

MAP FAQ for Service Members

1. How will a MAP volunteer attorney assist me with my case?

A MAP volunteer attorney will assist you based on the information provided in your initial request for assistance. After further discussion, your attorney will define the scope of representation (the legal services that will be provided to you throughout the course of your representation).

2. It's been three months and I haven't been matched with a pro bono attorney. When will I be matched?

Due to increased interest in our program, the current match time is approximately three months. We are working diligently to catch up on this backlog and are making progress. We appreciate your patience and understanding as we work to match as many service members as possible with MAP volunteers. If we are unable to place your case, we will contact you to inform you that we are administratively closing your case.

3. Am I responsible for paying the attorney?

You are not responsible for any legal fees related to your case. However, MAP volunteer attorneys may request up to \$250 in administrative fees to cover expenses such as postage, photocopying, translations, travel expenses, and case software fees. If your case requires government filing fees, those costs are your responsibility.

4. What if I am dissatisfied with my attorney? What should I do?

If you have tried to resolve any misunderstandings or issues with your attorney and have concluded that you are unable to work with him/her, please contact the MAP Coordinator at probono@aila.org. Depending on the situation, we may be able to place your case back in our queue to be matched with another attorney. This will vary on a case-by-case basis. Due to our backlog, please keep in mind that, should we need to find a new attorney, it may take time to re-match your case.

5. I have a military friend who also needs help with their immigration case. Can my MAP attorney help them too?

No. We ask that you please advise your friend to complete our [MAP request for assistance online](#). Every MAP case must first go through an initial screening process before being placed with a MAP attorney who has specifically requested to work on the case based on details provided in this initial request for assistance.

6. Which military family members qualify for assistance through MAP?

MAP assists the parents, fiancés/spouses, and children of service members. We currently lack the capacity to assist cases related to siblings, as well as more distant relatives.

7. Can I request assistance through MAP more than once?

Due to great interest in our program, we ask that you please apply only once for assistance through MAP so that we may help as many service members as possible.

8. I'm no longer active duty. Can MAP still help me with my case?

It depends. If you were in the military within the last two years, we will accept your application for assistance. However, if you have been out of the military for more than two years, we are unable to assist you with your case and can recommend other resources (see question 12).

9. The MAP attorney assigned to my case is in another state. Can they still help me?

It depends. Based on the details you provided in your request for assistance, MAP attorneys who screen cases may have determined that your case is eligible for remote assistance. If you feel uncomfortable with remote assistance, please notify probono@aila.org and we may work to try to find local counsel. However, keep in mind that you will be returned to the queue and continue to wait to be matched with a different volunteer attorney.

10. I applied to MAP a month ago but I am now moving. The location listed on my request for assistance is now incorrect. What should I do?

Please notify the MAP Coordinator of any changes at probono@aila.org so that we may update our records accordingly.

11. I no longer need assistance from MAP. What should I do?

Please notify the MAP Coordinator at probono@aila.org and we will be sure to remove your case from our queue so that another service member's case may be presented to volunteer attorneys.

12. I need legal assistance as soon as possible. Can MAP help me?

Many of our service members have urgent cases, with impending deployments, family members in limbo abroad, vulnerable immigration statuses, and much more. We match cases based on the order in which requests for assistance were received. If you require urgent legal advice, we recommend using [AILA Lawyer Search](#) to locate attorneys who

may be able to assist you for a fee or the [EOIR List of Pro Bono Legal Service Providers](#) in your area for immediate assistance.