

**UNITED STATES OF AMERICA  
BEFORE THE FEDERAL TRADE COMMISSION**

**COMMISSIONERS:**      **Lina M. Khan, Chair**  
                                 **Rebecca Kelly Slaughter**  
                                 **Alvaro M. Bedoya**  
                                 **Melissa Holyoak**  
                                 **Andrew Ferguson**

**In the Matter of**  
  
**DONOTPAY, INC., a corporation.**

**DOCKET NO. C-4812**

**COMPLAINT**

The Federal Trade Commission, having reason to believe that DoNotPay, Inc., a corporation (“Respondent” or “DoNotPay”), has violated the provisions of the Federal Trade Commission Act, and it appearing to the Commission that this proceeding is in the public interest, alleges:

1. Respondent DoNotPay, Inc. (“DoNotPay”) is a Delaware corporation with its principal office or place of business at 167-169 Great Portland Street, 5th Floor, London, W1W 5PF, United Kingdom.
2. Respondent transacts or has transacted business in San Francisco, California and throughout the United States. Respondent has advertised, offered for sale, sold, and distributed to U.S. consumers the DoNotPay Service (hereafter “the DoNotPay Service” or “the Service”) via the donotpay.com website and the DoNotPay mobile application.
3. The acts and practices of DoNotPay alleged in this complaint have been in or affecting commerce, as “commerce” is defined in Section 4 of the Federal Trade Commission Act, 15 U.S.C. § 44.

**Summary of the Case**

4. The DoNotPay Service is an online subscription service targeted to U.S. consumers seeking assistance with a range of commercial issues and legal issues involving American civil law. Respondent used the emergence of new technology like artificial intelligence (AI) as a marketing tool, positioning the DoNotPay Service as a cutting-edge solution for producing legal documents. Respondent described the Service as “the world’s first robot lawyer” and an “AI

lawyer” capable of performing legal services such as drafting “ironclad” demand letters, contracts, complaints for small claims court, challenging speeding tickets, and appealing parking tickets. Through a chatbot, subscribers would submit prompts or queries to an AI “robot lawyer” that purportedly operated like a human lawyer, including by applying the relevant laws to subscribers’ particular legal and factual situations; relying on legal expertise and knowledge to avoid potential complications, such as statutes of limitations, compensation limits, and jurisdiction, when generating legal demand letters or initiating cases in small claims court; and detecting legal violations on subscribers’ business websites and providing advice about how to fix them. In fact, the DoNotPay Service was not designed to operate like a human lawyer in these respects.

### **The DoNotPay Service**

5. Respondent has offered a General Membership subscription for the DoNotPay Service since 2019. Although the cost of a General Membership has fluctuated since at least 2020, at times relevant to this Complaint, Respondent charged subscribers \$36 every two months.

6. Respondent has offered a Small Business Protection Plan since 2021. Although the cost of the Small Business Protection Plan has fluctuated, at times relevant to this Complaint, Respondent charged subscribers \$49.99 per month.

7. The DoNotPay Service has offered features designed to assist subscribers with consumer issues, including obtaining college fee waivers, creating passport photos, changing mailing addresses, claiming rebates, deleting accounts, donating plasma for cash, and finding discounts. At times relevant to this Complaint, the Service also offered features designed to assist subscribers with legal issues, including but not necessarily limited to, breach of contract demand letters, defamation cease-and-desist letters, divorce settlement agreements, restraining orders, insurance claims, releases of liability, revocable living trusts, lawsuits in small claims court, challenging speeding tickets, and appealing parking tickets.

### **DoNotPay Advertising**

8. Through the Apple App Store, the Google Play Store, the website donotpay.com, and social media accounts such as on X.com and TikTok, Respondent has disseminated or caused to be disseminated advertisements for the DoNotPay Service that include the statements and depictions in Exhibits A through L to this Complaint.

## The “Robot Lawyer”

9. Respondent’s advertisements called the DoNotPay Service the world’s first robot lawyer, capable of suing anyone at the press of a button. Compl. Exhs. A through E.

### From Exhibit A: www.donotpay.com (captured March 14, 2023)

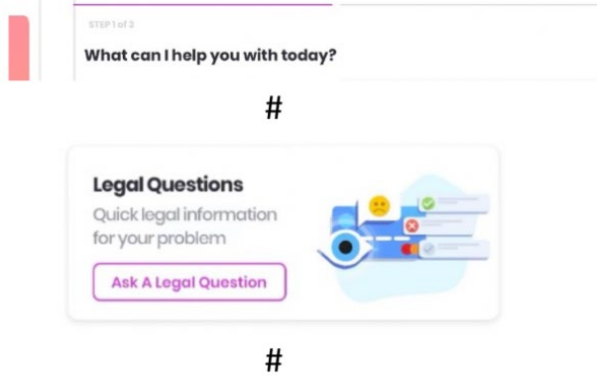
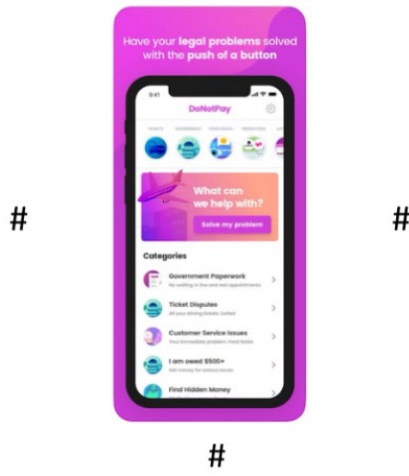
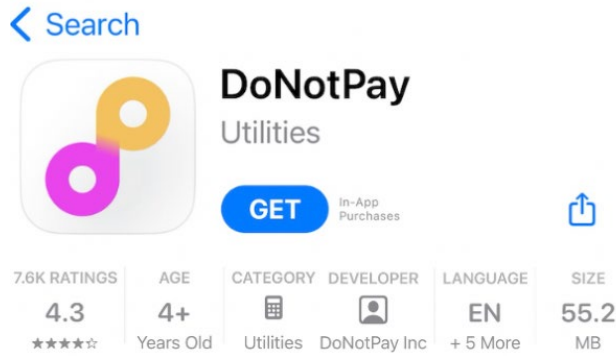
The screenshot displays the DoNotPay website and its mobile application. The website header features the title "The World's First Robot Lawyer" in large white text on a purple background. Below the title, a sub-header reads: "The DoNotPay app is the home of the world's first robot lawyer. Fight corporations, beat bureaucracy and sue anyone at the press of a button." A sign-up form is visible with a white input field for "Email or phone number" and a purple "Sign Up/Login" button. A disclaimer states: "By signing up or signing in, you are agreeing to DoNotPay's Terms and Conditions and for us to send messages to the phone number or email provided. These terms contain an arbitration agreement; please read them carefully. DoNotPay is not a law firm and is not licensed to practice law. DoNotPay provides a platform for legal information and self-help." A list of services includes: "Fight Corporations", "Beat Bureaucracy", "Find Hidden Money", "Sue Anyone", and "Automatically Cancel Your Free Trials". The mobile app interface shows a "Parking Ticket" notification with an "Expected \$198.21 refund" and a progress bar. Below it, a section titled "What can we help with?" includes a "SOLVE MY PROBLEM" button.

### From Exhibit B: www.donotpay.com (captured March 13, 2023)

## In The Press

The screenshot shows a news article snippet with the following text: "DONOTPAY.COM", "Dubbed 'The World's First Robot Lawyer'", "Aims to fight corporations and make suing people easier", and "Will fight your parking tickets automatically". A white banner at the bottom of the article reads "AUTOMATING THE LEGAL SYSTEM". The background of the article features a pair of white handcuffs against a dark, digital-themed background.

**From Exhibit C: Apple App Store (captured November 1, 2023)**



The DoNotPay app is the home of the world's first robot lawyer. Fight corporations, beat bureaucracy and sue anyone at the press of a button.

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SUE ANYONE: owed more than \$500? DoNotPay allows you to generate demand letters, court filings and even a script to read in court to get your money back.

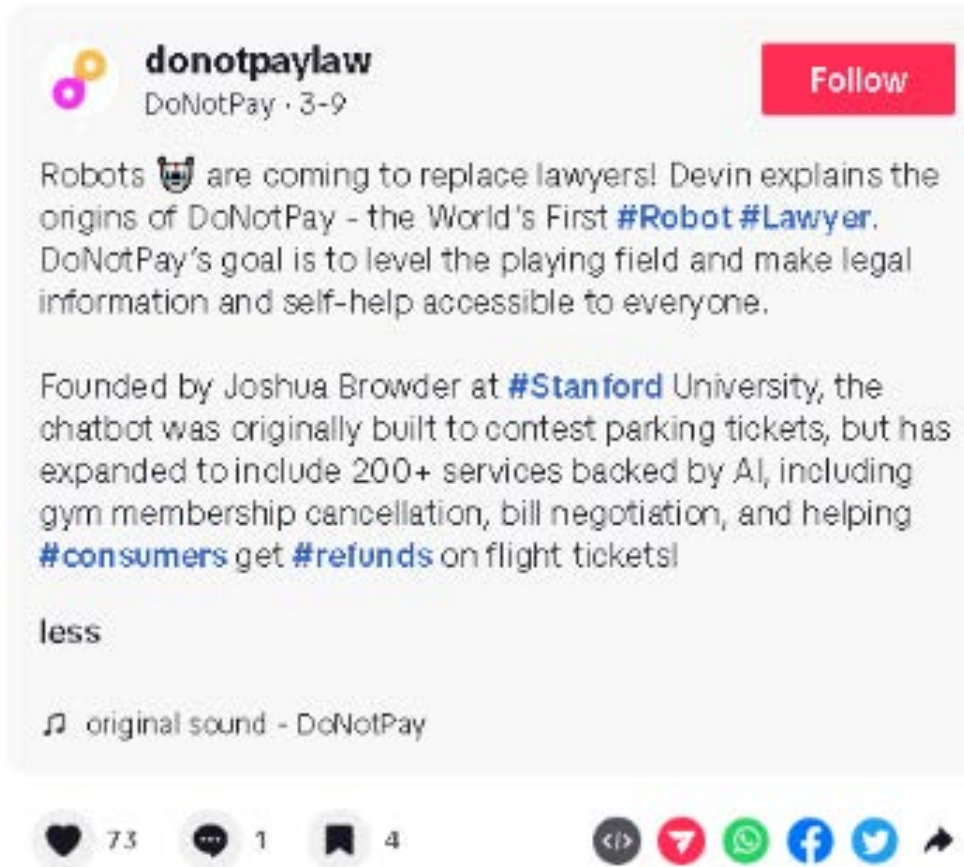
**From Exhibit D: Google Play Store (captured November 1, 2023)**

