

MY WILL WRITING PROCESS

If you have completed the **CREATE WILL** 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 Will. To summarize, our Will Writing Process involves the following steps: -

- (1) you have registered as a User with us.
- (2) you purchased our Will Writing package.
- (3) you have submitted your details to us under **CREATE WILL**.
- (4) your Executor* will be notified by us via email to register with us, review and confirm his appointment as Executor. **It is to your benefit that your Executor confirms his appointment soonest.** From our past experiences, we have instances whereby the Testator appointed an Executor without his knowledge and/or specific approval. Your Executor 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 Executor to comply with the timeline specified.
- (5) we (as Admin) will prepare and approve your draft Will once Step (4) is fully completed. We will notify you, via email and notification on your Dashboard, to download your draft Will and to approve your draft Will.
- (6) you will receive an email from Admin to approve your draft Will and book your appointment. Please log in. On your Dashboard, you will receive this Notification: **Please review/confirm your draft Will.** Click on the notification. You will be at My Will page. Look for your Will Status. Under Action – click Review. When you are satisfied with the details. Click CONFIRM. Your status will be changed to “Confirmed by Testator”. You can also download a copy of your draft Will in PDF format.
- (7) Go to your Dashboard. You will receive a Notification: **Please go to Actions under My Wills and Book Appointment. Thank you.**
- (8) Go to My Appointments to fix an appointment with us to execute your Will. 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 Will before the expiry date of your Will 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 Will 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 provide 2 independent witnesses for the execution of your Will. We will scan a copy of your signed Will and upload into your DASHBOARD within 14 days from your appointment with us. You can easily access a signed copy of your Will (PDF) at any time or any place under MY WILLS.

* also applies to Beneficiary and/or Legal Guardian