

Help them get started. Never tell them what the law means.

How to refer customers to JusticeXpress and notarize their documents without giving legal advice, which Florida law prohibits for anyone who isn't a licensed attorney.

As a JusticeXpress Notary Partner, you're often the first person a customer asks about a legal problem. That trust is valuable, and it's also where the risk is. Your role is to **point the way**: hand them the card, explain the notarization, and send legal questions to the right place.

THE ONE RULE

If the question is "what should I do?" or "what does this mean for me?", the answer isn't yours to give.

You can help with *how to get there*. Only an attorney can advise on *what to choose* or *what it means*.

✓ You MAY

- ✓ Hand customers the JusticeXpress rack card and tell them it offers Florida legal document preparation and free legal information.
- ✓ Show them how to scan the QR code or visit the website.
- ✓ Explain the **notarial process**: valid ID, signing in your presence, your fee.
- ✓ Notarize signatures on **complete** documents, following Chapter 117, Florida Statutes.
- ✓ Say plainly: *"I'm not an attorney and can't give legal advice."*
- ✓ Refer legal questions to JusticeXpress support or to The Florida Bar Lawyer Referral Service (see page 2).

✗ You may NOT

- ✗ **Recommend a form, package or document**, for example "you need a living trust, not a will."
- ✗ **Fill in, edit or "fix"** any part of a customer's legal document, or tell them what to write.
- ✗ **Explain what a document will do for them**, or whether it's right for their situation.
- ✗ Review a completed document and say whether it's "done right."
- ✗ Notarize a document that is **incomplete or has blanks** (s. 117.107(10)).
- ✗ Charge for "help" with legal documents, or more than **\$10 per notarial act** (s. 117.05(2)(a)).

It's a felony.

Practicing law without a license in Florida is a third-degree felony under s. 454.23, Florida Statutes.

It risks your commission.

Improper conduct can lead to suspension or removal of your Florida notary commission.

It ends the partnership.

Giving legal advice is grounds for immediate termination of your JusticeXpress Partner Agreement.

THEY ASK "Which form do I need for my divorce?"	YOU SAY "I can't advise you on which form is right. JusticeXpress has free information on Florida divorce and walks you through plain-language questions. For advice, talk to a Florida attorney."
THEY ASK "Should I do a will or a trust?"	YOU SAY "That's a decision I'm not allowed to help with. JusticeXpress explains both in its free legal information, and a Florida attorney can tell you which fits your family."
THEY ASK "Can you fill this part out for me?"	YOU SAY "I'm not able to complete legal documents for anyone. Every answer has to come from you. Once it's finished, I'm glad to notarize your signature."
THEY ASK "Did I do this right? Will it hold up?"	YOU SAY "I can only check that it's complete and identify you, not whether it's legally correct. JusticeXpress offers an optional Legal Document Preparer review, or an attorney can review it."
THEY ASK "What does this paragraph mean?"	YOU SAY "I can't interpret legal language. JusticeXpress support can point you to its free information, or a Florida attorney can explain it."

Notarizing a JusticeXpress document

1. Confirm the document is **complete**, with no blank spaces.
2. Verify the signer's identity and that they sign **in your presence**.
3. **Don't change a word**. If the signer wants changes, they make them through JusticeXpress first.
4. If legal questions come up mid-signing, **pause** and use a script from this page.
5. Charge only your notarial fee. Never accept payment for document help.

Advertising rules

If you advertise notary services in a language other than English, Florida requires a notice in English and that language: **"I AM NOT AN ATTORNEY LICENSED TO PRACTICE LAW IN THE STATE OF FLORIDA, AND I MAY NOT GIVE LEGAL ADVICE OR ACCEPT FEES FOR LEGAL ADVICE."**

Don't use a literal translation of "Notary Public," such as "notario público" (s. 117.05(10)–(11)).

Where to send legal questions The Florida Bar Lawyer Referral

JusticeXpress Support

support@justicexpressflorida.com
Free Florida legal information at
JusticeXpressFlorida.com

Service

800-342-8011
Mon–Fri, 8:00 a.m.–5:30 p.m.
floridabar.org

Your own notary questions

Florida Department of State, Notary
Section
dos.fl.gov

I have read this guide and will follow it.

Notary signature

Printed name / Commission no.

Date