The screenshot shows the Google Play Store interface. At the top, the browser address bar displays 'play.google.com/store/search?q=donotpay&c=apps'. Below the address bar is the Google Play logo and a search bar containing 'donotpay'. Navigation tabs for 'Apps & games', 'Movies & TV', and 'Books' are visible. The app 'DoNotPay' by DoNotPay Inc. is featured, with a description: 'The DoNotPay app is the home of the world's first robot lawyer.' The app's rating is 4.3 stars from 412 reviews, it has over 10K downloads, and is rated for 'Everyone'. A green 'Install' button is present. To the right, a smartphone mockup displays the app's interface with the headline 'Solve your problems with the push of a button' and various service categories like 'Customer Service Issues', 'Hidden Money', 'Ticket Disputes', and 'I'm Owed \$500+'.

**From Exhibit E: DoNotPay TikTok posts (captured August 31, 2023)**

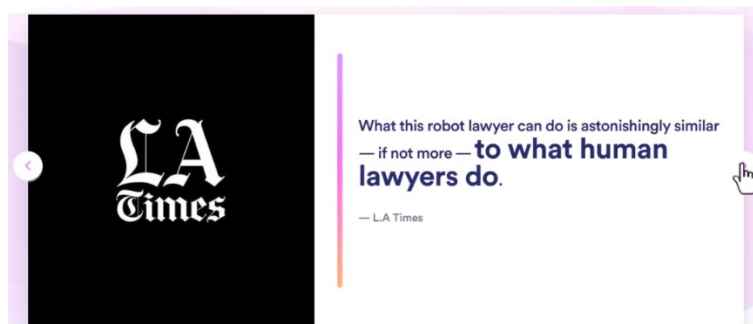
The screenshot shows a TikTok post from the user 'donotpaylaw' (DoNotPay · 5-23). The post text reads: 'Sue anyone and get justice at the press of a button 🤖 #justice #sue #smallclaims #smallclaimscourt #legaltech #ai less original sound - DoNotPay'. The post has 34.8K likes, 457 comments, and 9,304 shares. The interface includes a 'Follow' button and social sharing icons for YouTube, WhatsApp, Facebook, and Twitter.

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10. The donotpay.com website has prominently featured a quote that purports to come from *The Los Angeles Times* newspaper and states, “What this robot lawyer can do is astonishingly similar – if not more – to what human lawyers do.” Compl. Exh. F.

**From Exhibit F: www.donotpay.com (captured April 6, 2023)**



11. In fact, the foregoing quote derives from a high-schooler’s opinion piece in the *Los Angeles Times*’ High School Insider website, a user-generated content platform for young people.

## Law-Related Features

12. The Chief Executive Officer for DoNotPay has claimed that the company’s goals were “to be like the general counsel for the consumer,” and “to replace the \$200-billion-dollar legal industry with artificial intelligence.” *See* Compl. Exh. B (screen captures from videos posted on donotpay.com, including an interview on The Daily Show).

13. Respondent has claimed that the DoNotPay Service “fights companies and the government across two hundred areas of the law.” *See* Compl. Exh. B (screen capture of an interview with Bloomberg posted on donotpay.com). Respondent has promoted law-related features for, among other issues, breach of contract, defamation demand letters, divorce settlement agreements, restraining orders, insurance claims, releases of liability, revocable living trusts, standardized legal documents, lawsuits in small claims court, speeding tickets, and parking tickets. Compl. Exhs. A, E, G through J, and L.

14. Respondent has warned consumers against “rush[ing] to iffy demand letter templates” when a breach of contract occurs because “dealing with legal matters without proper knowledge is not a good idea.” Compl. Exh. G. Respondent claimed that the Service’s breach of contract demand letter feature would present “crucial” and “necessary information” and generate an “ironclad” and “rock-solid demand letter tailored for [a consumer’s] case.” *Id.*

### From Exhibit G: www.donotpay.com (captured May 4, 2023)

#### **Why Is a Demand Letter Template Not a Good Idea?**

You might be tempted to find a free demand letter template online and use it to draft the document yourself. Although it is a quick and cheap solution, it might be counterproductive because online samples and templates are generic and may fail to meet the requirements of your case.

Hiring a lawyer is a wise option, but it can be expensive. **If you want to save some money and get a rock-solid demand letter tailored for your case, you should [use DoNotPay](#).**

#### **Rely on DoNotPay To Create a Demand Letter With Ease**

**DoNotPay helps you get an ironclad demand letter in no time.** We will make sure to include the necessary information in the legal document and protect your interests.

All you have to do is follow these steps:

- 1. [Sign up for DoNotPay](#)**
- 2. Choose the Client Breach of Contract product**
- 3. Answer our chatbot’s questions regarding your client and the agreement you had**

4. Include a payment deadline for the client before you take further legal action

5. Add photographic evidence if you have any

We also have the required information about various related issues, such as the [affirmative defenses to breach of contract](#).

15. In conjunction with the demand letter feature, Respondent has promoted the Service’s ability to help consumers “take further legal action” by preparing all the necessary forms for a complaint in small claims court and creating “a script with strong argumentation you can use during the court hearing.” *Id.*

16. DoNotPay has promoted a feature of the Service to address defamation of character. Compl. Exh. H. Through the statements and depictions in Complaint Exhibit H, Respondent has represented that the subscriber could tell a chatbot about allegedly defamatory statements and the resulting harm, and then DoNotPay’s “AI lawyer” would “help [them] draw up a cease and desist letter quickly and efficiently . . . with the most relevant state legislation regarding defamation.” *Id.*

**From Exhibit H: [www.donotpay.com](http://www.donotpay.com) (captured March 20 and May 4, 2023)**

## **DoNotPay Can Draft a Cease and Desist Letter!**

Defamation of character lawsuits can affect reputation and impact lifestyles or [business](#) relations. There are different avenues to resolve defamation claims. If you believe litigation is the best way to move forward, you may start the process with a cease and desist letter.

A cease and desist letter is different from a [cease and desist order](#) where the letter has no legal weight. Meanwhile, a cease and desist letter provides the defamer with a fair warning to stop harmful behavior.

The best way to ensure the accuracy and effectiveness of a cease and desist letter is either to download [templates](#) available on the internet or to hire a legal expert to draw up one for you. However, the latter also comes with expensive fees. That is where [DoNotPay](#) can help. **Our AI lawyer can help you draw up a cease and desist letter quickly and efficiently.** All you have to do is:

1. Select the Defamation Demand Letters icon on [DoNotPay](#).



## What can I help you with?

Defamation

TRY SEARCHING  
"united airlines"

### Categories

- Customer Service Issues
- Hidden Money
- Ticket Disputes
- I'm Owed \$500+
- Create A Legal Document
- Government Paperwork
- Investment Tools



**DEFAMATION DEMAND LETTERS**

Have you faced unfair defamation? File a demand letter now.

**Defamation Demand Letters**

2. Tell us about your situation, including whether the statements were libel or slander, listing the statements that were made, explaining why they are false or misleading, and what consequences you have suffered as a result.



Finding Your Problem...

**Are you a victim of unfair and false defamation? I can help you write a demand letter to get the justice and compensation you deserve. To get started, are you a victim of libel, slander, or both? (Libel is written defamation while slander is spoken or oral.)**

Libel

1

Slander

2

Libel and Slander

3

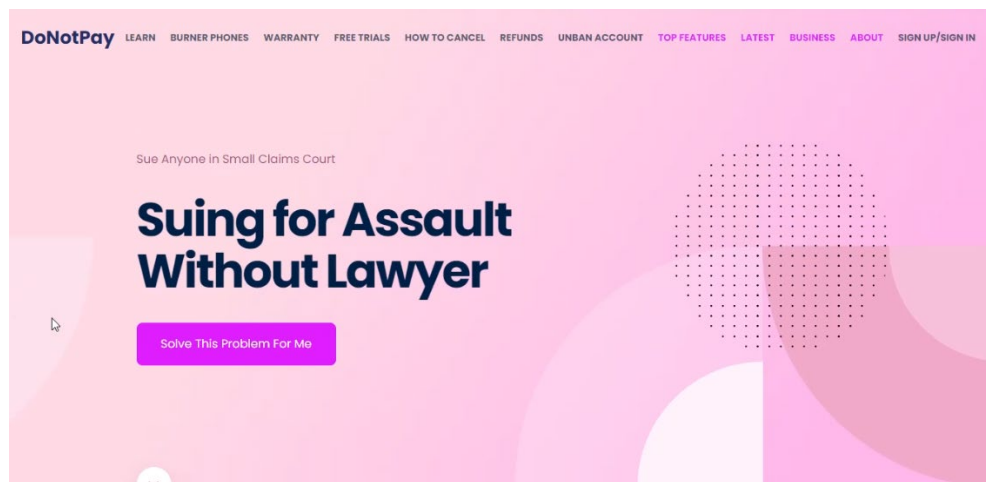
Select an option to continue

3. Based on your location, DoNotPay will generate a formal demand letter on your behalf with the most relevant state legislation regarding defamation.

