

## **Unbundled services - findings from our law firm pilot**

13 September 2022

Unbundling is when tasks that make up a legal service are taken on by the client rather than the law firm completing the whole process. For example, the client might complete some forms themselves or attend a court hearing without representation.

We recently ran a six-month unbundling pilot in family law to help us understand the potential benefits, disadvantages and risks, as well as the barriers firms face in offering unbundled services.

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