



## FAQ – *iust.ai*

### **What is *iust.ai*?**

*iust.ai* is a new online platform for AI-powered legal advice, currently available in Germany, Switzerland, Austria, the Benelux countries, and Italy. It allows users to ask legal questions around the clock, upload documents such as contracts or official letters, and receive immediately understandable, practical answers. The goal is to make access to the law easier, faster, and more affordable.

### **Who is behind *iust.ai*?**

*iust.ai* was developed by an interdisciplinary team of lawyers and data scientists from the digital enterprise Federli Informatik AG in Dübendorf/Zurich and across Europe. The platform is intended as a forward-looking complement to traditional legal advice, not as a replacement for it.

### **What areas of law does the platform cover?**

*iust.ai* specializes in key areas of everyday law, including the Law of Obligations, tenancy and labor law, family law, consumer law, administrative and municipal law, traffic law, and criminal law. The platform automatically identifies which laws are relevant in each individual case and provides context-specific answers.

### **How does the technology behind it work?**

The platform uses a language AI specifically trained for the relevant legal jurisdiction. It has been trained using legal documents, statutory texts, and case studies. The AI can process questions in everyday language, analyze the legal context, and formulate a clear response. The content is continuously updated to reflect current legislative changes and case law, and the quality of the responses is regularly reviewed by legal experts.

### **Is this legal—can AI provide legal advice?**

Yes, as long as it does not constitute legally binding advice or representation in court, but rather serves as an initial orientation.

*iust.ai* is intended as a digital legal information service, not as a substitute for a lawyer. In complex, high-risk, or contentious cases, the platform explicitly states that personal consultation with a lawyer is required.

### **How reliable are *iust.ai*'s answers?**

For most everyday legal questions, the answers are very reliable, up-to-date, and clearly formulated. The system is optimized for accuracy and transparency. However, for highly specialized or emotionally complex issues, the AI is only a starting point. It assumes no legal liability and does not replace professional legal representation.

### **What about data protection?**

All data—whether text queries or uploaded documents—is transmitted in encrypted form and stored on secure servers in Germany. The platform complies with the requirements of the revised Swiss Data Protection Act (DSG) as well as the provisions of the European General Data Protection Regulation (GDPR). No data is shared with third parties.

### **How much does it cost to use?**

Getting started with a trial is free: The so-called Starter Plan allows you to ask seven legal questions and upload one document for analysis over a seven-day period.

A one-time legal consultation with ten questions costs less than 10 euros/CHF. For more extensive use, a monthly subscription is available for 29.90 euros/CHF. For users with regular needs, plans with advanced features are available, including the Pro plan for individuals and a business model for SMEs.

### **Are there specific examples of how *iust.ai* is used?**

Testimonials from *iust.ai* beta users and legal professionals demonstrate how helpful this digital legal assistance is in everyday life. *iust.ai* has quickly provided people in a wide variety of legal situations with guidance, clarity, and concrete next steps—without requiring any prior legal knowledge. Users from Germany, Switzerland, and Austria describe cases involving tenancy, criminal, traffic, tax, and labor law, as well as personal crisis situations (e.g., family law; debt and divorce). Time and again, they emphasize that they were able to work through their situation step by step with *iust.ai*, understand their rights, learn about important deadlines and legal terminology, and thereby draft appropriate letters correctly.

Some of the documented cases impressively demonstrate the technology's great potential. For example, one user used *iust.ai* to prepare and file a complaint against a government agency in court—with success: the court upheld the complaint. Such examples underscore that *iust.ai* not only provides guidance but can also help people confidently exercise their rights and successfully take concrete legal action. (Additional testimonials in the appendix)

### **How does *iust.ai* differ from traditional legal portals or chatbots?**

*iust.ai* is the world's only online platform designed primarily for private individuals (rather than legal professionals), built on a foundation of in-depth legal logic combined with modern language AI. Unlike traditional legal portals, the platform offers an interactive, dynamic analysis of specific legal issues—not just static information or pre-written templates. Additionally, *iust.ai* is tailored to the specific legal landscape of each country.

### **Are there plans to offer the platform in other languages as well?**

Yes. Currently, *iust.ai* is available in over 30 languages. For now, the answers and information are based on case law data from Germany, Switzerland, Austria, the Benelux countries, and Italy. The database for France and Spain is currently in development.