

2025 Microsoft Pro Bono Report

Leading with Purpose

December 2025





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Letter from Jonathan Palmer and Beth Henderson

Microsoft's mission is to empower every person and every organization on the planet to achieve more. We're proud to share our sixth annual Microsoft Pro Bono Report, which provides insight into how our people and partners are advancing that mission.

The Microsoft Pro Bono Program is rooted in our legal profession's longstanding responsibility to provide free legal services to individuals and organizations who cannot afford an attorney.

The scope and scale of our efforts make it impossible to capture every pro bono initiative and the breadth of work we do. Instead, this annual report highlights representative examples of how our collective commitment, powered by technology and hands-on legal services, changes lives and strengthens legal systems.

Two initiatives from this year illustrate this impact. Through our Global Pro Bono program, Microsoft volunteers partnered with Baker McKenzie and local NGOs to use Copilot to accelerate research on children's access to legal counsel across 14 civil justice systems worldwide, informing advocacy efforts to strengthen laws protecting children's rights. And through our years-long partnership with organizations like the National Veterans Legal Services Program (NVLSP), Microsoft volunteers have helped more than 200 veterans and families access the benefits and recognition they have earned. With AI-powered tools like Copilot and Clearbrief, volunteers can now review thousands of pages of veterans' records and surface key facts in a fraction of the time. This enables us to support more cases, more efficiently.

To date, Microsoft volunteers have upheld the tenets of our profession by contributing more than 55,000 hours of pro bono service—advancing access to justice for veterans, children, journalists, and communities worldwide.

We are proud of the progress we've made but also motivated by how much more we can do to promote access to justice. As AI advances, so do the opportunities to put it to work responsibly for the benefit of local communities, to strengthen legal systems, and to deliver support where the need is greatest. Microsoft volunteers will continue to pair human-centered innovation with excellence, building connections with our technology, and leading with purpose.

Every volunteer hour, every partnership, and each person served reflects our commitment to the call of our profession and our company's mission. To the Microsoft employees and partners who continue to make this work possible every day—thank you. You represent the best of who we are and the better future we are building together.



Jonathan (Jon) Palmer
Corporate Vice President and Chief Legal Officer, Microsoft



Beth Henderson
Assistant General Counsel and Senior Director, Microsoft Pro Bono Program

2025 Pro Bono by the Numbers

55,000+

Pro bono hours donated
since the program's start

60

Cascade High School Students
served through Street Law (2025)

250

Hours volunteered with the International
Paralympic Committee (2025)

168

Number of organizations that received
pro bono legal support (2025)

440

Hours volunteered with the nonpartisan
Election Protection Hotline (2025)

471

Individuals assisted in partnership with
the American Bar Association (2025)

Global Pro Bono

Helping global communities find justice and opportunity

Microsoft's pro bono commitment spans continents, connecting employees with partners to provide legal support and practical resources where they are needed most. From helping children and families access legal services to assisting job seekers entering the workforce, these efforts, supplemented by Microsoft technology, focus on solving real challenges and creating lasting benefits worldwide.



Copilot CV Writing Workshop in Singapore

Justice in Action sprints across regions

In both Asia and Europe, the Middle East, and Africa (EMEA) regions, Microsoft's Corporate, External, and Legal Affairs (CELA) teams partnered with the law firm Baker McKenzie and local nongovernmental organizations (NGOs) to conduct Justice in Action sprints—hybrid events where lawyers and business professionals map the laws and procedures that determine how children access legal representation and what protections are available to them in different jurisdictions. This work creates structured legal research and frameworks that NGOs and advocacy groups can use to inform cases on the ground.

Asia: First sprint with Copilot at scale

For the inaugural Justice in Action sprint using Copilot, 7 Microsoft employees and business professionals across 14 Asian justice systems joined a four-hour hybrid sprint, contributing to more than 150 pro bono hours in a single day.

Volunteers researched what protections exist for children in detention, how children accused of crimes or status offenses are prosecuted and defended, and how legal counsel is appointed in each jurisdiction. By highlighting where justice systems fall short, this research provides NGOs and advocates the evidence they needed to push for stronger safeguards for children's rights across Asia.

The sprint also facilitated peer-to-peer collaboration and learning: Baker McKenzie lawyers learned Copilot alongside Microsoft colleagues, and they compared AI-generated research findings to inform their work in several jurisdictions. The two teams came away feeling more confident about the use of responsible AI for legal work.



Justice in Action Sprint in Singapore

EMEA: Building on the model

In January 2025, the Microsoft Pro Bono team extended the Copilot model to a Justice in Action sprint for EMEA co-hosted with Baker McKenzie and the NGO Terre des Hommes. This hybrid sprint brought together more than 24 Microsoft employees to research where and how children worldwide can access lawyers to navigate their needs.

This research fed into Baker McKenzie's broader pro bono projects on children's rights, most notably their "Laws and Lawyering for Children" initiative. Baker McKenzie also integrated the results into an AI case study report that was presented to the World Congress on Justice with Children. There, the findings informed policy recommendations and advocacy efforts by NGOs, UN partners, and justice officials working to strengthen child-centered justice systems worldwide.

