



HM Courts & Tribunals Service

Name: Tony Donoghue

Age: 55

Lives: Hook, near Goole, East Yorkshire

Occupation: Managing director chemical manufacturing firm

Sole executor of father's estate

"I initially thought the online service would be complicated and take some dealing with. I thought it would take me a long time to complete, but it didn't take me long at all – an hour at the most.

"It was intuitive to use and the whole thing flowed from one section to the next really well. The way things are summarised at the end is very helpful. You can check it all before you send it and that's reassuring.

"If you're not sure what something means or what you need to do in a particular section, you click to find out more information – and I used that a few times so that I was 100 per cent certain I included the correct information. That was helpful; no one wants to be chased for something later because you made a mistake.

"To be perfectly honest I was pleasantly surprised: I went into it and all the information I needed was there and it was easy. Once I sent everything off, I was sent the grant of probate within a week. I think that really reinforced for me what a good and efficient service it is.

"If you're already dealing with HMRC online for inheritance tax purposes, then having probate online too is far easier. Having everything in one place is the way things are going; it's much more user friendly.

"Had I been told I had to go to a probate registry in person to swear an oath I wouldn't have begrudged it – if that's the process then that's what you do – but my dad's estate was relatively straightforward and I don't think anyone who's dealing with a straightforward estate would want to do that.

"I don't even know where my nearest probate registry is; a long drive would be inconvenient but it wouldn't be a problem for me. But for some people it might be

difficult to get time off work or get to another town. It's just so much easier to make a digital statement of truth online.

"These days everything uses online payments and payment with cards. Writing a cheque isn't particularly convenient; it's just so much easier to pay electronically.

"It's easy to use, fast and convenient. I found it so easy and efficient. It's exactly what you want from an online government system – if only everything could be this easy!"