



## HM Courts & Tribunals Service

Name: Paul Taylor

Lives: Clifton, near Preston, Lancashire.

Occupation: Retired sales director.

Age: 70.

Sole executor of aunt's estate.

"I'd started the whole process of dealing with the estate online with HMRC. When I saw that I could apply for probate online too I thought 'if applying for probate is as easy as this then it'll be a doddle'. And it was. It was so much simpler than I thought it would be. It made my time dealing with my aunt's estate so much easier.

"It was so simple to do. I'd read all the supporting materials beforehand, but even when you have it open on the screen there are helpful instructions on what you need to do and buttons you can click to find out more if you want to.

"I think even if you didn't have strong computer skills it would be easy to use. The instructions and the way everything is set out is so easy to follow."

"I'd been expecting sheets and sheets of questions – but that wasn't the case. The instructions were clearly written and the way everything was set out was so user friendly. I think it took a couple of hours to complete.

"If you make a mistake, you can go back and change it. With paper forms, you have to either start again or cross it out and initial it, and you can't use Tippex – it's a pain.

"At the end of the application, there's a summary of all the information you've put in, and there's a 'change' button next to every row. If something doesn't look right, you can click on it to go back and change it before you send it.

"When I've been dealing with my aunt's estate, so many organisations want me to write a cheque. Being able to pay for probate online has been so much simpler and user friendly. You know it's not going to get lost in the post and it's quicker for everyone.

"One of the best parts for me is how quick it was. I could do it all from home in front of the computer. I sent all the supporting documents and then a lady rang me within 7 days as

there was a small problem with the will but I had the grant of probate within about two weeks.

“If you don’t live near a probate registry, being able to complete a statement of truth online makes life easier.”

“I imagined I’d have to go to either Liverpool or Manchester to swear an oath. It’s about a 45-minute drive to either city and then I’d have to find somewhere to park that’s near to the probate office. I don’t know where that is in either city, so it would have taken at least half a day in total to drive there, get to the office, attend an appointment then drive home.”