“What surprised me was just how helpful Copilot was during the sprint. The volunteer work doubled as a training session, showing us how AI could help produce a finished legal research document in hours, not weeks. With that work streamlined, we were better able to create small pockets of hope for people who haven’t had many breaks in life.”

Una O’Sullivan, Microsoft pro bono volunteer

Supporting economic opportunity with Copilot

Across Asia, many young people and returning citizens face a common challenge: they have relevant skills, yet lack the tools, confidence, or guidance to present themselves effectively to employers. Simple barriers like an incomplete resume or CV or uncertainty about how to describe past experiences can stand in the way of opportunity.

Hong Kong

At the CELA Asia leadership offsite in Hong Kong, Microsoft partnered with LinkedIn and Generation Hong Kong to help underserved youth in their job searches.

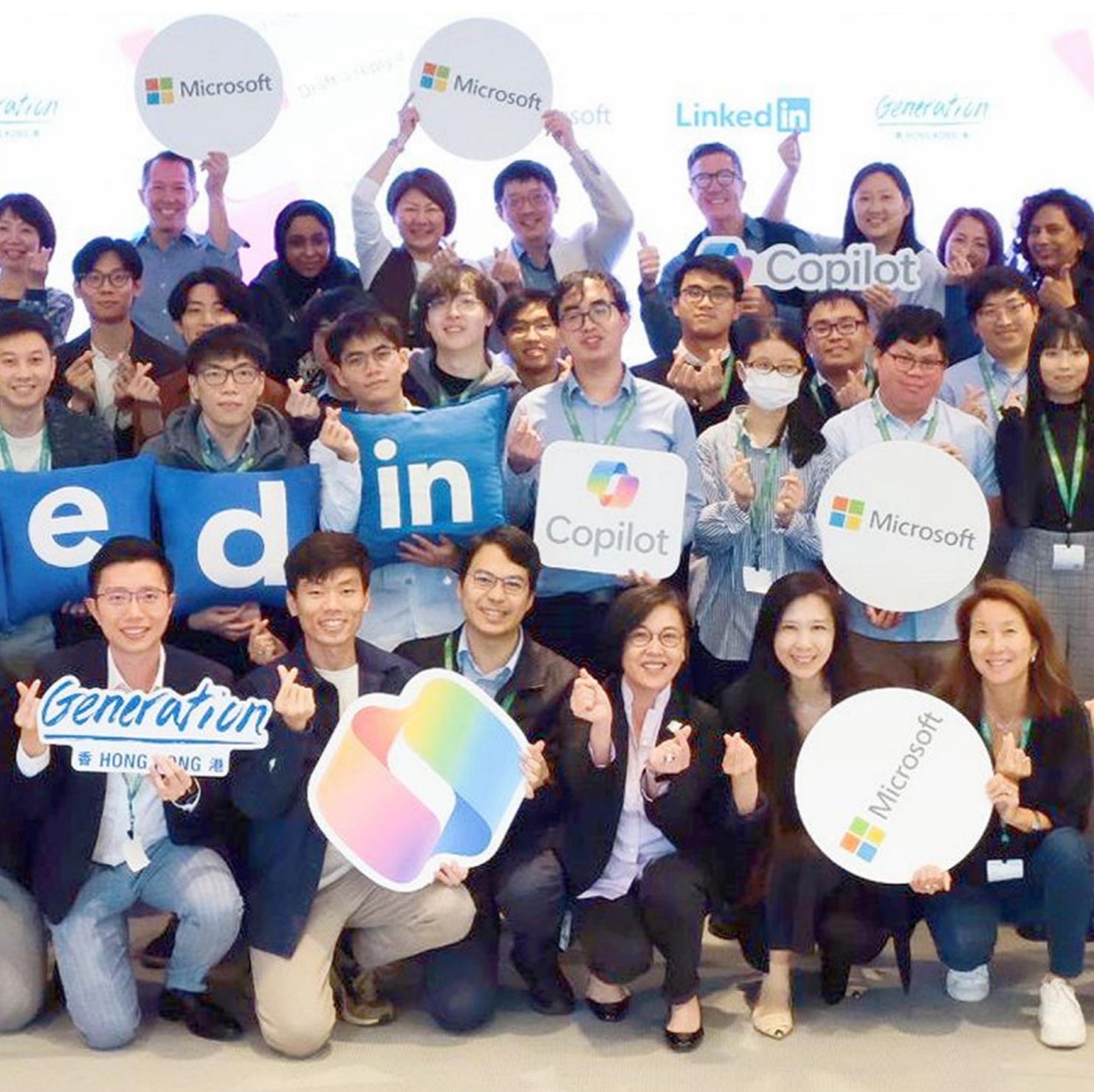
Using pre-built Copilot prompts, Microsoft volunteers helped students ready to enter the workforce draft or refresh CVs, LinkedIn profiles, and cover letters. At the same time, volunteers coached students on storytelling and prepared them for interviews.

Singapore

In Singapore, Microsoft teamed up with law firm Linklaters and Highpoint Community Services Association (HCSA), a local NGO supporting people recently released from incarceration, to help participants prepare for the workforce.

