

# Our mission

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The Society of Will Writers is a non-profit making self regulatory organisation which seeks to protect the public and serve the interests of those men and women who are active professionals in our field.

The Society of Will Writers was founded in 1994 by former Director General, Brian McMillan and 4 other business owners. The Society has since grown to become not only the largest but also the leading self-regulatory body governing Will Writers and Estate Planners alike. We have over 1,700 members across the UK, Central Europe and further afield in places such as Asia and Africa.

The Society has set itself two main tasks:

1. To promote to the public at large the real need and sense in having a valid Will;
2. To act as a self-regulatory body by vetting practitioners through stringent membership requirements, proficiency standards and ongoing training.

The designatory letters of the Society's membership grades:

- Aff.SWW
- MSWW
- ASWW
- FSWW
- Cmpn.SWW

When [choosing your Will Writer](#), always be sure to look out for their membership grade and any of the Society's logos. All are public assurance of their bearers' expertise and competence.



# About Us

The Society of Will Writers (Services) Limited is part of the Society of Will Writers group of companies providing independent help, advice and support to both members of the will writing profession and their clients.

The Society of Will Writers, now in its 22nd year as the leading representative body, ensures as far as is possible that consumers receive the best service and value for money, as well as peace of mind when it comes to making their Will and the safe and secure storage of their documents.

A will accidentally destroyed, through fire, flood or some other disaster is still valid, the problem is how do you prove that the Will existed and if you can, how can you show it to still be valid?

In 2010 the Society of Will Writers (Services) Limited, rebranded itself and created the trading name The National Will Archive, and now with almost 100,000 documents in store, today the National Will Archive is having to double its storage capacity simply to meet the demand for professional and safe storage.

This National Will Archive logo is used by members to inform their clients that their Will is in our safe custody:



# Register A Will

If your executors cannot find your Will after you have died and there is no record of where it is stored then it may be treated as though you had no Will and defined rules (The Laws of Intestacy) will have effect over the distribution of your estate.

Professional Executors should make all the necessary checks to find it but it is important to make the document as easy for your executors to find as possible.

Our Will registration process allows you to register the location of your Will for FREE and to update the location as well. It will help to prevent the document being overlooked and will work to ensure that the wishes you have recorded in your Will are carried out.

When you register your Last Will and Testament with us, we provide you with a certificate of safe storage to let you know we hold your Will. We will also provide your executors with a 'credit card' style record that we hold the document. Don't worry though, it cannot be accessed by executors during your lifetime.





# The Society of Will Writers Client Charter



The client charter sets out your rights as a client of a member of the Society of Will Writers and the obligations that the member has to you as a client.

1. The member is covered by professional indemnity insurance, and is obliged to provide proof of this insurance if requested. The member is bound by The Society's code of practice and disciplinary and complaints procedures, copies of which are available from The Society.
2. The member is obliged to provide a quotation - in writing if requested - of the price to be paid in preparation of your Will or Wills, including any extra costs that may be incurred, before proceeding to prepare your Will(s). If more than one Will is to be prepared, the Member is obliged to provide a quotation of the prices of both Wills separately or as a set of Wills.
3. The member is obliged to advise you of the length of time it will take to prepare your Will(s) in either draft or finished form. The Member is obliged to comply with these service standards or advise you in good time if there is any reason for delay.
4. You are entitled to a refund of any money paid to the Member in respect of preparation of your Will(s) should you change your mind within the statutory cooling off period (SCOP). However, if you have received your Will(s) in draft or in finished form then any refund will be subject to charges for work carried out at your instruction (having given authority to commence work during the SCOP), except in the case of a complaint duly investigated by the Society (see paragraph 7 below) where the member is found to be at fault in the whole or part in which case any refund will be at the Society's discretion.
5. The Member may suggest other goods or services that he/she may provide. You are under no obligation to purchase any goods or services in addition to your Will(s). If the Member offers a discounted price for your Will(s) provided you purchase other goods or services, then you are entitled to be informed of the prices of the Will(s) both with and without the purchase of the additional goods or services.
6. The Member undertakes to maintain the strictest client confidentiality and not to pass your name to any other organisation without your express written permission.
7. If you have reason to complain about the service you receive from the Member, you should first direct your complaint to the Member who is obliged to deal with your complaint immediately. If you are not satisfied with the way in which the Member deals with your complaint or if the complaint has not been dealt with, then you are entitled to complain to The Society of Will Writers who will undertake an investigation of your complaint. The Society will not normally investigate complaints about non-Members, nor if the complaint was not directed to the Member in the first instance. All complaints must be in writing.

If you have any comments about the Society or the Member, please write to:  
The Director General, The Society of Will Writers, Chancery House, Whisby  
Way, Lincoln, LN6 3LQ

The Society of Will Writers trusts you will be satisfied with the service you receive from the member, and thank you for deciding to have your Will(s) prepared by a member of our Society.