



Do I need

A Will?

Proud to support



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Plain English Campaign
Committed to clearer communication

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Quality
Solicitors

“You just don’t know if a law firm is any good until it’s too late! I started the QualitySolicitors legal brand after having a terrible experience of using a lawyer myself. Even though I’m a barrister, I didn’t know who to choose when it came to my own legal issues. In the end, I chose badly - my lawyer never kept me updated and hardly ever returned my calls. The stress it caused was awful. Sadly, that experience is all too common.

Using a QualitySolicitors firm is like having a lawyer recommended to you by hundreds of trusted friends. That’s because we only select firms to become part of QualitySolicitors that have consistently excellent feedback from their clients. I am certain that by choosing QualitySolicitors to represent you, you will have a much better experience than I did with my lawyer!”

A stylized, handwritten signature in white ink, appearing to be 'Craig Holt'.

Craig Holt

Chief Executive
QualitySolicitors

What is QualitySolicitors?

QualitySolicitors is a national legal service with branches all across the UK. QualitySolicitors is made up of many of the UK's best law firms who have come together to create a national legal brand.

Before they can join, law firms are chosen from fierce local competition. Only the best firms are selected to become part of QualitySolicitors - based on what you, the public, tell us about them.

QualitySolicitors is delighted to be a member of the Institute of Customer Service. We are determined to improve standards of customer service in the legal market. Everything we do is designed to make life easier and less stressful for you when dealing with legal matters. Our aim is to drag the legal profession into the 21st century!

Our lawyers are experts in their legal areas but, unlike some, don't believe they have to use complicated legal jargon to prove how good they are. That's why QualitySolicitors are proud members of the Plain English Campaign.



Why choose QualitySolicitors?

QualitySolicitors aim to provide the very best in customer service. With locations throughout the UK, we combine the strength and expertise of a national brand with the convenience of a local service.

Expert lawyers...
QualitySolicitors Will's lawyers are amongst the best in the UK, experienced in getting you the best outcome.
...providing the best service

All QualitySolicitors offer the following key promises:

1. Free First Consultation

Most people don't use a lawyer very often. We know it can sometimes be a worrying and unknown process. Call us or pay a visit to your local QualitySolicitors branch – all at no cost. You'll find friendly staff who genuinely want to help you with whatever your legal issue is.

Your Free First Consultation is your chance to tell us a bit about your legal issue, ask any questions you have and decide whether QualitySolicitors feels right for you. No question is too stupid and it is all completely without obligation. At QualitySolicitors, there is no need to worry about being charged the moment you step through the door!

2. Same-day response

You're busy. You don't want to wait around for days for someone to get in touch or update you on your case. Call or email us and you'll get a response the very same day.

3. No hidden costs

With QualitySolicitors you will always be kept informed of any charges in a clear and easily understandable way right from the outset. From our popular "Ask the Legal Expert" fixed price legal consultation to many of our other legal services, we also offer a wide range of fixed fee services. With this promise, we can ensure there are no nasty surprises when it comes to any fees.

4. Direct lawyer contact

If you instruct us you will want to speak with the actual lawyer running your case. Just pick up the phone. At QualitySolicitors you will not be left feeling fobbed off or having to press 1 for customer service, 2 for accounts, 3 for ...zzzzzz...

Turn over to find out why you need a Will...



Why do I need a Will?

Having a Will allows **you** to decide what happens to your property and possessions and, if you have them, children. **It puts you in control.** If you were to die without a valid Will you are considered to be something called “intestate”. This means your affairs are dealt with according to a set of complicated legal rules and not what your wishes might have been. It doesn't matter what your circumstances are – young, old, married, single, with or without children – you **need** a Will and the only question you should be asking is what kind of Will do you need.

DID YOU KNOW?

- Your husband or wife may not automatically inherit your property or possessions.
- If you are not married or in a Civil Partnership your partner is not automatically entitled to anything.
- If you have children, a Will lets you decide what happens to them by enabling you to appoint a formal Guardian.
- A Will lets you make gifts to friends, charities or other family members that wouldn't otherwise benefit.
- A well prepared Will can also enable you to protect your gifts so they do not end up in the hands of someone you would not want to benefit.
- A Will can help you plan to reduce the tax paid by those you leave behind.