Microsoft lawyers interviewed participants, captured work histories, and, using Copilot, turned those details into professional CVs on the spot. They then practiced interviews, helped reframe skills, and ultimately built-up self-confidence in the participants.

Every participant left with a usable CV, and some were even able to recognize achievable career pathways for the first time. One participant recently shared that they realized culinary training was an exciting and viable path back into the workforce during the workshop.



“When we read his new CV back to him, he said, ‘That’s me?’ You could see the confidence land.”

Barbara Tsai, Microsoft pro bono volunteer

Tools that made the difference

- ✓ **Microsoft Copilot** created a structured legal research report with citations, generated PowerPoint share-outs, and drafted CVs/cover letters tailored to job descriptions.
- ✓ **Microsoft Teams** enabled collaboration across time zones and languages, knitting together colleagues across Asia, Europe, the Middle East, North Africa, and the Americas.

Why it matters

Microsoft’s global pro bono program demonstrates the sizable impact of collaborative, technology-assisted work. What begins as a few hours of concentrated pro bono work can ripple outward, informing international policy discussions, strengthening child protection frameworks, and giving NGOs new evidence to push for systemic change.

“It’s humbling. Pro bono reminds us to step into someone else’s shoes—children, refugees, families—whose lives are very different from our own.”

Una O’Sullivan, Microsoft pro bono volunteer



Veterans

Helping veterans access the benefits they've earned

The National Veterans Legal Services Program (NVLSP) and the Veterans Consortium (TVC) have long worked to ensure that America's veterans receive the benefits they earned through service. These organizations rely on partnerships with law firms and corporate legal departments, including Microsoft, to extend their reach and help deliver justice for those who served.

Through initiatives like NVLSP's Lawyers Serving Warriors program and TVC's nationwide pro bono network, Microsoft attorneys and business professionals have contributed their time and expertise to help veterans and their family members navigate complex legal systems, appeal unjust benefit denials, and restore dignity and opportunity to those who have sacrificed for their country.



Why this work matters

- ✓ There are approximately 16 million veterans in the United States today, and many face barriers to accessing the critical benefits, often due to administrative errors, incomplete records, or outdated determinations that fail to account for the full impact of a veteran's service.
- ✓ Disabled veterans and their families may have difficulty accessing the benefits they're eligible to receive, which can include lifetime medical care, disability pay, survivor pensions, or other forms of financial support for serious injuries. Complex eligibility standards and onerous appeals processes often make it challenging for veterans to prove that their injuries or illnesses are connected to their service. Further, preparing the technical application forms and gathering supporting evidence for veterans-related benefits can be difficult without legal assistance.
- ✓ Other veterans discharged under an "Other Than Honorable" characterization are not eligible to receive Veterans Administration (VA) benefits and often face barriers to future employment, compounding a cycle of missed opportunity and reputational damage. However, many of these veterans have Post-Traumatic Stress Disorder (PTSD), traumatic brain injuries (TBIs), or other similar conditions related to military service, or are survivors of military sexual trauma, which may account for their initial discharge characterization. With an upgraded discharge characterization that accurately considers their full history, these veterans can access the benefits and opportunities they deserve.

The human impact

Over the past five years, Microsoft volunteers have helped hundreds of veterans and their families through our partnerships with NVLSP and TVC.

215

215 veterans and families served by Microsoft volunteers

1,810

1,810 volunteer hours logged in service of NVLSP and TVC clients

90

90 Microsoft volunteers engaged across NVLSP and TVC projects



As NVLSP's leading corporate pro bono partner, Microsoft has demonstrated an unwavering commitment to serving veterans through exceptional pro-bono support. This support has had a profound impact on the lives of severely disabled veterans, offering meaningful financial relief and recognition of their sacrifices. NVLSP is profoundly grateful for Microsoft's steadfast dedication to those who have served.



Paul Wright
Executive Director, NVLSP

Our Impact

Volunteer engagement

Between July 2024 and June 2025, Microsoft volunteers partnered with NVLSP and TVC to help more than 50 veterans and their families, dedicating approximately 325 pro bono hours.

Some volunteers helped families navigate complex benefits claims before the Department of Defense and the Department of Veterans Affairs. These cases involved life-changing compensation and care, including benefits for combat-related injuries, survivor pensions, lifetime medical coverage, and reimbursement of burial expenses.

One Microsoft volunteer helped a widow whose husband, a Naval Academy graduate and Swift Boat commander in Vietnam, passed away following his third bout with cancer. During the Vietnam War, the veteran's ship had been hit by Agent Orange, and every soldier who served alongside him also succumbed to cancer later in life.

Supported by NVLSP, the Microsoft volunteer filed the widow's claim for benefits in accordance with a law that expanded VA benefits to veterans exposed to Agent Orange and other toxic chemicals. Based on the Microsoft volunteer's submission, the Defense Department recognized the veteran's death as service-related and granted his widow full survivor's benefits.

“Seeing a widow receive lifetime benefits because of a Microsoft volunteer’s work was incredibly moving. It’s why I believe so strongly in this program—because for veterans and their families, these cases aren’t abstract. They change lives.”