17. Respondent has promoted a feature of the Service that purportedly would enable consumers to sue for assault in small claims court without a lawyer. Compl. Exh. I. Respondent has made the following statements in connection with this feature:

- A. “While it is possible to handle suing for assault on your own, it may not be the best approach. In most cases, it is easier to have the expertise of an entity such as DoNotPay on your side to avoid complications.” *Id.*
- B. “Let DoNotPay help you alleviate the stress of filing a lawsuit in small claims court on your own. Our professional team is available to answer your questions and help you get the ball rolling.” *Id.*

**From Exhibit I: www.donotpay.com (captured April 24, 2023)**

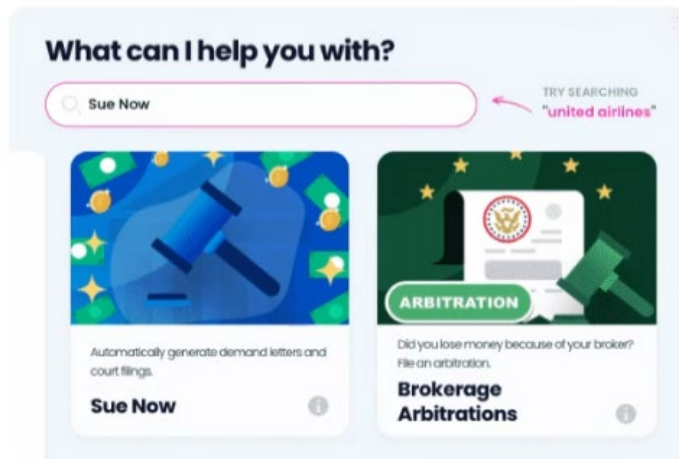


## **How Suing for Assault is Simplified With DoNotPay**

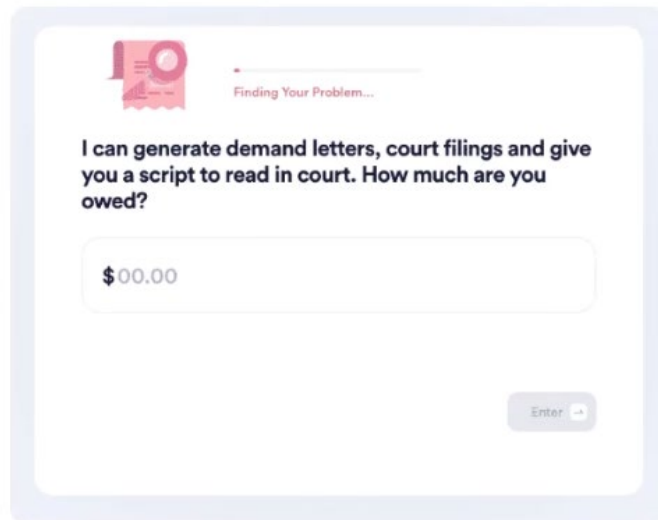
After enduring the trauma of an assault, no one wants to endure a lengthy court battle. **Let DoNotPay help you alleviate the stress of filing a lawsuit in small claims court on your own.**

Our professional team is available to answer your questions and help you get the ball rolling. Simply follow the steps below to get started:

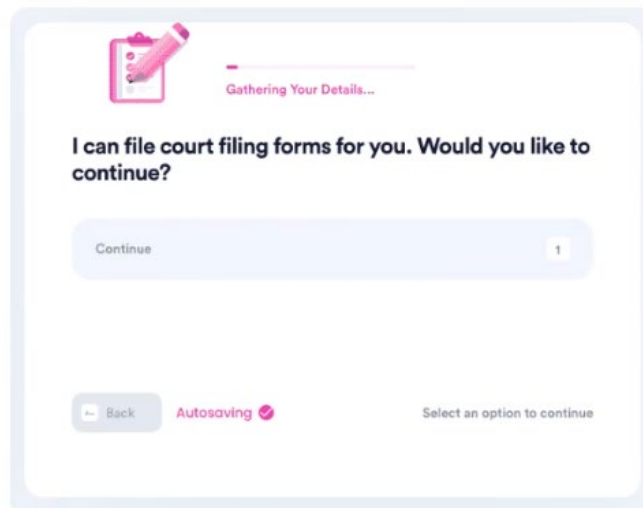
1. Log in to [DoNotPay](#) and select the "Sue Now" product



2. Enter the dollar amount you are seeking for compensation



3. Select whether you want to serve a demand letter or file a claim in court



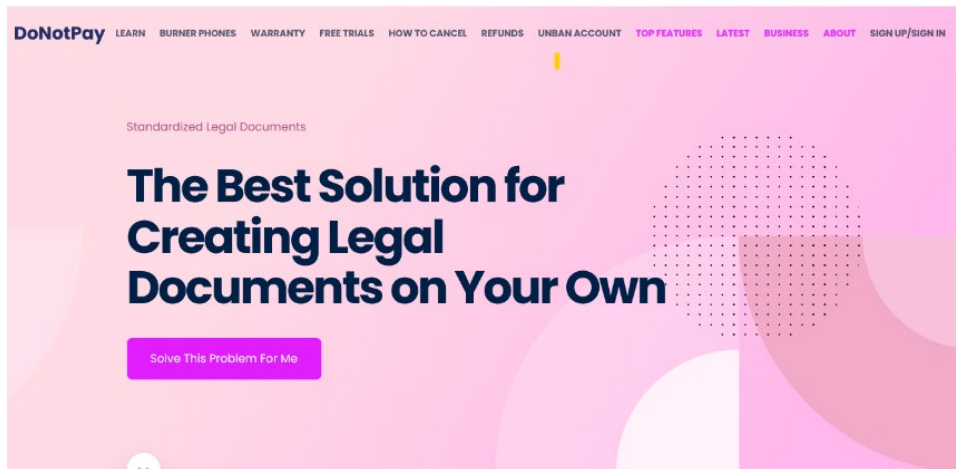
4. Describe the reasons for the lawsuit and submit any applicable details, including photo evidence

The screenshot shows a web interface for 'Building Your Case...'. It features a question: 'Do you have a photographic evidence that could bolster your demand letter?'. Below the question are two radio button options: 'Yes' (labeled with a '1') and 'No' (labeled with a '2'). At the bottom of the form, there is a 'Back' button, an 'Autosaving' indicator with a checkmark, and a prompt to 'Select an option to continue'.

That's it! DoNotPay will then generate a demand letter or court filing forms for you. We'll even mail a copy of your demand letter to the individual or business you are suing.

18. Respondent has advertised that the Service's standardized legal documents feature would enable consumers to generate, among other things, non-disclosure agreements, independent contractor agreements, general business contracts, non-compete agreements, residential lease agreements, prenuptial agreements, and custody agreements. Compl. Exh. J. DoNotPay has promised that these documents would be appropriate and tailored for subscribers' special requirements. *Id.* Respondent's advertisements have included the following statements and depictions, among others, from the donotpay.com website:

**From Exhibit J: [www.donotpay.com/learn/legal-documents/](http://www.donotpay.com/learn/legal-documents/) (captured May 4, 2023)**



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**“Generate Perfectly Valid Legal Documents in No Time”**

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**“We all come across some life or business activities that require legal documents.** Do you need to hire a lawyer every time you’re in one of those situations? Luckily, no, because some apps can help you prepare everything on your own without too much trouble. DoNotPay is the world’s first robot lawyer, here to assist you in closing any significant business deals for which you need official agreements.”

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“DoNotPay has your best interests at heart. That’s why we’ve created our **Standardized Legal Documents** tool that can generate various legal documents to fulfill your needs. Here’s a non-exclusive list of legal documents DoNotPay supplies for you: . . . Non-Disclosure Agreement (NDA) . . . Independent Contractor Agreement . . . General Business Contract . . . Non-Compete Agreement . . . Residential Lease Agreement . . . Prenuptial Agreement . . . [.] **These are some legal documents you’ll be able to generate with the help of our vast legal document database.**”

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“Once you provide essential data regarding your upcoming deal or the issue you’ve been dealing with, we’ll generate an appropriate legal document to meet your special requirements.”

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**“Let DoNotPay Produce Legal Documents To Meet Your Needs”**

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**“You can try to make an agreement by yourself by searching for legal documents online, but it can be challenging.** Creating a contract requires a certain level of legal knowledge. That’s why your obvious choice would be to hire a lawyer to prepare a suitable contract. **As turning to a lawyer can be a pricey option, DoNotPay can assist you in this matter. . . . Provide the necessary details to the chatbot (names, addresses, and other relevant information) . . .** That’s all! **DoNotPay will now generate a document tailored to your particular requirements and business activities.**”

19. The Service elicited few facts from subscribers utilizing the law-related features described in paragraphs 12 through 18, above. For example, if an assault victim selected the “Sue Now” feature, the DoNotPay chatbot would have requested that the subscriber provide only a “short phrase that detail[ed] the incident.” At the end of the chat session, the chatbot would have asked the subscriber to input any additional questions or concerns. Any information the

subscriber might have provided, however, would have received the same irrelevant response from the chatbot: “Thanks, [subscriber’s name]. Once you set your personal details, I won’t ask you again. You can update them any time under the settings menu by selecting ‘Edit My Profile’.” The Service then would have generated a half-page demand letter with a phrase-length description of the incident, a monetary demand, and a warning that failure to settle could result in a costly legal judgment.

