



Better Business Bureau®

In Chicago and Northern Illinois [Change BBB Location](#)[For Consumers](#)[For Businesses](#)[For Charities & Donors](#)[About Us](#)[News](#)[Contact Us](#)[Login](#)Search For: Business Name, Type (e.g., "Plumbers"), URL, Phone **in:** (City and State or Postal Code)BBB Accredited [Search](#)Chicago and Northern Illinois BBB > [Business Directory](#) > [Attorneys & Lawyers - Bankruptcy & Taxes](#) > [Legal Helpers, P.C.](#)[Select Language](#)Text Size [T](#) [T](#) [T](#)

BBB BUSINESS REVIEW

[Overview](#)[Complaints](#)[Directions](#)

What is a BBB Business Review?

QUICK LINKS

[File A Complaint](#)[Industry Title](#)

ASSOCIATED SEARCHES

BBB searching? Find more businesses offering similar services.

FEEDBACK

RECOMMEND

Would you recommend this review to others?

Please Select: Yes No

SHARE WITH US

To better assist you, please take our brief survey about the format / readability of this review so that we may continually improve your experience.

CONTACT US

Email us at info@chicago.bbb.org with your questions, suggestions, and concerns.

THIS BUSINESS IS NOT BBB ACCREDITED

Legal Helpers, P.C.
(Headquarters)

Find a Location

Phone: (800) 260-1402

Fax: (312) 587-1495

View Additional Phone Numbers

233 S Wacker Dr Ste 5150, Chicago, IL 60606-6371

rkq@legalhelpers.com<http://www.legalhelpers.com>

View Additional Web Addresses



On a scale of A+ to F

Reason for Rating
BBB Ratings System Overview

BBB Accreditation

Legal Helpers, P.C. is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

2 of 149 Locations are BBB Accredited

Find a Location

Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that lowered Legal Helpers, P.C.'s rating include:

- 207 complaints filed against business
- Business has failed to resolve underlying cause(s) of a pattern of complaints.

Factors that raised Legal Helpers, P.C.'s rating include:

- Length of time business has been operating.
- Response to 296 complaint(s) filed against business.
- Resolution of complaint(s) filed against business.
- BBB has sufficient background information on this business.

Customer Complaints Summary

207 complaints closed with BBB in last 3 years | 88 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	7
Billing / Collection Issues	71
Delivery Issues	2
Problems with Product / Service	177
Guarantee / Warranty Issues	0
Total Closed Complaints	207

Additional Complaint Information

A review of consumer complaints filed with the BBB of Chicago & Northern Illinois against Legal Helpers, P.C. delineates a pattern of consumer allegations.

Consumers allege that there was a significant delay before Legal Helpers filed the necessary documents for their bankruptcy cases. Consumers also report that the company's staff has not yet scheduled dates for court hearings. Consumers allege that these delays occur despite having provided the company with the funds and information it had required prior to being bankruptcy proceedings.

Following a January 20, 2011 meeting in which the BBB highlighted these issues, Legal Helpers, P.C. provided a plan of action that intended to address consumer concerns. In this action plan, the firm said that a toll-free "Complaint Hotline" would be established in order to expedite consumer access to Legal Helpers' management team.

[Complaint Details](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint](#)

Government Actions

BBB knows of no significant government actions involving Legal Helpers, P.C.

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning Legal Helpers, P.C.'s advertising at this time.

What is BBB Advertising Review?

Additional Information

BBB file opened: 10/19/1998

Business started: 12/31/1994

Licensing

This company is in an industry that may require licensing, bonding or registration in order to lawfully do business. BBB encourages you to check with the appropriate agency to be certain any requirements are currently being met.

These agencies may include:

Attorney Registration & Disciplinary Commission

130 E Randolph St Ste 1500

Chicago, IL 60601-6209

(800) 826-8625

<http://www.lardc.org>

Contact Information

Primary Contact: Mr. Thomas G. Macey (President)

Mr. Richard Gustafson II (Treasurer, Partner)

Mr. Jeffrey Akman (Senior Partner)

Ms. Shobhana Kasturi (Secretary)

Related Businesses

Legal Helpers Debt Resolution, LLC - 233 S Wacker Dr Ste 4900, Chicago, IL

The Mortgage Law Group, LLP - 233 S Wacker Dr Ste 5150, Chicago, IL

Business Category

Attorneys & Lawyers - Bankruptcy & Taxes, Attorneys & Lawyers - Personal Injury & Property Damage, Attorneys & Lawyers, Loan Modification

Alternate Business Names

Macey & Akman, Legal Helpers, M C D, A Legal Helpers, Macey Bankruptcy Law, P.C., Macey Bankruptcy Law

Industry Tips

Contracts

Is Your Organization Looking For Sponsors?



Directions | Enlarge