Bill Hayden, Veteran, NVLSP Board Member, Microsoft pro bono volunteer

Other Microsoft attorneys helped correct and upgrade unjust discharge statuses to restore access to VA benefits, healthcare, education, and employment opportunities. Volunteers sifted through 1,000–10,000 pages of military records, service evaluations, and medical reports to help NVLSP identify veterans whose records showed clear evidence of service-related trauma or mental-health conditions that were not properly considered at the time of discharge. They created detailed timelines to reconstruct a veteran’s journey—the traumas they endured and the circumstances that led to their discharge. NVLSP then used these timelines to decide which cases to take forward to their intake process.

Technology at work

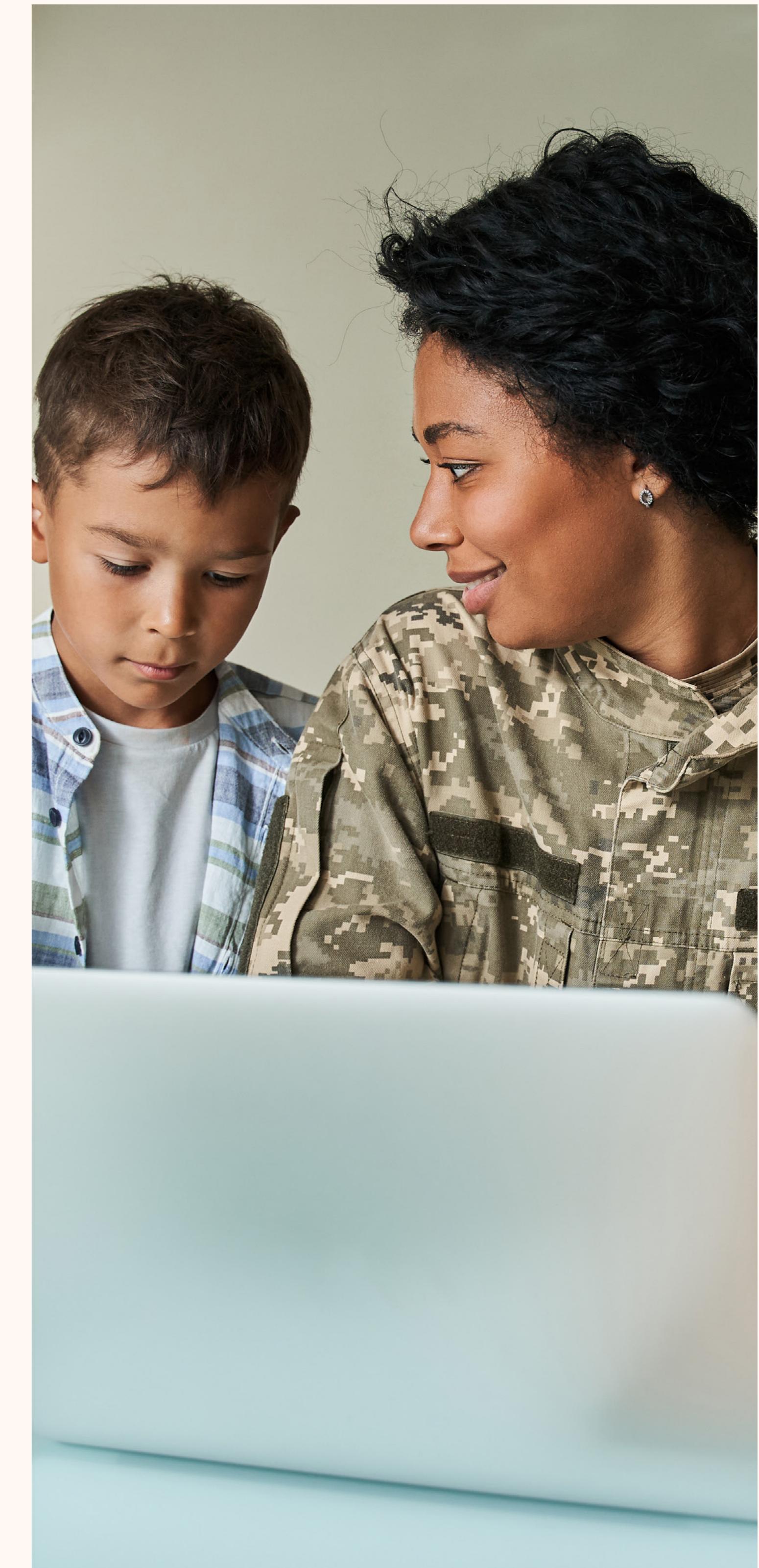
This year, technology gave Microsoft pro-bono volunteers a leg-up in managing complex cases. Partnering with Clearbrief, an AI-powered legal tool that integrates directly into Microsoft Word, volunteers efficiently generated case timelines and hyperlinked documents, cutting through thousands of pages to surface the most relevant facts. Work that would have typically taken 15–20 hours was accomplished in just a few hours’ time with Clearbrief.

And with Copilot, Microsoft attorneys drafted the complex 30–50-page briefs required for benefits cases more quickly, freeing them to focus on accuracy and storytelling.

