Frequently Asked Questions

Can you make an online will?
Yes, you can make an online will. Writing your will, like most things in the world, has gone digital. Octopus Legacy's online system was created by a solicitor and legal team, and saves you time and money when making your will. Additionally, for peace of mind, your online will is checked by their expert legal team who are available when you need help.

Can you write your online will without a solicitor?
You can write your will or online will without a solicitor, and it's completely legal. Octopus Legacy's online will was built by a solicitor and expert legal team. It just requires you to input your own details to be completed.

I'm supposed to get a free will so why do I have to enter my card details?/It's free why do I have to input my credit card details?
You'll still need to enter your card details to finalise the transaction, even though the will is free. There won't be any charge made to your card.

Octopus Legacy do offer a £10 a year subscription service that allows you to make unlimited changes to your will for free for the first year and only £10 per year after that.

You can cancel this service at any time.

They offer this because a will is a living document so most people update it every 5 years or every time they have a major life change. Traditionally this was really expensive - involving starting from scratch each time, or paying hefty fees for will amendments (codicils).

Their will subscription service allows you to easily amend your will at any point AND save money over time (even if you only update it every 8 years).

What if you need to update your online will?
Most likely you will need to update your online will. It is a living document that will evolve as your life and situation changes. The advantage of the Octopus Legacy online will service is that you can update it any time. This is free for the first year and only £10 per year after that., which you can opt out of at any time. Just let them know what amends you'd like to make and they'll send you the updated version to sign with two witnesses. Our subscription service also includes storage in our dedicated facility, keeping your will safe and secure.

How do I cancel my subscription/How do I unsubscribe from the will update service?
To cancel your subscription, you'll need to go to your will dashboard (https://octopuslegacy.com/will/dashboard) then on the right-hand side you'll see a little question mark next to 'Resubmit for checking'

If you hover over that question mark, there should be a prompt to "Manage my subscription" and there you'll find steps on how to cancel the subscription service.

Can I get help printing my online will?
You can print your online will at home. No printer, no worries. Octopus Legacy offers a print and post service for just £9.99 for exactly that reason. You'll be given this option at the end of the process.

Why am I seeing a £80 charge?
Octopus Legacy offers a bundle deal when writing your will, so you can also get your Lasting Power of Attorney sorted online for only £80 (normally £120), if you don't want an LPA you can simply remove this from checkout.

Can I get my LPA sorted alongside my will?
Yes there are two options:

- ➔ You can write your LPAs online (health & financial), and you can get your LPAs for £80 (normally £120) when bought alongside the online will. Simply start your online will first and you'll be asked if you'd like to add your LPAs. Our legal team will then check through the LPAs before sending you the final version with instructions on how to sign them and register it with the Office of Public Guardian (OPG).
    - ◆ Please note this does not include the registration fee with the OPG which is £82 per form

- ➔ You can also write your LPAs with one of our Estate Planning Consultants for £499, and they will:
    - ◆ Draft and finalise your LPAs (health & financial)
    - ◆ Take you through the signing process
    - ◆ Register them with the Office of Public Guardian (OPG) for you
    - ◆ The cost covers the OPG registration fees (£82 per form)

What if my estate is complex?
There are some cases where you may want to seek legal advice. If you need a trust, or have a larger estate then you may need a complex will. If you think this might be you, then you can speak to Octopus Legacy's wills team on 020 4525 3605 and quote <charity name>. They can help you find the best option for getting your will sorted.

If you do need a complex will, the simple aspect of the will is still free, however you'll receive a no-obligation quote for the additional work needed. **Prices start from:**

- Single Complex Will: £299 (normally £399)
- Mirror/Joint Complex Will: £549 (normally £699)

How can I write my will directly with an Estate Planning Consultant?
You can register your interest here <insert link>, and you'll then receive a call from the Octopus legacy team to book an appointment.

Or call Octopus Legacy's wills team on 020 4525 3605 and quote <charity name>, they will ask you a few questions about your needs and will book an appointment for you to speak with an Estate Planning Consultant. This can be done either:

- Over the phone
- Via video call
- A home visit
- Or in office (this will be dependent on location and not always available)

Is my will free when I write it directly with an Estate Planning Consultant?
Yes, a simple will is still free in partnership with <charity name> when you use Octopus Legacy's phone or face to face service. If however you have a complex estate, the will writer/solicitor will send you an non-obligated quote for the additional work and you can decide if you want to take it forward or not.

How can I store my will?
There are different options you can choose from:

- ➔ Octopus Legacy's will storage facility:
  - CCTV
  - Fireproof & waterproof security
  - Simply post your will to Octopus Legacy and they'll send you a certificate of proof
  - Online will: £10 a year, including free will updates
  - Offline will: £30 a year, including free updates (for simple and complex wills)
- ➔ With a solicitors firm
- ➔ Or, at home in a secure place

We also recommend:

- ➔ Registering your will with the National Wills Register
- ➔ Telling your executors and family where your will is so it can be found easily.

Why is the will free?
We've partnered with Octopus Legacy to make it even easier to get your will sorted and for you to support the causes you care about. Giving a gift in your will can have a huge impact for charities like us, helping us to make a real difference. But writing your will can sometimes feel overwhelming and

difficult so we wanted to make the process clear and simple for our supporters. We've therefore paid for the wills to be written at a reduced cost. While many people choose to include a gift in their will there is no obligation to do so if you wish to use this service.

What's the difference between online wills and DIY wills?

DIY Will Kits can be found at your local Post Office or stationery shop. They offer a simple guide to writing a will from scratch and are technically legally binding when signed with a witness. However, DIY Will Kits won't work for everyone. You can learn more about Post Will Kits, their pros and cons, and the other options available here. This will help you work out what will work best for you.

Online will-writing services allow you to take the stress out of the process with easy-to-use tools and on-hand support. But their main benefit is that you can feel confident that your wishes will be followed - thanks to the fact each will is reviewed by a will expert to make sure it's ship-shape before you sign it. This reduces the risk of your will being rendered invalid.