



Moldovan Online Legal Empowerment Platform

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www.yAvo.md

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Do you have a legal question in Moldova? Here you can find a free answer and the right lawyer



Ask a lawyer. For free

or



Search answers archive

Recent evaluations

Andrei Domenco

Multumesc mult pentru rapunsul competent, ce se bazeaza pe cadrul

FIND THE RIGHT LAWYER

The yAvo community includes over 180 lawyers from Moldova, who receive immediate notifications about

Recent answers

Este interdicție de a părăsi țara?

Soțul are sechestrul pe conturi bancare. Are dreptul să părăsească

Timeline (6 yrs)



- **Jun 2014** – idea start time, followed by two years of implementation
- Jun 2016 – platform open to accept registrations from lawyers
- Jul 2016 – first question posted online by the general public
- Aug 2020 – reached **19,000 free legal answers**

Main Facts

CURRENT AUDIENCE:

- **600,000 total users**
- **1,000 users/day** – according to Google Analytics
- Average session duration – 3+ minutes
A good average session duration is 2-3 minutes.
- Average page views per session – 3+ pages
The unofficial industry standard is 2 pages per session.

LEGAL PARTICIPANTS:

- 260 lawyers

OUTPUT FROM PARTICIPANTS:

- 10-20 answers per day – during paid online promotions

Participants

260 lawyers, including:

- 130 advocates and trainees
- 65 in-house lawyers
- 35 law students
- 30 community paralegals
- Few notaries and court executors (bailiffs)

Advocates



Vitalie Onofrei

ADVOCATE

Civil law Real estate law Business law Traffic violations Other areas

3000

ANSWERS

278

LIKES



Igor Brinișter

ADVOCATE

Civil law Family law Real estate law Business law Other areas
Criminal law Labour law Other violations

2863

ANSWERS

370

LIKES



Călin Bobeică

ADVOCATE

Civil law Criminal law Family law Real estate law Traffic violations

778

ANSWERS

112

LIKES



Octavian Cazac

ADVOCATE

Civil law Business law Real estate law

316

ANSWERS

42

LIKES



Iulia Furtuna

ADVOCATE

Labour law Civil law Family law

300

ANSWERS

41

LIKE

No Attorney-Client Relationship



- Users are not 'clients'
- Anonymous questions by users are encouraged
- User profile details are not visible
- Users can ask follow-up questions
- Users who have no access to internet ask via relatives (e.g. grandchildren) or via community paralegals
- Personal data found in questions are redacted/moderated
- Terms and conditions clearly stipulate that online answers are not legal advice; users are encouraged to engage counsel when seeking legal certainty
- Questions and answers are not confidential and can be viewed online by anyone
- No formal quality control in place; users are warned that answers can be incomplete or wrong

Email Notifications

- Platform moderators are notified by email of new questions submitted by users
- Lawyers are notified when moderators publish questions in their respective practice area
- Users are notified when a lawyer posts an answer
- All parties to a yAvo conversation are notified of new posts/comments
- Users are invited to evaluate the answers received from various lawyers

Advantages

- Very easy to use by individuals
- Website use consumes minimum internet traffic due to simple graphics
- Answers provided by real lawyers with professional profiles and contact information; not by anonymous respondents
- Many lawyers available to take follow-up calls, emails or meetings; even paid follow-up work
- There are always lawyers willing to donate their legal knowledge online (as opposed to willing to constantly meet people in their offices in a traditional way for free legal advice)
- Online communication makes interactions more efficient, facilitates asking of questions on various legal issues (as opposed to not asking them at all, or visiting a law office and being asked to pay a fee for often basic advice) and simplifies the process of answering by not having to sit in a meeting with a person in search of basic legal answers
- Moderation of questions by lawyers – to disallow infrequent pranks, repetitive questions, to redact (reduce) questions

Law Students

- 30+ law students
- Some are very active
- Random monitoring from other lawyers
- Corrections via additional answers by other lawyers or via offline communications with students
- Excellent training tool for many active students interested in legal careers
- Good addition to a law grad resume

Paralegals

- Moldova has 40+ community paralegals (grassroots legal advocates) working in villages and helping vulnerable groups deal with basic legal needs
- The Moldovan paralegals are regulated by the Moldovan National Legal Aid Office
- Many paralegals use yAvo.md as a source of legal information to help on their pending cases
- Most paralegals have created advisory profiles on yAvo; and some are quite active

Paralegals (2)



Nicolae Ilco (Calin)

PARALEGAL

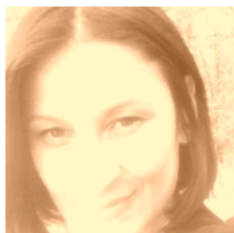
Civil law Labour law Family law Real estate law Other violations

245

ANSWERS

32

LIKES



Viorica Chirnicinii

PARALEGAL

Civil law Labour law Family law

84

ANSWERS

9

LIKES



Nicolae Beschieru

PARALEGAL

Civil law

82

ANSWERS

4

LIKES



Lucia Betisor

PARALEGAL

Civil law Labour law Family law Real estate law Traffic violations

39

ANSWERS

6

LIKES

yavo.law/language



MY QUESTION

ANSWERS

LAWYERS

FORMS

TENDERS

LEGAL ▾

PROFILE ▾

english ▾

română

русский

- Today the platform is available in English, Russian and Romanian
- Other languages can be easily added with the help of a local country partner

Supporter



- Online promotion, creation of multilingual interface, other functional improvements (e.g. tags) were supported by:
- Department of Justice and Human Rights
- Soros-Moldova Foundation
- “Shared Framework on Legal Empowerment in Moldova” project
- Funding from Open Society Foundations

PILnet Recognition



- www.yAvo.md is the only Eastern European *pro bono* initiative shortlisted for the Local Pro Bono Impact Award by the PILnet Global Pro Bono Forum, October 2017
- A total of six projects from Argentina, Moldova, Australia, Spain, South Africa and the UK were shortlisted for the global *pro bono* award.
- Details here: <http://www.probonoforum.org/europe/local-impact-for-global-change-2017-awards/>