Together, these tools reduced hours of manual work, making it possible to take on more cases, reduce the backlog, and move veterans closer to the benefits they deserve.

“Working with veterans lets us make a tangible difference for those who’ve waited years for their benefits. Building those case timelines doesn’t just help the attorneys—it helps real people finally be seen.”

Alicia Cullen, Microsoft pro bono volunteer



Kids in Need of Defense (KIND)

Ensuring every child's right to safety

Kids in Need of Defense (KIND) envisions a world where no child faces an unfamiliar justice system without high-quality legal representation. Through Microsoft's partnership with KIND, employees help protect unaccompanied children as they seek safety and stability. For many children, that representation can be the difference between returning to a dangerous country and building a future somewhere safe.

In the United States, Microsoft employees have partnered with KIND since 2018 to support unaccompanied children navigating the U.S. justice system. Each year, Microsoft attorneys and business professionals work alongside KIND staff and partner law firms to prepare case materials and establish the legal requirements that provide lawful status and stability for vulnerable children.

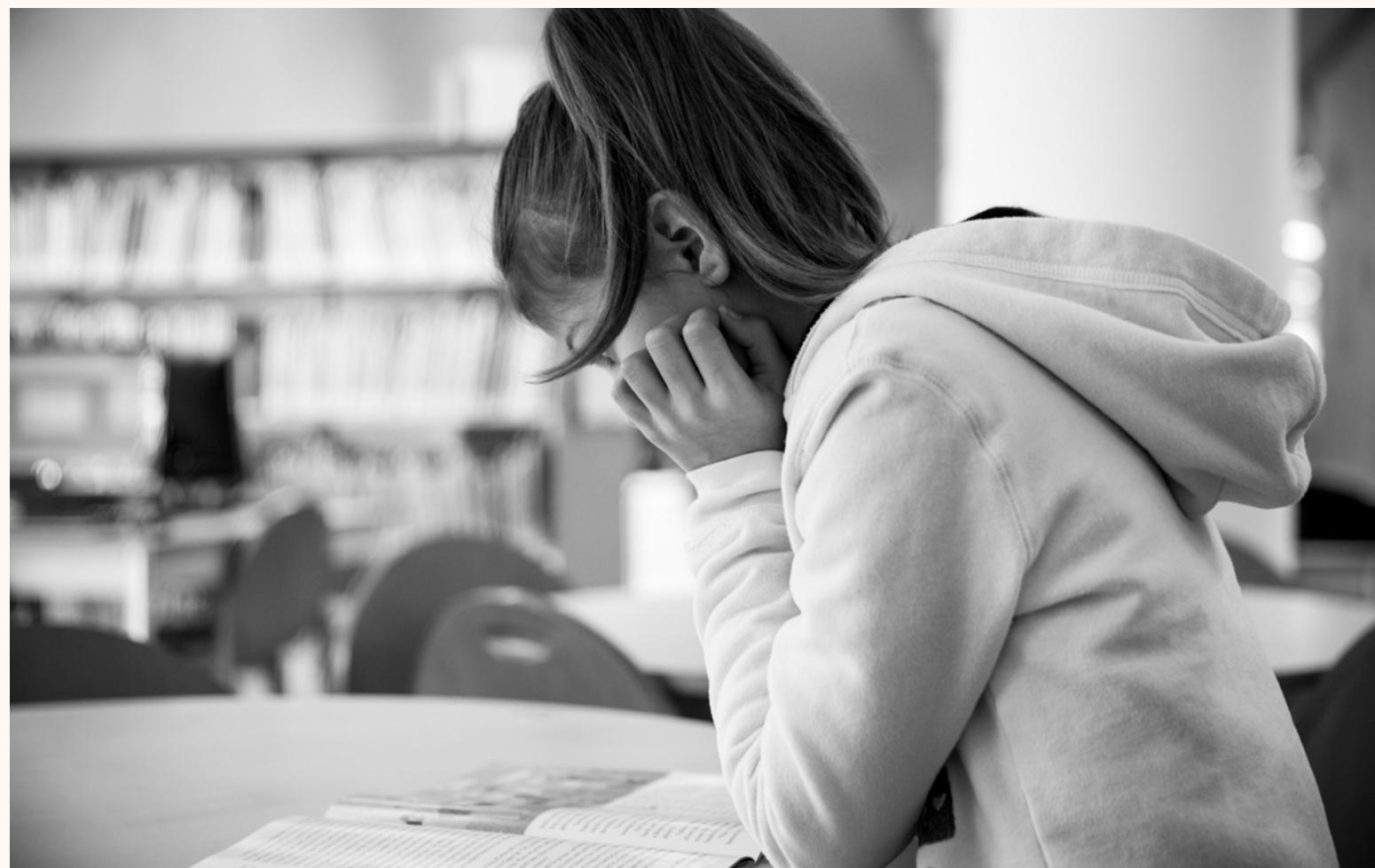


Photo by Leandro Viana

Building a bridge to stability

This past year, 91 Microsoft volunteers, including 52 attorneys and 39 allied professionals, supported 65 children seeking protection under U.S. law. Their collective work led to grants of lawful immigration status for children navigating a complex legal process and facing life-threatening outcomes should they be unable to remain in the United States.