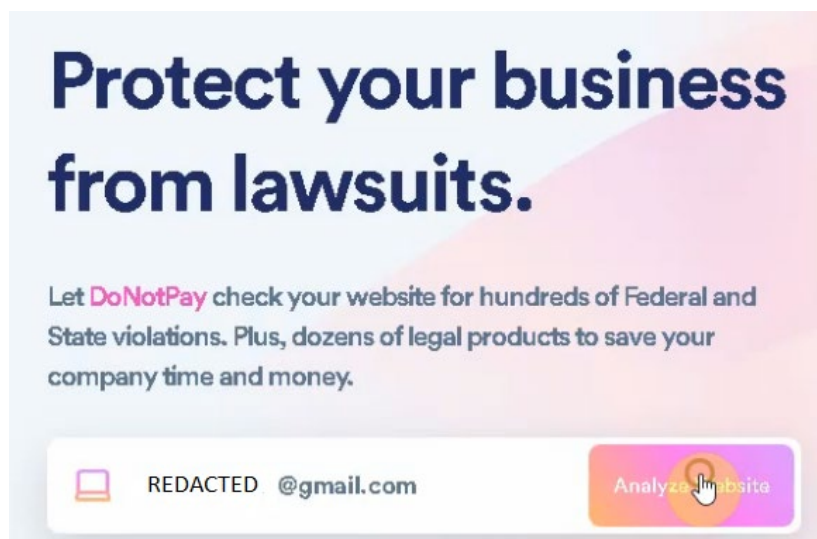
20. DoNotPay did not test whether the Service’s law-related features operated like a human lawyer. DoNotPay has developed the Service based on technologies that included a natural language processing model for recognizing statistical relationships between words, chatbot software for conversing with users, and an Application Programming Interface (“API”) with OpenAI’s ChatGPT. None of the Service’s technologies has been trained on a comprehensive and current corpus of federal and state laws, regulations, and judicial decisions or on the application of those laws to fact patterns. DoNotPay employees have not tested the quality and accuracy of the legal documents and advice generated by most of the Service’s law-related features. DoNotPay has not employed attorneys and has not retained attorneys, let alone attorneys with the relevant legal expertise, to test the quality and accuracy of the Service’s law-related features.

21. DoNotPay subscribers who used the law-related features have complained that the Service did not ask them to submit information relevant to their breach of contract claims, failed to consider important legal issues, and generated legal documents that were not fit for use.

### **Website Legal Diagnostics Feature**

22. DoNotPay has promoted a website diagnostic feature of the Service that purportedly would check a consumer’s small business website for hundreds of federal and state law violations based solely on the consumer’s email address. Compl. Exh. K. This feature purportedly would detect legal violations that, if unaddressed, would potentially cost a consumer \$125,000 in legal fees. *Id.*

#### **From Exhibit K: www.donotpay.com (captured April 28, 2023)**



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## Protect your small business

Your small business may be breaking the law without you knowing it. DoNotPay will provide you with immediate action items and the necessary tools for your small business' survival.

By connecting your bank account or credit card, you agree to charge a \$49.99/month subscription that renews automatically to this payment method. It is easy to cancel at any time online.

VISA  
Ending in 0379

+ Add Payment Method

Small Business Protection Plan (USD) \$49.99/mo

UNLOCK IT NOW!

You are saving \$125,000 in potential lawyer fees for addressing your legal violations today.

23. DoNotPay's website diagnostic tool did not, in fact, analyze a consumer's small business website for hundreds of federal and state law violations based solely on an email address.

### **Unavailability of Some Law-Related Features**

24. At times relevant to this Complaint, DoNotPay's website advertised that a General Membership included features that could protect a copyright and generate a customized cease-and-desist letter for a defamation claim, non-compete agreement, and residential lease when those features were not available.

### **State Bar of California's Investigation of DoNotPay for the Unauthorized Practice of Law**

25. On or about November 16, 2021, the Office of Chief Trial Counsel of the State Bar of California ("the California Bar") opened an investigation into the DoNotPay Service related to allegations of engaging in the unauthorized practice of law.

26. On or about January 21, 2022, the Chief Executive Officer for DoNotPay promised the California Bar that DoNotPay would no longer represent that the DoNotPay Service was the world's first robot lawyer. Nevertheless, DoNotPay continued to make this representation. Compl. Exhs. A through E, L.

27. On June 15, 2023, the California Bar sent a cease-and-desist notice alleging the DoNotPay Service amounted to engagement in the unauthorized practice of law. On the same day, Respondent affirmed that it had removed: a) all mentions of "robot lawyer" from the DoNotPay website and related social media; b) all products on the DoNotPay website that allowed consumers to generate legal documents; and c) any mention of "sue anyone" from the

DoNotPay website. Notwithstanding these representations to the California Bar, the DoNotPay website and social media account continued to promote the Service as the “World’s First Robot Lawyer” and advertise “sue anyone” claims. Compl. Exhs. C, D, E.

**Count I**  
**False or Unsubstantiated Performance Claims**

28. In connection with the advertising, marketing, promotion, offering for sale, or sale of subscriptions to the DoNotPay Service, Respondent represented, directly or indirectly, expressly or by implication, that the Service’s artificial intelligence and other technology operates like a human lawyer, including by applying the relevant laws to subscribers’ particular legal and factual situations; relying on legal expertise and knowledge to avoid potential complications, such as statutes of limitations, compensation limits, and jurisdiction, when generating legal demand letters or initiating cases in small claims court; and detecting legal violations on subscribers’ business websites and providing advice about how to fix them.

29. The representations set forth in Paragraph 28 are false or misleading or were not substantiated at the time the representations were made.

**Count II**  
**False Claims**

30. In connection with the advertising, marketing, promotion, offering for sale, or sale of subscriptions to the DoNotPay Service, Respondent represented, directly or indirectly, expressly or by implication, that:

- A. based solely on a consumer’s email address, the Service’s artificial intelligence and other technology can analyze a consumer’s small business website for hundreds of federal and state law violations, determine that the website is in serious danger of governmental enforcement action, and save the consumer hundreds of thousands of dollars in potential legal fees; and
- B. a General Membership subscription to the Service includes features that protect a copyright and generate a customized cease-and-desist letter for a defamation claim, non-compete agreement, and residential lease.

31. In fact:

- A. based solely on a consumer’s email address, the DoNotPay Service’s artificial intelligence and other technology cannot analyze a consumer’s small business website for hundreds of federal and state law violations, determine that the website is in serious danger of governmental enforcement action, and save the consumer hundreds of thousands of dollars in potential legal fees; and
- B. at times relevant to this Complaint, a General Membership subscription to the Service has not included features to protect a copyright and generate a customized cease-and



desist letter for a defamation claim, non-compete agreement, and residential lease.

Therefore, the representations set forth in Paragraph 30 are false or misleading.

**Violations of Section 5**

32. The acts and practices of the Respondent as alleged in this complaint constitute unfair or deceptive acts or practices in or affecting commerce in violation of Section 5(a) of the Federal Trade Commission Act.

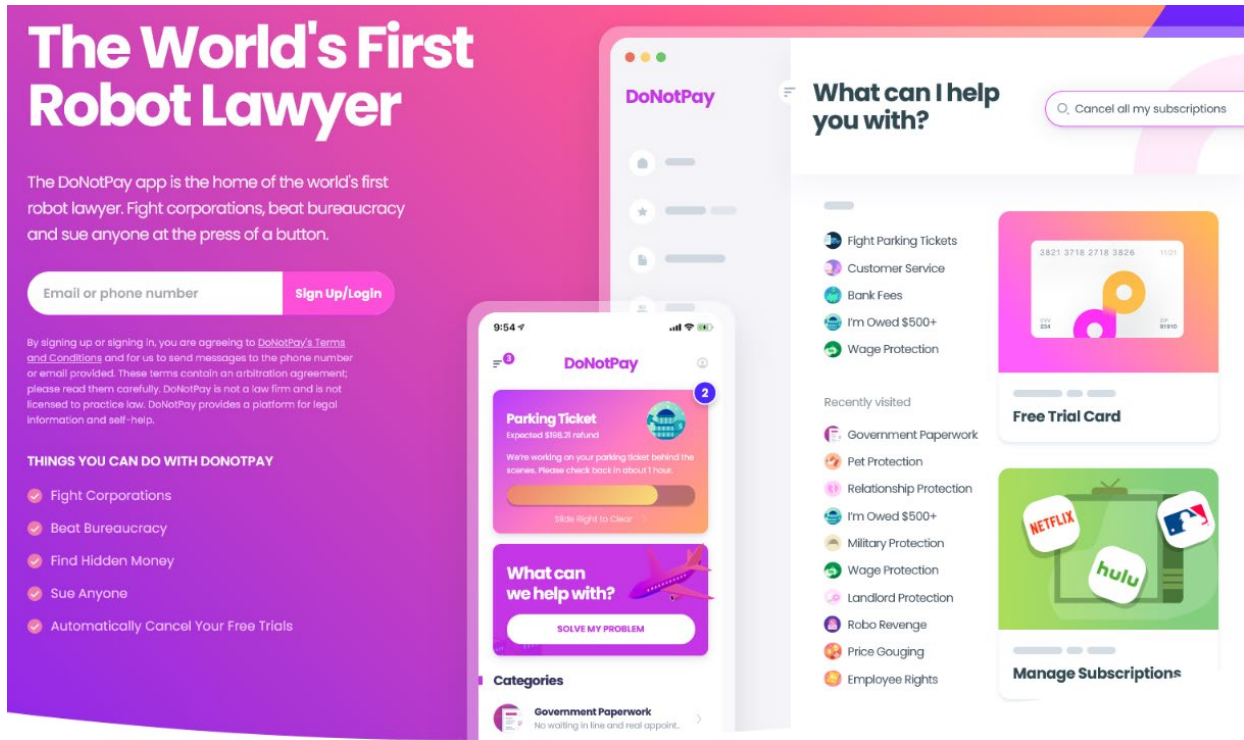
**THEREFORE**, the Federal Trade Commission this 14th day of January, 2025, has issued this Complaint against the Respondent.

