

MY LPA WRITING PROCESS

If you have completed the **CREATE LPA** process and submitted to us, congratulations!

This FAQ will set out the process involved so that you can partner with us to ensure a smooth and quick execution of your LPA. To summarize, our LPA Writing Process involves the following steps: -

- (1) you have registered as a User with us.
- (2) you purchased our LPA Writing package. You have to complete Step (3) and Step (9) before the stipulated Expiry Date in your package.
- (3) you have submitted your details to us under **CREATE LPA**.
- (4) your Donee* will be notified by us via email to register with us, review and confirm his appointment as Donee. **It is to your benefit that your Donee confirms his appointment soonest.** Your Donee will receive one reminder email from us if he fails to register/review/confirm within 15 days upon receipt of email. You can help speed up the process by reminding your Donee to comply with the timeline specified.
- (5) we will (as Admin) will prepare and approve your draft LPA once Step (4) is fully completed. We will notify you to download your draft LPA and approve your draft LPA via email and notification on your Dashboard.
- (6) you will receive an email from Admin to approve and book your appointment. Please log in. On your Dashboard, you will receive this Notification: **Please review/confirm your draft LPA.** Click on the notification. You will be at My LPA page. Look for your LPA Status. Under Action – click Review. When you are satisfied with the details. Click CONFIRMED. Your status will be changed to “Confirmed by Donor”. You can also download a copy of your draft LPA in PDF format.
- (7) Go to your Dashboard. You will receive a Notification: **Please go to Actions under MY LPA and Book Appointment. Thank you.**
- (8) Go to My Appointments to fix an appointment with us to execute your LPA. Please do not delay. You will be able to select your Fulfilment Centre, Language, Lawyer, Mode of Signing (Signature or Right Thumb Print), Scheduled Date.
Please note that: -
 - (a) you are permitted to change your appointment TWICE after you have created an appointment. Nevertheless, you cannot change your appointment once it is confirmed by the Lawyer.
 - (b) you must sign your LPA before the expiry date of your LPA Package. If you do not fix any appointment with us before the expiry date, it is a confirmation that you do not wish to sign your LPA before us and we have discharged our obligations to you.
- (9) On the day of appointment, please come at least 15 minutes before the appointment. We will attend as witness to the Certificate for the LPA as per our scope of service** We will scan a copy of your signed LPA and upload into your DASHBOARD within 14 days from your appointment with us. You can easily access a signed copy of your LPA (PDF) at any time or any place under MY LPA.

* also applies to Replacement Donee who is required to register with us but is not required to review/confirm his appointment.

** we are not required to provide witnesses for your Donee/Replacement Donee as it is not our scope of service. Nevertheless, if your Donee/Replacement Donee also attend on the same day of your appointment, we may assist in providing witnesses for them.