plan, you must be an active SEIU Local 721 member or a LACERA retiree. To confirm membership, please call a Membership Analyst at 213-251-3757 or email membership@SEIU721.org.

If I am already enrolled, do I have to renew, or will it renew automatically?

U.S. Legal Services will continue unless a member has cancelled or until payment has stopped.

How do I enroll?

There are four, very simple ways to enroll:

1. Visit www.uslegalservices.net/companies/SEIU721
2. Call: 855-518-LAWS (5297)
3. Fax application form to: 415-227-0552
4. Mail application form to:
SEIU Local 721 Benefits Trust Fund
11724 N.E. 195th Street, Ste. 300
Bothell, WA 98011-8242



How can I confirm that you received my faxed or mailed enrollment form?

To confirm that your faxed or mailed enrollment form has been received, please call Zenith, the administrator for the SEIU 721 Benefits Trust, at (877)802-9740.



Who all is covered if I enroll?

When enrolled in U.S. Legal Services, your policy would cover you, your spouse, and dependents up to age 26. To add dependents to your plan, simply call and request a dependent addition or initiate the request in your online portal. Supporting documentation may be required.

How will I receive my Policy and Member ID?

These documents will be sent to the provided email address upon enrollment. Once you have enrolled, you can also create an online Member Resources Login where you can download, review, and print your policy and member information.

Will I have to provide personal information over the phone i.e. SSN?

Yes, this may be asked by the Customer Service Representatives. However, once this information is in the system, the last four digits are the only numbers seen in the member profile. This information is for identification purposes only

How many deductions will there be?

The deductions of \$15.14 will happen once a month. Therefore, there will be a total of 12 deductions in a calendar year.

For LACERA members, pension deductions will appear on the pension check issued on the last business day of the month, if the deduction request has been submitted to LACERA by the 15th of the month. Retirees seeking confirmation of the deduction can call the LACERA call center at (800) 786-6464.

What happens to my benefits if I am on leave?

Coverage and benefits will continue. Members will receive a bill from Zenith to self-pay for coverage during this time.

How do I cancel my plan?

You may cancel your plan by contacting Zenith at (877) 802-9740.

Is there a certain window of time to cancel my plan?

Once enrolled in the U.S. Legal Services plan, you must keep the plan for a minimum of 12 months. Once the 12-month period is over, you must contact Zenith customer service at (877)802-9740. However, if you do cancel, you will be ineligible to re-enroll for a full 12-month period.

If I retire, will it cancel my policy?

LACERA members are eligible for plan benefits with pension deductions at this time. Other retirees will have the option to enroll once a pension deduction slot has been set up. As of right now, there is no way for a retiree to be set up on an individual payment schedule.