By the Commission

April J. Tabor  
Secretary

SEAL:

**Exhibit A: www.donotpay.com**  
(excerpts captured March 14, 2023)



**Features**

- # \_\_\_\_\_
- Appeal Speeding Tickets \_\_\_\_\_
- # \_\_\_\_\_
- Defamation Demand Letters \_\_\_\_\_
- # \_\_\_\_\_
- # \_\_\_\_\_
- Divorce Settlement Agreement \_\_\_\_\_
- # \_\_\_\_\_
- File a Restraining Order \_\_\_\_\_
- # \_\_\_\_\_

- Appeal Parking Tickets in Any City \_\_\_\_\_
- Appeal Toll Booth Tickets \_\_\_\_\_
- Breach of Contract \_\_\_\_\_

- 
- Release of Liability

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- Standardized Legal Documents

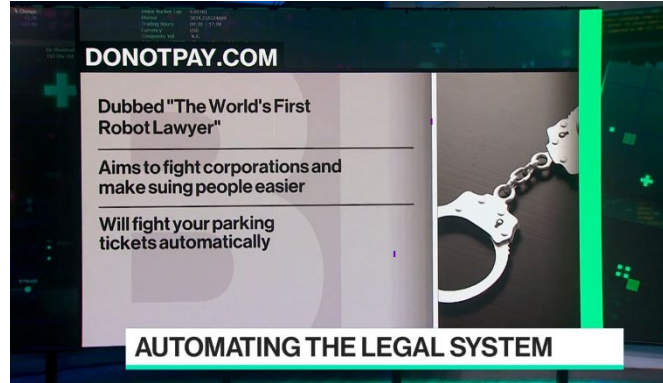
- Sue Anyone in Small Claims Court

- 
- Insurance Claims
- 

- 
- Revocable Living Trust
-

**Exhibit B: [www.donotpay.com/about/](http://www.donotpay.com/about/)**  
(website and embedded video excerpts captured March 13, 2023)

## In The Press



### **Bloomberg**

Emily Chang interviews DoNotPay CEO Joshua Browder on how his automated service helps people in over 200 different kinds of legal battles.

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### **THE DAILYSHOW** WITH TREVOR NOAH

Ronny Chieng discovers how DoNotPay uses artificial intelligence to change the legal system, from robot lawyers to judges who use algorithms for pretrial risk assessment.

# World's First Robot Lawyer


Fight corporations, beat bureaucracy and sue anyone at the press of a button.

 Enter your email


Sign Up



**Exhibit C: Apple App Store**  
(excerpts captured November 1, 2023)

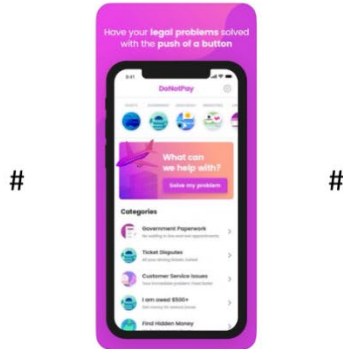
< Search



**DoNotPay**  
Utilities

**GET** In-App Purchases 

7.6K RATINGS	AGE	CATEGORY	DEVELOPER	LANGUAGE	SIZE
4.3 ★★★★☆	4+ Years Old	 Utilities	 DoNotPay Inc	EN + 5 More	55.2 MB



#


STEP 1 of 3

What can I help you with today?

#

**Legal Questions**  
Quick legal information for your problem

[Ask A Legal Question](#)



#

The DoNotPay app is the home of the world's first robot lawyer. Fight corporations, beat bureaucracy and sue anyone at the press of a button.

#

SUE ANYONE: owed more than \$500? DoNotPay allows you to generate demand letters, court filings and even a script to read in court to get your money back.

**Exhibit D: Google Play Store**  
(excerpt captured November 1, 2023)

The screenshot shows a browser window with the URL `play.google.com/store/search?q=donotpay&c=apps`. The Google Play logo is visible on the left, and a search bar contains the text "donotpay". Below the search bar are three category buttons: "Apps & games" (highlighted in green), "Movies & TV", and "Books".

The app listing for "DoNotPay" is displayed. The developer is "DoNotPay Inc". The description reads: "The DoNotPay app is the home of the world's first robot lawyer." Below the description are four statistics: a 4.3 star rating from 412 reviews, over 10K downloads, and an "Everyone" age rating. A green "Install" button is located below these statistics.

To the right of the app listing is a promotional image for the app. It features a smartphone displaying the app's interface with the text "Solve your problems with the push of a button". The app interface shows a search bar and four categories: "Customer Service Issues", "Hidden Money", "Ticket Disputes", and "I'm Owed \$500+".

**Exhibit E: Posts on TikTok by username donotpaylaw**  
(captured August 31, 2023)

**donotpaylaw**  
DoNotPay · 5-23 Follow

Sue anyone and get justice at the press of a button 🤖

[#justice](#) [#sue](#) [#smallclaims](#) [#smallclaimscourt](#) [#legaltech](#)  
[#ai](#)

less

🎵 original sound - DoNotPay

👍 34.8K 💬 457 📁 9304 📄 📺 📧 📱 📧 📱

**donotpaylaw**  
DoNotPay · 6-14 Follow

Did you know you can use a robot to fight your traffic tickets and win? 🤖🏆 The World's First Robot Lawyer is here to level the playing field 🤖

[#ai](#) [#artificialintelligence](#) [#baddriver](#) [#law](#) [#gpt](#)  
[#technology](#)

less

🎵 original sound - DoNotPay

👍 532 💬 10 📁 62 📄 📺 📧 📱 📧 📱

**donotpaylaw**  
DoNotPay · 3-9 Follow

Robots 🤖 are coming to replace lawyers! Devin explains the origins of DoNotPay - the World's First **#Robot #Lawyer**. DoNotPay's goal is to level the playing field and make legal information and self-help accessible to everyone.

Founded by Joshua Browder at [#Stanford](#) University, the chatbot was originally built to contest parking tickets, but has expanded to include 200+ services backed by AI, including gym membership cancellation, bill negotiation, and helping [#consumers](#) get [#refunds](#) on flight tickets!


less

🎵 original sound - DoNotPay

👍 73 💬 1 📁 4 📄 📺 📧 📱 📧 📱



**Exhibit F: www.donotpay.com**  
(excerpts captured April 6, 2023)




<

**MENLO**  
SECURITY

>

“It is a hassle for our employees to deal with legal paperwork. We wanted to automate these back-office operations so that our employees don’t lose focus and can feel confident that their important matters will be handled in a professional manner. DoNotPay’s Business Offering helps us by generating and filing these documents. All automatically.”

 David Eckstein  
CFO, Menlo Security



<

**LA**  
Times

>

What this robot lawyer can do is astonishingly similar — if not more — **to what human lawyers do.**

— L.A Times



Exhibit G: [www.donotpay.com/learn/demand-letter-template/](http://www.donotpay.com/learn/demand-letter-template/)  
(excerpts captured May 4, 2023)

The image shows the top portion of the DoNotPay website. At the top is a navigation bar with the DoNotPay logo and links for LEARN, BURNER PHONES, WARRANTY, FREE TRIALS, HOW TO CANCEL, REFUNDS, UNBAN ACCOUNT, TOP FEATURES, LATEST, BUSINESS, ABOUT, and SIGN UP/SIGN IN. Below the navigation bar is a pink banner with the text "Breach of Contract" in the top left. The main headline in large, bold, dark blue font reads: "Avoid Using a Free Demand Letter Template and Let DoNotPay Create This Legal Document for You". Below the headline is a purple button that says "Solve This Problem For Me". The background of the banner features abstract pink and purple shapes and a grid of dots.



[Breach of Contract](#)

[Avoid Using a Free Demand Letter Template and Let DoNotPay Create This Legal Document for You](#)

## Demand Letter Template—What To Include in the Document

When a **breach of contract** occurs, people tend to rush to **iffy demand letter templates attempting to fix the issue as soon as possible**, but dealing with legal matters without proper knowledge is not a good idea.

DoNotPay will present crucial information about these sensitive legal documents. We can also create a **breach of contract demand letter** for you and help you get the compensation you are entitled to.

#

## Why Is a Demand Letter Template Not a Good Idea?

You might be tempted to find a free demand letter template online and use it to draft the document yourself. Although it is a quick and cheap solution, it might be counterproductive because online samples and templates are generic and may fail to meet the requirements of your case.

Hiring a lawyer is a wise option, but it can be expensive. **If you want to save some money and get a rock-solid demand letter tailored for your case, you should use DoNotPay.**

### Want your issue solved now?



#### Instantly Solve Your Problem

Let DoNotPay solve this problem for me.



#### Hassle Free

We have helped over 300,000 people with their problems. Sit back and relax while we do the work.

[Solve my issue](#)

## **Rely on DoNotPay To Create a Demand Letter With Ease**

DoNotPay helps you get an ironclad demand letter in no time. We will make sure to include the necessary information in the legal document and protect your interests. All you have to do is follow these steps:

1. [Sign up for DoNotPay](#)
2. Choose the Client Breach of Contract product
3. Answer our chatbot's questions regarding your client and the agreement you had
4. Include a payment deadline for the client before you take further legal action
5. Add photographic evidence if you have any

We also have the required information about various related issues, such as the [affirmative defenses to breach of contract](#).