Microsoft teams collaborate closely with KIND and partner law firms to gather evidence of country conditions, review affidavits, navigate complex filing requirements, and draft the narrative briefs that translate a child's personal story into a legal claim.



Microsoft Business Program Manager and KIND volunteer Stephen Urena

Life after a case won

As their U.S. legal process makes its way through the proper channels, children attend school, form friendships, and become members of their communities. At the successful conclusion of their cases, they are able to continue their progress and make plans for their futures.

“I'll never forget when my client said he wanted to save for medical school. That moment made everything worth it.”

Ivan Ariza, Microsoft pro bono volunteer

In the past year, Microsoft volunteers supported one set of siblings whose father was killed by the Taliban after he assisted the U.S. military during the war in Afghanistan. The children, parentless and stranded in a war-torn country, fled to the U.S. and found safety with extended family members. Together with KIND and a partner law firm, two Microsoft volunteer attorneys and a business professional helped develop case materials and prepare the children for their asylum interviews, ultimately leading to the children being granted asylum and the chance to rebuild their lives in the U.S.

The human impact

Microsoft volunteers and their partner organizations helped children find stability and the chance to build new lives in the U.S. In the past year:

91

91 Microsoft volunteers supported KIND clients

65

65 children received legal support through Microsoft's partnership with KIND

700+

Over 700 hours volunteered with KIND

Pro Bono Team of the Year

In 2025, KIND included Microsoft volunteers Alan Bruggeman and Becky Francis in its Pro Bono Team of the Year award, honoring their remarkable commitment and unwavering resolve in supporting unaccompanied children through complex legal processes.

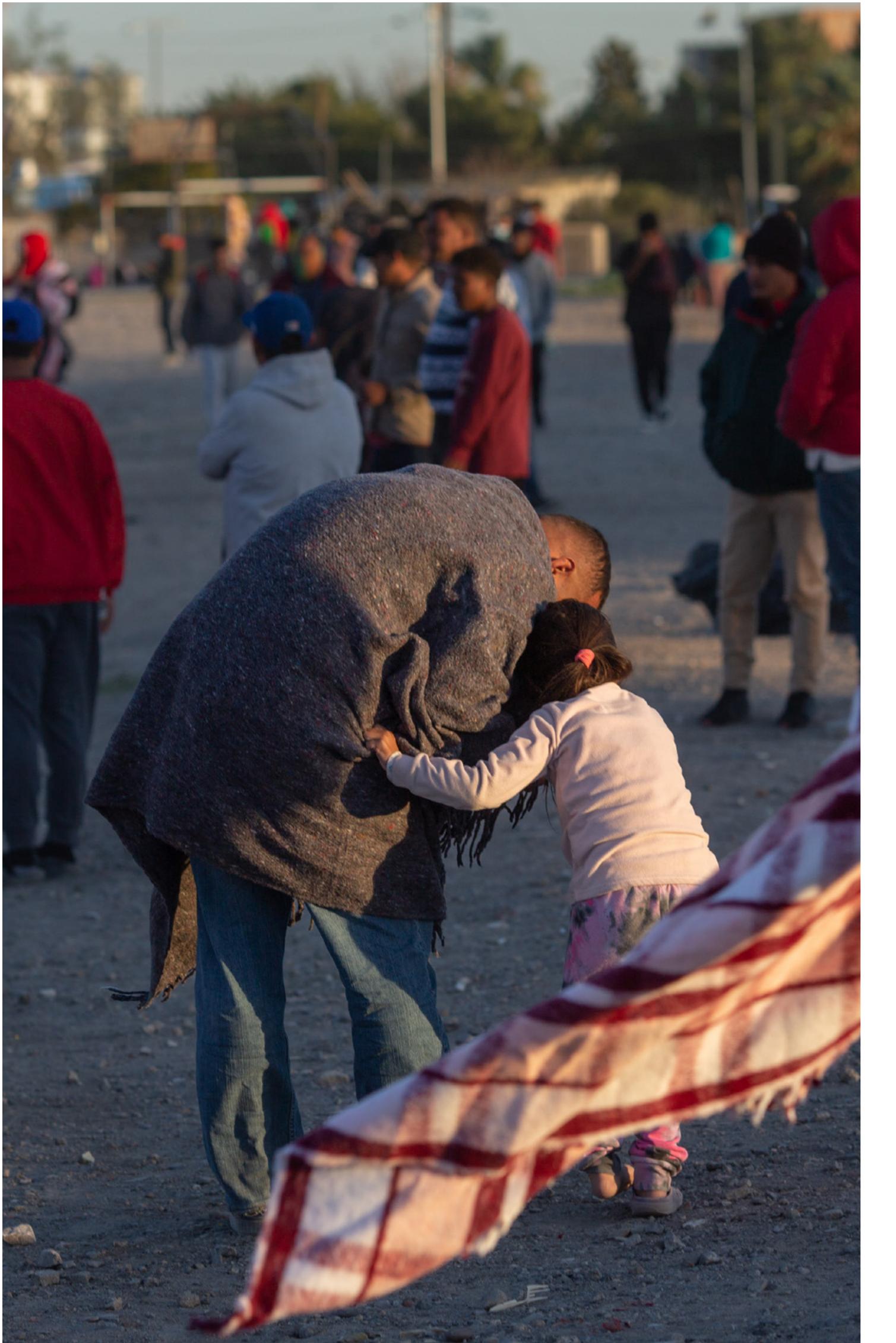


Photo by Brett Gundlock

“They were so young when they fled Afghanistan to seek safety here. If they’d been sent back, it would’ve been heartbreak, and it would have meant their lives would have been at great risk. They don’t remember any other home. This is their home.