WHAT TYPES OF WILL CAN I GET?

At the **Free First Consultation** we will help identify with you which type of Will is needed for your particular circumstances - so that it does exactly what you want it to. The example issues below are just a guide to some of the issues in making a Will and we will advise you on the right type of Will once we learn more about your circumstances.

1) Quality Will

This is the starting point where your circumstances are straightforward. It covers issues such as:

- Everything you own being left to one person and/or to all children equally
- Some specific gifts
- The option of ensuring that gifts to children are only received at a specified age over 18
- A gift to a charity
- Appointing guardians for children under 18
- Your funeral wishes

2) Quality Complex Will

This covers more complex issues such as:

- Gifts such as a house where the benefit is limited to a person's life
- Protecting assets so they go to children of a previous relationship
- Protecting your property (assets) to avoid it being used to cover the costs of care

3) Quality Protection Will

This is the most complicated type of will providing you with bespoke protection on issues such as:

- Reducing Inheritance Tax on business or agricultural property
- Protecting property from ending up in the hands of creditors
- Protecting property from passing outside the family due to divorce, remarriage or bankruptcy
- Giving a gift so that the person receiving it does not lose means tested benefits or tax relief



Why use QualitySolicitors for your will?

We believe no-one in the entire legal market is more passionate than us about providing the very highest levels of customer service. Our specialist lawyers understand that their legal expertise is just half of the equation and that taking care to ensure the service they provide is as good as their legal ability is equally important.

We'll make sure we explain things in a straightforward way, not overload you with legal jargon. With QualitySolicitors that's exactly how things will always be done: plain English and good communication. We will work around you and your needs to ensure the process is efficient and easy, enabling you to make your Will without inconvenience.



Won't such expert lawyers cost a lot?

QualitySolicitors pride themselves on providing excellent value for money. QualitySolicitors offers a range of different Will options depending on the complexity of your circumstances. Contact your local QualitySolicitors to find out which option is most suitable for you.

*"Excellent service.
Could not have asked for better"*

"We found that the service was excellent. We'd been meaning to make a Will for many years. Being able to walk into our local office took away the fear factor and the very clear way everything was explained to us made the experience a very positive and reassuring one."

Whether by telephone or in person, the process starts with your **Free First Consultation**. One of our legal assistants takes your details and will help you start to think about the decisions you will need to make to prepare your Will. They will then book a follow-up telephone call for you (arranged at a time convenient to you) with one of our expert lawyers. The lawyer will discuss your aims. It is also a chance for you to ask any questions you may have about our service and the type of Will that is best for you.





I have more questions!

To get the ball rolling call your local QualitySolicitors.

The first step is your **Free First Consultation**. This is with a friendly legal assistant who understands that taking this first step can be difficult. They will put you at ease and take your basic details together with essential information. They will also discuss with you what you are aiming to achieve. If you would prefer to set out this information yourself they will be able to direct you to our online 15 minute Fact Finder Form. This First Consultation is at no charge and with no obligation.

They will then arrange for you to be called back (at a time convenient to you) by one of our expert Wills lawyers. At QualitySolicitors, we think it is really important that you find a lawyer that is right for you and who understands what you are trying to achieve. This is your chance to find out more. The lawyer calling you back will be only too happy to answer any questions you have about the process, our service and legal costs. Again we make no charge for this and it is entirely without obligation - as we want our clients to be happy with their choice of lawyer.



Ok. I'm sold – I definitely want QualitySolicitors' expert Wills lawyers to make my Will. What now?

Just phone or call into your local QualitySolicitors or visit us on-line so that we can get things started for you with the **Free First Consultation**.



QualitySolicitors

www.qualitysolicitors.com

0845 50 50 025






For further information contact us on:

Telephone 0845 50 50 025

Email info@qualitysolicitors.com

Website www.qualitysolicitors.com

 www.twitter.com/Qual_Solicitors

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