



**REMEMBER A CHARITY  
IN YOUR WILL**  
Help the work live on...

## **Welcome to our webinar**

**We will be starting shortly...**

In the meantime, a few reminders:

- This session will be recorded. The recording will be sent out to you after the event.
- We encourage questions from you - please put them into the chat.
- Please do take a minute at the end of this webinar to complete our feedback form, which will be shared at the end of the session.

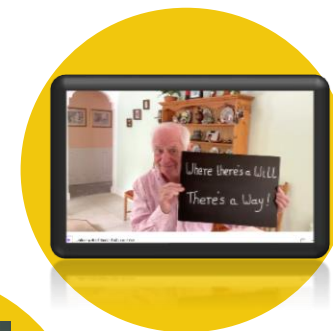
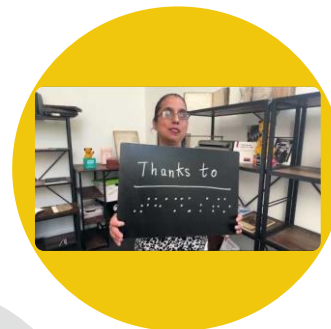
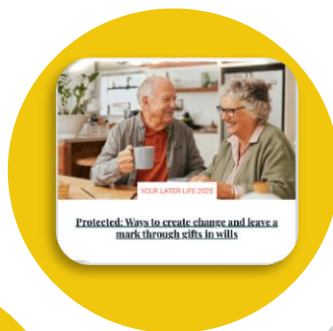
**Thank you!**

# **Enhancing client aftercare through Will registration**

**Campaign Supporter webinar  
11 November 2025**

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# Remember A Charity Week 2025



Contributing to:

**930+**  
Campaign  
Supporters

Over  
**580m**  
PR reach

**635k+**  
Website  
visitors

# Today's speakers

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**Sue Wright**



**Clive Fowler**

# Introducing Remember A Charity & The National Will Register

The UK's will registration and will search service

Presented by Sue Wright and Clive Fowler



# Agenda

- 01 History of The National Will Register
- 02 Why is will registration more important than ever?
- 03 The risks of not registering a will



# The National Will Register

- Established in 2006, with over 10.5 million wills in the system
- Exists to ensure no will is left unknown or untraced when needed through its core services, we only record the location of the will
- Representative organisations such as The Law Society, IPW & SWW exclusively recommend our will registration and will search services

The **benefits** provide both good practice for the client and sound commercial sense for you as a business by;

- Ensuring that a will can be traced after death
- Preventing probate income loss
- Reigniting will-writing revenue from existing clients further strengthening client loyalty





# Protecting your clients:

## Why will registration is more important than ever

- A copy will can be accidentally lost, misplaced or destroyed rendering the original untraced
- A copy will can cause family disputes, be forged or intentionally destroyed if found by someone unhappy with the contents
- Over time people who have been told where the will is stored simply forget.
- House moves and other life changes can disconnect clients from law firms
- Company closures, interventions and mergers disconnect clients from their original will
- Never been a central register now with over half of all wills in system
- Family dynamics, extended/overseas/geographical challenges
- Personality traits, some people are private some aren't
- Client loyalty doesn't necessarily exist
- Increased end of life planning awareness



# Will registration helps the recently bereaved



A registered will **benefits all** because:

- ✓ It is found **quickly**
- ✓ It is found **confidentially**
- ✓ Testator's **last wishes are fulfilled** including any **funeral wishes, charity legacies**
- ✓ **Rightful** beneficiaries inherit

When a match is made on the register, we do not disclose the existence of the will to the lay searcher, we only **inform** you as the custodian of the will

The National Will Register does not need to see a copy of the will, all it requires to register a will is the testators name, address and date of will



# Why will registration is more important than ever



- Never been a central register now with over half of all wills in system
- Family dynamics, extended/overseas/geographical challenges
- Personality traits, some people are private some aren't
- Client loyalty doesn't necessarily exist
- Variation of assets , many now online, ensures they are found
- Increased end of life planning awareness



# The risk of not registering a will

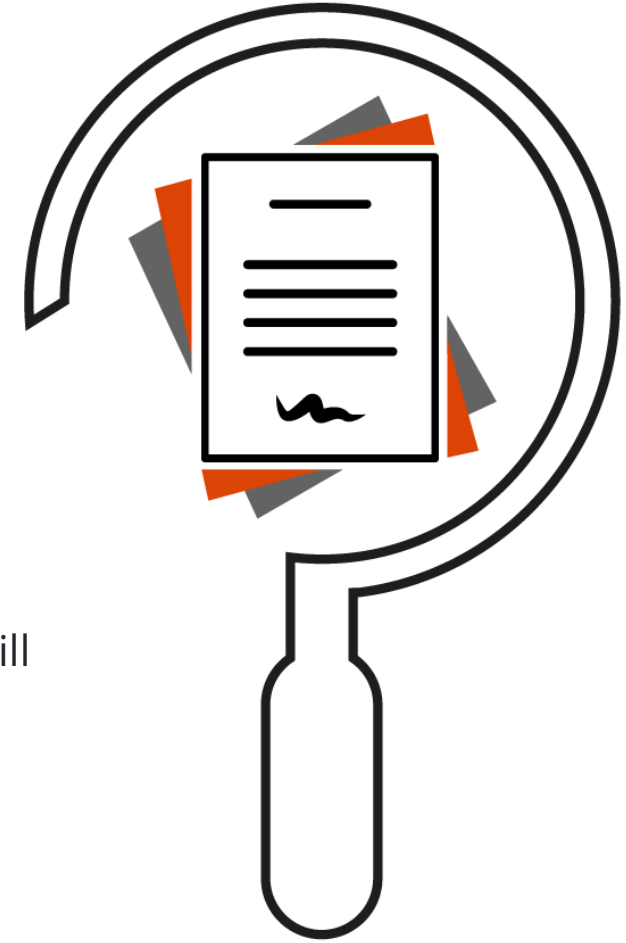
Where a will or later will may exist presents a risk, particularly to the probate professional handling the distribution of the estate

- Executors and beneficiaries are unaware that a will exists
- Executors and beneficiaries believe a later will exists than the one being used to distribute the estate
- Intentional suppression of a will from a disgruntled beneficiary or family member
- Beneficiaries may state / believe a will was never written when one has



# Top tips

- ✓ Provide Executors/beneficiaries copy of Will / Registration Certificate
  - ✓ Telling all your affairs are in order or sorted is sadly insufficient
- ✓ Maintain your Testator relationship with will writer/firm
- ✓ It's a taboo subject but do tell them to talk to those nearest, do encourage open conversations, offer to help, get them to arrange a time for everyone to discuss
- ✓ Drip the messaging, keep reminding loved ones
- ✓ No family is drama free, reduce the risk
- ✓ Charity Legacies we want them found
- ✓ We want the will found, don't assume because it has been written it will be found easily , register the will





Thank you for  
**your time.**

Questions?

# Four things to do now:

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- [Share your insights and experiences](#) via our Campaign Supporter survey
- [Sign up](#) to our monthly Professional Adviser bulletin
- [Get social with us](#) on LinkedIn
- [Complete our feedback form](#) for today's session

**Thank you!**