I have kids the same age. Working on this case reminded me why I became a lawyer—to serve, to protect, to make sure someone’s story is heard.”

Becky Francis, Microsoft pro bono volunteer



Photo by Brett Gundlock

Seattle Clemency Project

Expanding access to justice in Washington State

In Washington State, where there is no parole system, many people with long or life sentences who have rehabilitated themselves have no recourse. The Seattle Clemency Project (SCP) was created to change this injustice, connecting rehabilitated incarcerated individuals with free, high-quality legal advocacy and reentry support.

Through its partnership with SCP, Microsoft volunteers fill critical gaps in Washington State's post-conviction and reentry processes in the following ways: (1) Attorneys and business professionals lend their expertise to help clients petition for clemency, pardons, and resentencing; and (2) Talent and HR professionals mentor individuals who are newly released from prison, helping them navigate technology, prepare resumes, find jobs, and reconnect with their communities. In the course of this work, transformation runs both ways: individuals receive the support and tools needed to rebuild their lives, while Microsoft volunteers gain new perspective, and a deeper appreciation of the power of second chances.

Advocacy that makes a difference

Microsoft SCP volunteers help directly with clemency and resentencing cases. In one recent case, SCP matched a team of Microsoft attorneys with an individual who demonstrated exceptional rehabilitation during his incarceration. Over two decades, he earned a college degree with a 3.9 GPA, completed vocational training, and became a leader in the prison's "honor pod." He maintained a spotless record and continued investing in his personal growth, crediting his wife as his anchor and motivation throughout those years.

With the support of SCP, the Microsoft team compiled extensive records on the case background and the client's remarkable rehabilitation and presented this to the prosecutor to request resentencing under a 2020 Washington State law that allows prosecutors to pursue reduced sentences when justice no longer requires the original period of incarceration.

"It's pretty magical. You go in thinking you're helping someone start over, and you come out realizing they're teaching you to see humanity differently."

Annie Romas, Microsoft pro bono volunteer

At the end of 2024, the prosecutor agreed to pursue resentencing, which allowed for the client to be released from prison and spend the holidays at home for the first time in twenty years. Thanks to the Microsoft team's dedication to his case, he has since rebuilt his life—starting a job, getting a driver's license, adopting a dog, and creating a home filled with the everyday moments that once seemed out of reach.

“

I was overwhelmed with joy on the day he walked out of prison following his successful hearing. It was a long road to get there, but it was well worth it. Along the way, I learned a lot about the power of persistence, community, and redemption.

”



Beth Henderson
Assistant General Counsel and Senior Director,
Microsoft Pro Bono Program

The human impact

Since launching its partnership with SCP in 2019, 116 Microsoft volunteers have contributed more than 7,000 pro bono hours to expand access to justice in Washington State for incarcerated people who have transformed their lives and are ready to reenter society.

Together, Microsoft volunteers have:

220

Reduced approximately 220 years of incarceration for reformed individuals

\$12 mil.

Saved Washington State nearly \$12 million in incarceration costs (nearly \$60,000 per person)

16

Helped 16 people earn release from life or extremely long sentences after demonstrating rehabilitation and readiness to return home

27

Supported 27 others with life or long sentences who are reformed and deserving of release

Mentorships that change lives

In 2021, a Microsoft employee from the Global Talent Acquisition team developed a mentorship program with SCP to support people newly released from prison. Initially envisioned as job-readiness coaching by helping participants with resumes, interviews, and professional skills, the initiative has evolved over the past five years into a life mentorship program that has helped many people navigate all aspects of life after prison.

“I tell mentors this is intended to be forward-looking. They’ve already done the hard work of accountability—our job is to help them move forward.”

Annie Romas, Microsoft pro bono volunteer

Mentors guide justice-impacted individuals through everyday milestones, including learning new technology, starting small businesses, reconnecting with family, and acquiring first jobs and first homes. Over the past year alone, the program supported more than 15 active mentor-mentee relationships.

One mentee was just 15 years old when she was sentenced to 51 years in prison. After serving more than two decades, she petitioned the State of Washington for release under a law allowing the review of juvenile sentences. In 2019, she earned her release and soon after began rebuilding her life with the guidance of her Microsoft mentor. With that support, she earned a bachelor’s degree and became a legislative intern for a Washington State senator, bringing her own experience to policy discussions on crime, rehabilitation, and sentencing reform. In 2024, she became a paralegal at SCP, assisting with post-conviction cases and clemency cases. Today, she helps others navigate clemency and resentencing petitions, a full-circle journey.