#

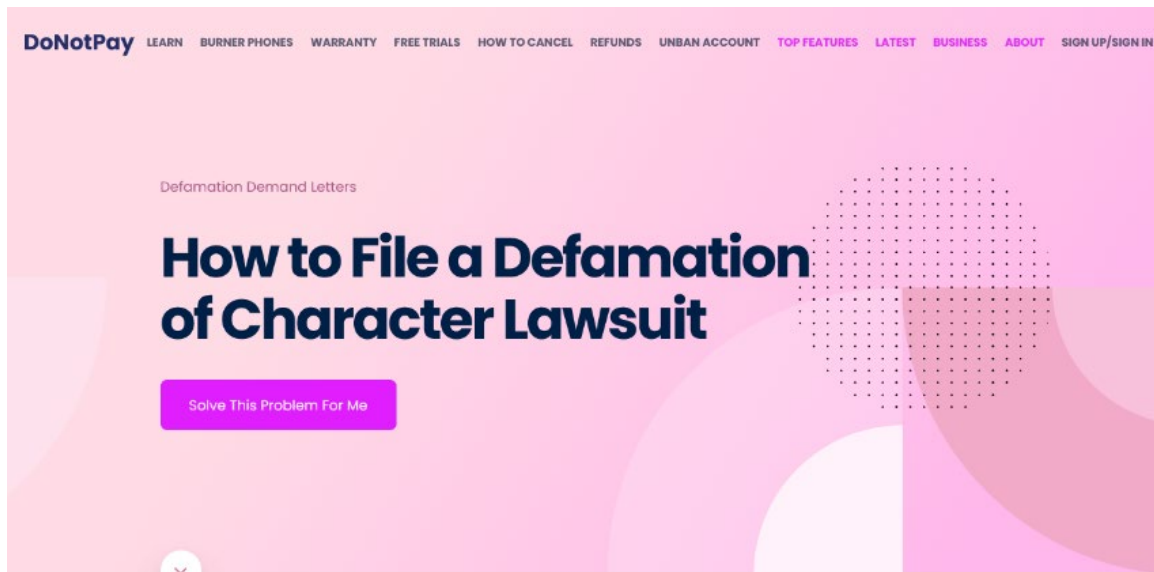
## **Is the Client Still Not Cooperating? Use DoNotPay To Take Them to Small Claims Court**

If the client ignores your demand, you can take them to small claims court.

DoNotPay is here to help you [take further legal action](#). We received the [Louis M. Brown Award for Legal Access in 2020](#), so we are proficient in dealing with unfair businesses. Here is how we can help if you have to go to court:

1. Compose a demand letter
2. Collect the paperwork required for the lawsuit
3. Complete all the necessary court forms
4. File the complaint
5. Create a script with strong argumentation you can use during the court hearing

**Exhibit H: [www.donotpay.com/learn/defamation-of-character-lawsuit/](http://www.donotpay.com/learn/defamation-of-character-lawsuit/)  
(excerpts captured March 20 and May 4, 2023)**



Defamation Demand Letters

## Filing a Defamation of Character Lawsuit

The advent of the internet allows individuals and businesses to air their opinions. In addition to traditional media, [social media](#) allowed for the expression of beliefs and opinions that was impossible in the past. However, some of these opinions can become defamatory in nature. In this article, we will cover the specifics of defamation of character lawsuits and [what you can do](#) if you become a victim of defamatory statements.

### What Is Defamation of Character?

#

### DoNotPay Can Draft a Cease and Desist Letter!

Defamation of character lawsuits can affect reputation and impact lifestyles or [business](#) relations. There are different avenues to resolve defamation claims. If you believe litigation is the best way to move forward, you may start the process with a cease and desist letter.

A cease and desist letter is different from a [cease and desist order](#) where the letter has no legal weight. Meanwhile, a cease and desist letter provides the defamer with a fair warning to stop harmful behavior.

The best way to ensure the accuracy and effectiveness of a cease and desist letter is either to download [templates](#) available on the internet or to hire a legal expert to draw up one for you. However, the latter also comes with expensive fees. That is where [DoNotPay](#) can help. **Our AI lawyer can help you draw up a cease and desist letter quickly and efficiently.** All you have to do is:

1. Select the Defamation Demand Letters icon on [DoNotPay](#).

#### Want your issue solved now?



##### Instantly Solve Your Problem

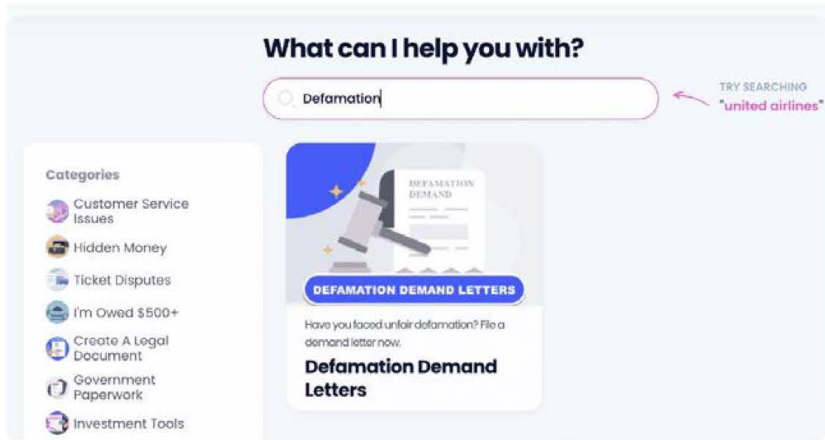
Let DoNotPay solve this problem for me.



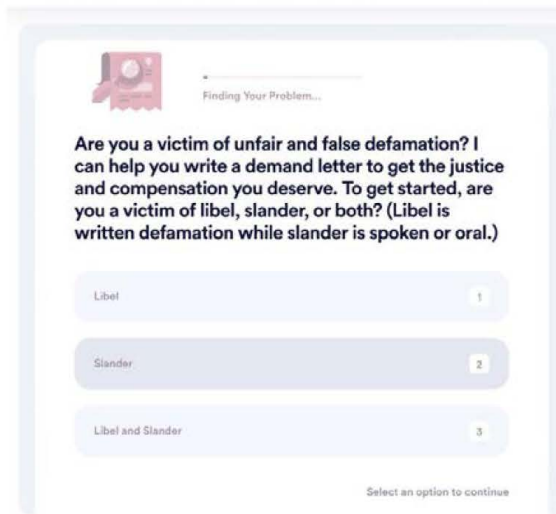
##### Hassle Free

We have helped over 300,000 people with their problems. Sit back and relax while we do the work.

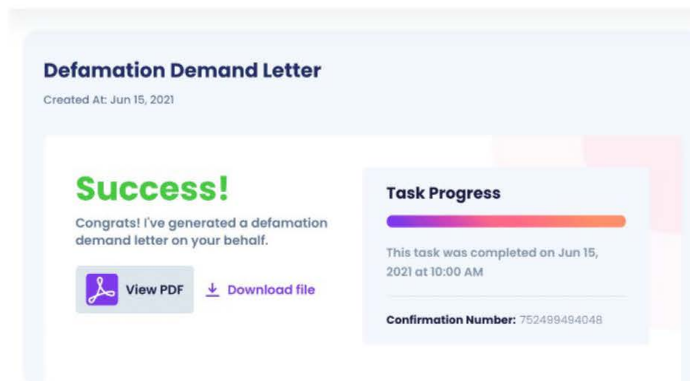
Solve my issue



2. Tell us about your situation, including whether the statements were libel or slander, listing the statements that were made, explaining why they are false or misleading, and what consequences you have suffered as a result.

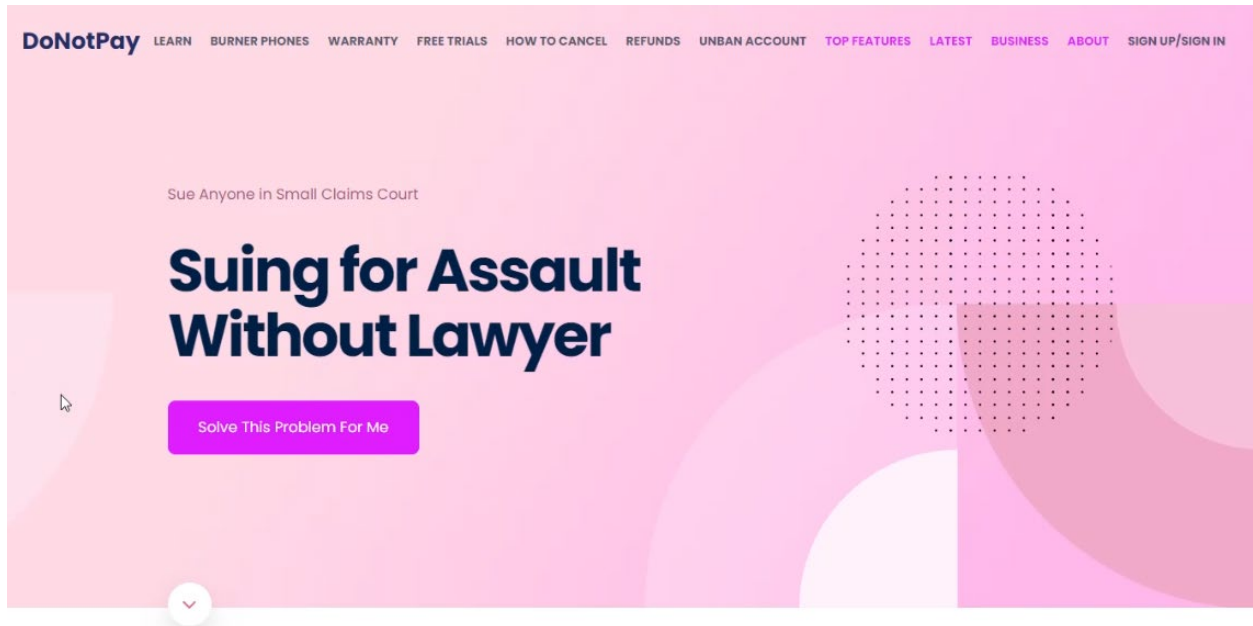


3. Based on your location, DoNotPay will generate a formal demand letter on your behalf with the most relevant state legislation regarding defamation.



That's it! All we need is a little information and your letter is ready to send.

