



# Customer Care FAQs

For Internal & External Use



# FAQs



## **Is the Will legally valid?**

Safewill's Wills have been drafted by practising solicitors, and are reviewed and updated regularly to ensure that the document meets all legal requirements. On top of that, every Will is reviewed to make sure that it has all been filled out correctly. Provided that the Will is correctly signed and witnessed in accordance with our signing instructions, the Will meets the key legal requirements under New Zealand law.

## **What is included in the Will?**

Safewill covers the basic features of Will writing including executorship, appointing guardians for your children and pets, and estate distribution. Safewill also allows you to leave behind meaningful gifts, create comprehensive asset lists for your executor and specify funeral instructions.

## **What if I want to change my Will?**

Keeping your Will up to date with changing circumstances is very important. With the optional Safewill subscription service, you can make unlimited changes to your Will to reflect your current situation and current legislation for just \$15/year. The first year is included for free.

## **Is my information secure?**

We know the importance of securing both your data and your testamentary wishes included in your Will. Safewill uses global best practice systems for security and data protection, including encryption, user verification and secure hosting.

## **How do I know if Safewill is right for me?**

Our Wills are appropriate for the majority of people with relatively simple estates.

# FAQs



## **Can I make an international Will with Safewill?**

Safewill has been designed to effectively dispose of your New Zealand assets. While you can list your international assets in your New Zealand Will (and direct your executor about where to find them), we cannot provide any certainty as to whether the disposal of those assets will be effective under the law of the relevant overseas country. For certainty, we recommend obtaining legal advice in that overseas country about whether your New Zealand Will is appropriate in the circumstances.

## **I want to write a couples Will with my partner, can I do this with Safewill?**

Our legal advisers have let us know that in New Zealand, it is highly recommended that each New Zealand adult has their own Will, so you and your partner will each need to create individual Wills (this is also beneficial from an information security perspective).

However, we're trying to help all New Zealand families protect their loved ones, so we offer couples's pricing. Your partner can access a 50% discount on the price of their Will once you have submitted yours. We can even help to populate their Will for them as a mirror to yours if they'd like.

## **What is the difference between Safewill and a Will Kit?**

Compared to a Will Kit, our Wills have greater optionality in what you can list and include. Rather than being a static form that can only be filled in once, our Wills can be changed by you regularly to reflect your current circumstances (without the need to constantly purchase a new 'kit'). Further, our Will precedent is more adaptive to changes in the current law and you can be confident knowing that you will be notified if there are any legal changes that require you to sign a new Will. On top of this, every Will written with Safewill is reviewed by a lawyer to ensure it has been correctly filled out, and a full year of unlimited updates is included in your purchase.