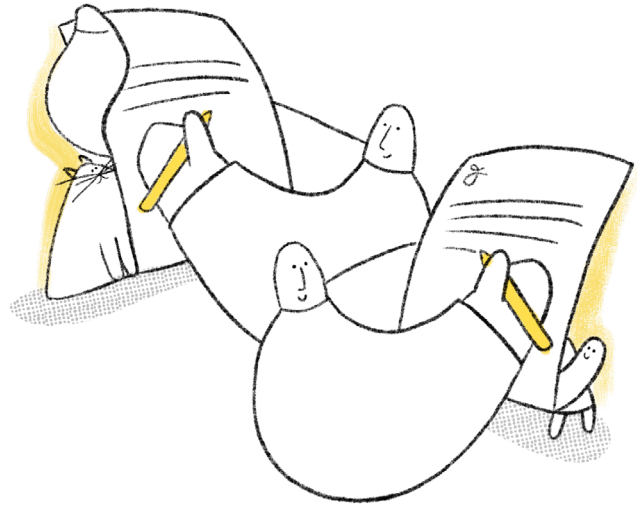




**F Farewill**

**FAQs**

1. Introduction
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3. Legal Expertise
4. Further Support



# Introduction to Farewill

Since launching our online will writing service in 2016, we have helped over 70,000 people write their wills in a simple, convenient and empathetic way. We have launched telephone wills, lasting powers of attorney, a full probate offering and funeral service using the same core principles – to help make everything to do with death easier, faster and fairer for people all over the UK.

We're now the largest and most trusted will writer in the UK, voted National Will Writing Firm of the Year at the British Wills and Probate Awards in 2019 and 2020. We're proud to have over 8,000 reviews on Trustpilot and an average score of 4.9/5 stars - the highest Trustpilot score for any legal or financial services business globally.

# 1. Introduction

We've created this FAQ document to help answer any questions you might have about Farewill and your Free Will Service with us. This is an internal resource for you and your wider team - such as your supporter care team who might get questions from supporters about our service. This is not an external or supporter facing document.

## 2. The Will Writing Process

### How will your supporters write their will?

Your charity has bespoke landing pages created for your free will service with Farewill. Supporters visit this and click on 'Get Started', answer 6 short welcome questions then register with an email address. As soon as they have set up an account, they are guided through the sections of their will. Their answers are used to generate their finished will. Our journey is dynamic, intuitive and coherent.

When the sections of our journey are complete, the will is sent for checking. Once approved and checked by one of our specialists, the will can be downloaded in PDF, with instructions on witnessing, execution and storage. We also offer free postage, for your supporters who may not have access to a printer.

### Can people in Scotland and Northern Ireland use the service?

Farewill's service currently operates within England and Wales. Scotland and Northern Ireland telephone services are launching early in 2021.

### Does Farewill have the expertise to handle complex estates?

Yes, when we identify that a customer requires a more complex will than our online

service offers we can book them in for a telephone will. We can prepare more complex wills through our telephone service including a greater variety of trusts. Please note, your charity must offer telephone wills to be able to support people with more complex wishes or needs.

## What if someone needs help after they've started their will?

The Farewill Customer Service team is available 7 days a week via live chat or telephone from 9am-7pm to help your supporters navigate the will writing process.

## If it is a free will, why does someone need to enter their card details at payment?

The voucher code will make the cost of the will £0 at payment stage. When people register to start their will through your dedicated charity web pages, the voucher codes will auto populate to make this as easy as possible for your supporters. Farewill takes card details as an additional identity verification.

## What is the update service?

The benefits of an online will mean you can log into your account and make updates at any time, re-submitting the will to the Farewill team for checking. As part of the Free Will Service, when someone uses a voucher code the first year of updates is free, followed by £10/year thereafter (optional). People can opt out of this service at any time, either through their account or by contacting the Farewill team on [hello@farewill.com](mailto:hello@farewill.com)

## Are will storage facilities offered?

We do not offer to store wills, we think it's better practice and better value for customers to store their wills safely themselves and to let their executors know where to find it.

## Does Farewill make mirror wills?

Mirror wills are just two individual wills which have been sold together to a couple, often at a discounted rate, because some clauses have been copied (or 'mirrored') between them.

We offer couples to make wills together through our couples will service. But, we don't require couples to mirror each other's will to use our couples wills journey. This gives your supporters the freedom to mirror each other's wishes or write their own will entirely, depending on what's right for them.

## Can you write a codicil through Farewill?

A codicil is a legal document that allows you to amend an existing will. Many will experts, our Head of Legal included, don't think codicils are best legal practice. That's because they can get easily lost, and writing them accurately can be tricky. Codicils were traditionally a popular way to update a will when it was more difficult to reproduce long legal documents quickly - when lawyers were using quills and ink rather than computers. It's now much easier to update and amend complete wills, so the risks of codicils can be avoided.

Therefore at Farewill we only provide wills, but we make it really easy to make a new will and keep updating it as and when your supporter needs to.

## What trusts are included in your wills?

Our online wills service includes basic trusts to hold inheritance for minors until they are old enough to receive their inheritance. Our telephone wills service can cater for more complex trusts including nil-rate band trusts, life interest trusts, trusts to help with pet maintenance costs and discretionary trusts for disabled and/or vulnerable beneficiaries.

## What to do if someone passes away who has written a will with Farewill?

If someone gets in touch with a charity informing that a family member has passed

away who wrote their will with Farewill, the family member should contact Farewill on [hello@farewill.com](mailto:hello@farewill.com) with a copy of the death certificate before Farewill can discuss the will with them.

## 3. Legal Expertise

### Are fully qualified legal professionals involved?

Our will writing process, and the precedents and logic behind our will writing application is overseen by our legal team, headed by our Head of Legal, Lorraine Robinson. Lorraine is a STEP-qualified solicitor with over a decade of experience in high volume will writing and is the co-chair of the Law Society's Wills & Equity Committee and deputy chair of STEP Wales. Our legal team includes 6 more qualified solicitors who support in various roles across the business, many of whom also have STEP qualifications or are working towards them. Our legal team supports our specialists day to day with help and supervision, providing oversight quality assurance and helping support our culture of iteration and continuous improvement with training and coaching.

### Does Farewill offer legal advice?

We offer our customers guidance, but we don't give them specific legal advice. Our guidance covers a range of topics and helps customers make their own informed decisions about what's right for them.

# 4. Further Support

Farewill has a range of helpful online guides available online covering topics such as:

- **How to make a will**
- **Coronavirus: Your questions answered**

Our Customer Service team is also available to help people with their wills, available over chat on our website, over the phone (**020 8050 2686**) or email **hello@farewill.com**