**Exhibit I: [www.donotpay.com/learn/small-claims-court/](http://www.donotpay.com/learn/small-claims-court/)  
(excerpts captured April 24, 2023)**



#

## **Suing for Assault in Small Claims Court**

Unfortunately, assault is an all too common occurrence. According to the [National Coalition Against Domestic Violence](#), more than 10 million people fall victim to physical injury and intimidation each year.

Being involved in an assault can be a terrifying and often humiliating experience. If you have incurred damages and are considering [suing for assault](#), DoNotPay can help you initiate a case in small claims court. **You no longer need to be afraid, as we will be with you every step of the way.**

#

## Filing a Lawsuit and Suing for Assault by Yourself

The purpose of filing a lawsuit is for the victim to receive compensation for damages relating to the assault. **While a lawyer is not necessary to start a lawsuit in small claims court, there are several things plaintiffs must be aware of before proceeding on their own:**

- 1. Statutes of Limitations:** A lawsuit must be filed within a specific time frame after the event occurs. If the time expires, the case will be dismissed.
- 2. Compensation Limits:** Small claims courts only handle cases that typically range between \$3,000 and \$15,000. If a plaintiff files a lawsuit that exceeds these limits, the court will not hear the case.
- 3. Jurisdiction:** The lawsuit can be filed in the state the defendant resides or in the state where the incident occurred. It's essential to understand the difference before filing to prevent the case from being rejected.

While it is possible to handle [suing for assault on your own](#), it may not be the best approach. In most cases, it is easier to have the expertise of an entity such as DoNotPay on your side to avoid complications.

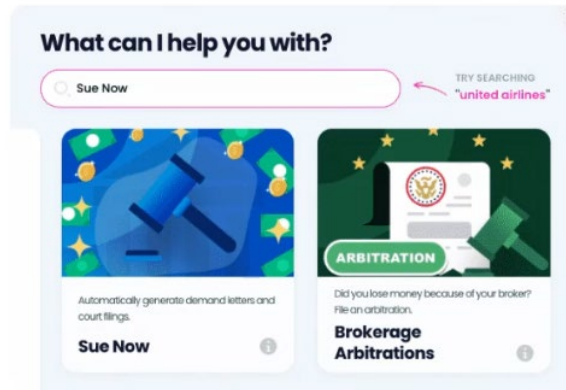
#

## How Suing for Assault is Simplified With DoNotPay

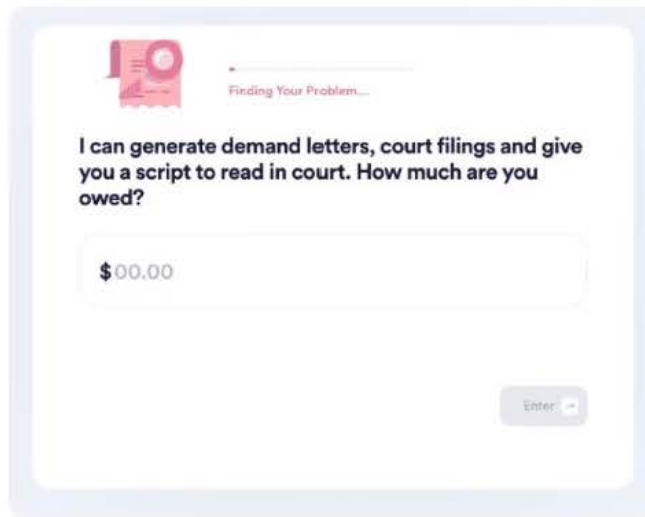
After enduring the trauma of an assault, no one wants to endure a lengthy court battle. **Let DoNotPay help you alleviate the stress of filing a lawsuit in small claims court on your own.**


Our professional team is available to answer your questions and help you get the ball rolling. Simply follow the steps below to get started:

- 1. Log in to DoNotPay and select the "Sue Now" product**




2. Enter the dollar amount you are seeking for compensation



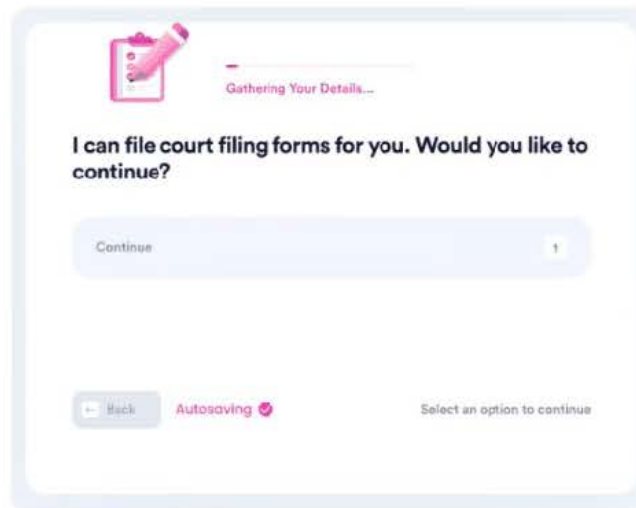
 Finding Your Problem...


I can generate demand letters, court filings and give you a script to read in court. How much are you owed?

\$00.00


Enter 



3. Select whether you want to serve a demand letter or file a claim in court



 Gathering Your Details...

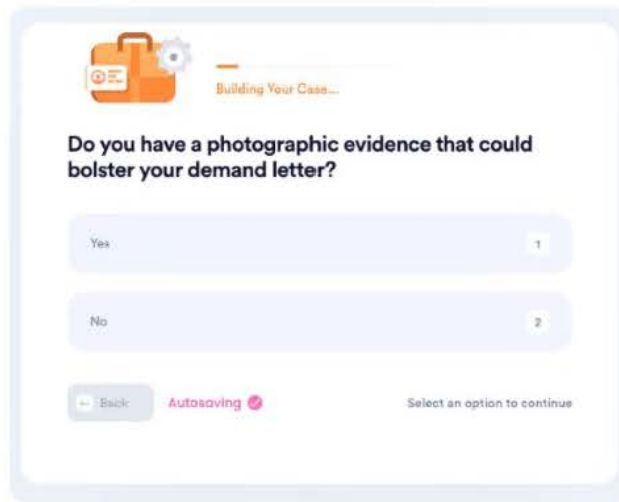
I can file court filing forms for you. Would you like to continue?

Continue 

 Back **Autosaving**  Select an option to continue



4. Describe the reasons for the lawsuit and submit any applicable details, including photo evidence



The screenshot shows a web interface for building a case. At the top left is an orange icon of a briefcase with a gear. To its right is a progress bar and the text "Building Your Case...". Below this is the question: "Do you have a photographic evidence that could bolster your demand letter?". There are two radio button options: "Yes" with a "1" next to it, and "No" with a "2" next to it. At the bottom left is a "Back" button. In the center is "Autosaving" with a checkmark icon. At the bottom right is the text "Select an option to continue".

That's it! DoNotPay will then generate a demand letter or court filing forms for you. We'll even mail a copy of your demand letter to the individual or business you are suing.

Exhibit J: [www.donotpay.com/learn/legal-documents/](http://www.donotpay.com/learn/legal-documents/)  
(excerpts captured May 4, 2023)

**DoNotPay** LEARN BURNER PHONES WARRANTY FREE TRIALS HOW TO CANCEL REFUNDS UNBAN ACCOUNT TOP FEATURES LATEST BUSINESS ABOUT SIGN UP/SIGN IN

Standardized Legal Documents

# The Best Solution for Creating Legal Documents on Your Own

Solve This Problem For Me

Standardized Legal Documents The Best Solution for Creating Legal Documents on Your Own

## Generate Perfectly Valid Legal Documents in No Time

We all come across some life or business activities that require legal documents.

Do you need to hire a lawyer every time you're in one of these situations? Luckily, no, because some apps can help you prepare everything on your own without too much trouble.

DoNotPay is the world's first robot lawyer, here to assist you in closing any significant business deals for which you need official agreements. We can help you [write a contract](#) and provide helpful tips and [templates](#).

### Want your issue solved now?

 **Instantly Solve Your Problem**  
Let DoNotPay solve this problem for me.

 **Hassle Free**  
We have helped over 300,000 people with their problems. Sit back and relax while we do the work.

Solve my Issue

### Top Posts

## What Types of Legal Documents Do You Need?

Legal documents are agreements and contracts that protect your business and personal interests. **Depending on your endeavor, you can pick different legal documents to meet your needs and, at the same time, protect you from harm.**

We understand how complicated and incomprehensible all that legal terminology can be, but the documents must comply with laws and regulations.

DoNotPay has your best interests at heart. That's why we've created our **Standardized Legal Documents** tool that can generate various legal documents to fulfill your needs.