Renate Norman, Microsoft Vice President, Global Talent Acquisition and her Seattle Clemency Project mentee

2025 American Bar Association (ABA) Pro Bono Publico Award Winner

This year, Microsoft’s Corporate, External, and Legal Affairs team was awarded the highest honor given by the ABA’s Standing Committee on Pro Bono and Public Service: the Pro Bono Publico Award. The ABA’s Pro Bono Publico Award recognizes individuals and organizations for their commitment to serving low-income and disadvantaged persons. The ABA honored Microsoft’s work with the Seattle Clemency Project, acknowledging the thousands of hours that Microsoft volunteers have donated and the impact it’s had on the lives of justice-impacted individuals and their families and communities.

“

The pro bono attorneys and paralegals at Microsoft have not only changed the lives of their clients but have also contributed significantly to the mending of our post-conviction ecosystem in powerful ways.

”



Musa Abdul-Mateen
Executive Director, Seattle Clemency Project



Arzu Yazd, Senior Corporate Counsel accepting award on behalf of Microsoft’s Corporate, External, and Legal Affairs team

ProJourn

Standing up for journalism

Local news is the heartbeat of a community. It informs, connects, and empowers. Yet today, journalists and reporters face legal challenges that make it harder to tell stories that matter most. ProJourn helps bridge that gap by pairing First Amendment and media law experts with attorneys from other practice areas, creating a network of advocates committed to protecting press freedom and ensuring those vital stories reach the public.

Built on a collaboration between Microsoft, Davis Wright Tremaine LLP, the Knight Foundation, and the Reporters Committee for Freedom of the Press, ProJourn links corporate counsel, law-firm attorneys, and nonprofit advocates in a shared mission of increasing the supply of pro bono attorneys available to support journalists and small newsrooms with their most pressing legal needs.

Attorneys who volunteer with ProJourn provide legal help in three main areas—pre-publication review, public-records access, and the operational questions small or nonprofit newsrooms face around governance models, employment law, and contracts. Together, these efforts enable journalists from local and nonprofit news organizations, independent reporters, documentary filmmakers, and podcast creators to deliver trusted local news and reliable information.

Pre-publication review

Pre-publication legal reviews help journalists report with confidence and rigor. Microsoft attorneys examine how reporters frame facts and verify supporting documentation. They provide hands-on legal guidance throughout the reporting process, identifying where reporters can bolster their claims with additional information or records. They also ensure that reporting meets professional standards for fairness and accuracy, such as providing those involved in a story with the opportunity to comment and clearly referencing the basis for each statement.

In one case this past year, a Microsoft attorney advised a journalist who was investigating misconduct by a state official. Based on the attorney's guidance, the journalist refined the story's framing and strengthened its sources to ensure proper editorial balance. In another example, the pre-publication review process revealed missing public records, prompting a reporter to pause publication. With ProJourn's guidance, the journalist secured those records and transformed the initial draft into a defensible story.

“The goal is to help them get their story off their device and out into the public arena, and to replace self-censorship with confidence.”

Sima Sarrafan, Microsoft pro bono volunteer

The human impact

Since launch, ProJourn has:

236

Completed 236 matters with a 98.7% success rate

7,583+

Logged more than 7,583+ pro bono hours

\$6M

Delivered over \$6M in legal value

#1

Earned the American Lawyer Award for Best Client-Law Firm Team

“

Our partnership with Microsoft continues to be multidimensional, sitting at the unique intersection of legal pro bono work and tech guidance and support. We are immensely grateful for this partnership and its impact on our day-to-day operations and the journalists and newsrooms we serve.”

”



Flavie Fuentes
Vice President of Pro Bono Partnerships,
ProJourn

Public records access

When government agencies withhold or delay information disclosures, Microsoft volunteers help journalists draft and refine Freedom of Information Act (FOIA) or state-level records requests to improve their likelihood of success. This legal guidance ensures requests are narrowly tailored, clearly justified, and compliant with state and federal laws. For small or nonprofit newsrooms, that guidance can mean the difference between a stalled inquiry and a story that reaches the public.

In one instance, when a local newsroom's investigation into repeat reckless drivers stalled because the state agency withheld state records, ProJourn volunteers from Microsoft and Covington & Burling, LLP stepped in. Leveraging remedies provided under the state's public-records law, the volunteers obtained data that revealed systemic failures in how the state handled dangerous drivers: Drivers were able to maintain valid licenses despite being charged or convicted with vehicular manslaughter, and in several cases, those drivers went on to cause other fatal crashes. Their work—made more efficient with Copilot and Teams—enabled the newsroom to publish a breakthrough investigative series exposing how drivers with histories of DUIs and fatal crashes were still allowed behind the wheel.

“Communities are strongest when they are informed. Local news makes that possible, and ProJourn ensures journalists have the legal support they need to access public records and publish with confidence.”

Kim Hughes, Microsoft pro bono volunteer



ProJourn leaders (left to right) Christina Piaia, Flavie Fuentes, Thomas Burke, and Sima Sarafan at the 2025 Reporters Committee for Freedom of the Press Awards event

Leading with Purpose

- Learn more about the Microsoft Pro Bono Program
- Discover more at Microsoft.com/impact
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