Here's a non-exclusive list of legal documents DoNotPay supplies for you:

Legal Contracts	Purpose
<b>Non-Disclosure Agreement (NDA)</b>	A legally binding contract establishing a confidential relationship between the contractual parties that agree not to reveal any sensitive information; also known as a confidential agreement
<b>Independent Contractor Agreement</b>	A written contract between two parties for implementation of specific projects or services; an individual or a company hires an independent contractor to implement short- or medium-term activities
<b>Bill of Sale</b>	A legal document providing the specifics of a sale of products or transfer of properties; the seller transfers the assets' rights to the buyer
<b>General Business Contract</b>	A legal document outlining the terms and conditions of a business deal made by two parties
<b>Non-Compete Agreement</b>	A contract between an employee and an employer where the employee promises not to compete with the employer in any way upon the employment termination; the employee must not disclose proprietary sensitive information at any time

- [The Best Solution for Creating Legal Documents on Your Own](#) >
- [The Best Contract Template at Your Disposal](#) >
- [The Child Custody Agreement Explained](#) >
- [The Best Way To Make a Lease Agreement](#) >
- [How to Write a Contract—without a Lawyer](#) >

### Legal Documents Deciphered: Guides, How Tos, Drafts, and More

- [Legal Templates.net Review: Is It Legit? Is It Safe to Use?](#) >
- [LawDepot vs LegalZoom: What's Different? Which is Better?](#) >
- [LegalZoom vs LegalShield: What Are the Differences?](#) >
- [We Read All LegalNature Reviews, Here's What You Must Know](#) >
- [Is eForms Legit? Does It Store My Social Security Number?](#) >
- [We Read Every eForm Review — Here's a Summary for You](#) >
- [FreeWill.com Reviews: Is It Legit or a Scam?](#) >
- [What Is Better Than FormSwift? Is FormSwift Easy to Cancel?](#) >
- [LegalZoom Living Trust Reviews: Pros & Cons You Must Know](#) >
- [LawDepot Review: Is It a Legitimate Service and Safe to Use?](#) >

### Recent Posts

- [How to Pay Your Houston Water Bills Online Hassle-Free](#) >
- [How to Remove My Case From The Internet Instantly](#) >

<b>LLC Operating Rules Document</b>	A key document outlining regulations, rules, and provisions of limited liability companies (LLCs)
<b>Residential Lease Agreement</b>	A contract between a landlord and a tenant including all the terms for renting a property as a residence
<b>Intent To Purchase Real Estate</b>	A document setting the key terms and conditions agreed between a buyer and a seller of real estate before they enter into a real estate purchase agreement
<b>Prenuptial Agreement</b>	A contract between two people before entering into marriage; the document determines the responsibilities, rights, and conditions of both parties during and after the marriage
<b>Custody Agreement</b>	An arrangement in which one party holds property or assets on behalf of the actual owner

- How to Recover Your Forgotten Workday Password Hassle-Free >
- Sending Money to an Inmate Has Never Been Easier >
- Credit Card Dispute Letter Template That'll Get Your Money Back >

These are some legal documents you'll be able to generate with the help of our vast legal document database. We keep upgrading our **Standardized Legal Documents** feature by adding new useful and relevant agreement types and templates.

Once you provide essential data regarding your upcoming deal or the issue you've been dealing with, we'll generate an appropriate legal document to meet your special requirements.

#

### Let DoNotPay Produce Legal Documents To Meet Your Needs

Want your issue solved now?

#



#

You can try to make an agreement by yourself by searching for legal documents online, but it can be challenging. Creating a contract requires a certain level of legal knowledge.

#

That's why your obvious choice would be to hire a lawyer to prepare a suitable contract. **As turning to a lawyer can be a pricey option, DoNotPay can assist you in this matter.**

Here's how:

1. Access DoNotPay from any [web browser](#)
2. Type in the name of the document (e.g., a lease agreement)
3. Provide the necessary details to the chatbot (names, addresses, and other relevant information)

That's all! **DoNotPay will now generate a document tailored to your particular requirements and business activities.**

Exhibit K: [www.donotpay.com/web/website-diagnostics/. . . breach-of-contract/](http://www.donotpay.com/web/website-diagnostics/. . . breach-of-contract/)  
(excerpts captured April 28, 2023)

# Protect your business from lawsuits.

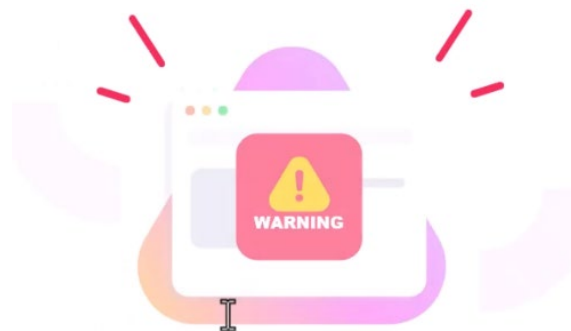
Let **DoNotPay** check your website for hundreds of Federal and State violations. Plus, dozens of legal products to save your company time and money.



REDACTED @gmail.com

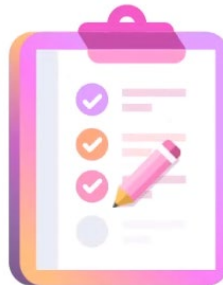
Analyze Website

#



We've identified potential legal violations

#



Compiling report...

#

## Protect your small business

Your small business may be breaking the law without you knowing it. DoNotPay will provide you with immediate action items and the necessary tools for your small business' survival.

By connecting your bank account or credit card, you agree to charge a **\$49.99/month** subscription that renews automatically to this payment method. It is easy to cancel at any time online.

 **VISA**  
Ending in 0379 

+ Add Payment Method

Small Business Protection Plan (USD)

\$49.99/mo

UNLOCK IT NOW!

You are **saving \$125,000** in potential lawyer fees for addressing your legal violations today.

#

Please enter a work email that is not an email provider.

## Analyze your website



REDACTED @gmail.com

Analyze Website 

Enter a valid work email above to view legal violations present on your website.

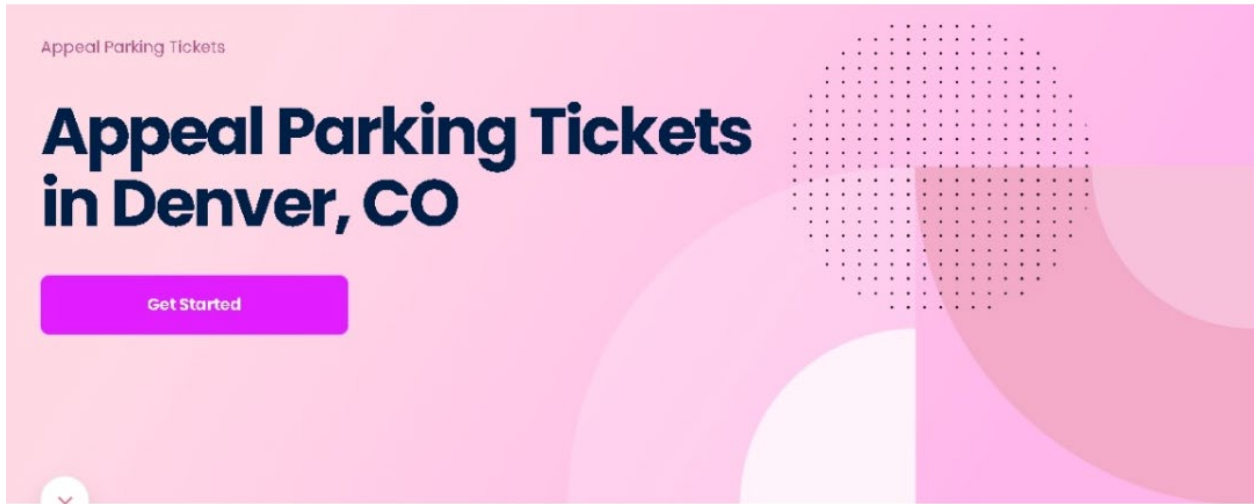
Your site is in **serious danger**




Unlock full report

- ✓ Discover legal violations
- ✓ Take action immediately
- ✓ Save thousands in legal fees

Exhibit L: [www.donotpay.com/learn/denver-parking-tickets/](http://www.donotpay.com/learn/denver-parking-tickets/)  
(excerpts captured April 9, 2024)



 Editorial Note: These blog posts represent the opinion of DoNotPay's Writers, but each person's situation and circumstances vary greatly. As a result, you should make sure to do your own independent research. Because everyone is unique, our self-help tools are never guaranteed to help with any specific situation. DoNotPay is not a law firm and is not licensed to practice law. DoNotPay provides a platform for legal information and self-help.

 [Appeal Parking Tickets](#) [Appeal Parking Tickets in Denver, CO](#)



By [June Li](#) 

## Dispute Denver Parking Tickets

The [BBC](#) reports DoNotPay's AI Consumer Champion has helped hundreds of thousands of people contest their tickets successfully.



[Technology](#)

### 'Robot lawyer' fights parking tickets

#

#### Want your issue solved now?



##### Solve Your Problem

Let DoNotPay solve this problem for me.



##### Hassle Free

We have helped over 300,000 people with their problems. Sit back and relax while we do the work.

[Get Started](#)

#### Top Posts

- [Contest California Parking Tickets](#) >
- [Contest Parking Infractions in Los Angeles, CA](#) >
- [Contest Parking Citations in Chicago, IL](#) >
- [Dispute Parking Citations in New York City, NY](#) >
- [Dispute Any Parking Ticket in Any City](#) >



## Do I need a lawyer to dispute a parking citation in Denver?

Luckily, the government does not require you to have a lawyer to fight your parking ticket. This is excellent news for everyone because hiring a legal representative is not cheap.

A perfect alternative is using the services that the DoNotPay app offers. It is the world's first AI Consumer Champion that can help you find a solution when dealing with a parking ticket. The only thing you have to do is answer all of its questions.

#

Access DoNotPay through any [web browser](#) and dispute your tickets without a lawyer!

## How much do parking fine lawyers in Denver charge? Is it worth getting one?

The amount you have to pay for a lawyer to dispute your parking ticket is not the same in every firm. It all depends on where you got the ticket, what violation you made, and what you need them to do. Clients that require their lawyers to represent them at court may have to pay a lot more than those that only need them to process the papers. **Typically, costs for a lawyer go from \$100 up to \$1000.** If the quote they give you is too low, then be careful. Throughout the process, they may charge additional fees for the services they said were not included in the first agreement.

There is no need for you to spend money to get advice on this matter. **DoNotPay can already provide you with the exact template of the argument that you can use when disputing your citation, all for free and in under two minutes.** Choosing this option can save you both time and money.

#

## What else can DoNotPay do?

Other than assisting you with fighting your parking ticket, **DoNotPay can also help you:**

- [Dispute your parking tickets in other cities too!](#)
- Dispute your speeding tickets
- Contest traffic tickets

#

### Legal Tools

Appeal Parking Tickets  
Copyright Protection  
File a Complaint