

# THE WILL JOURNEY

## CUTTING-EDGE TECHNOLOGY FOR YOUR WILL

We use the first of its kind, cutting-edge technology to make the process of signing and making sure your Will is in safe custody, is as convenient for you as possible.

It's extremely important to us to stay up to date with any new technological advancements that we can incorporate into this journey to make sure we can offer our Customers the best service in the market.

We go out of our way to make sure our Customer's Wills are handled with the special care and is kept safe at all times.



## THE WILL JOURNEY IN A NUTSHELL



### WILL DRAFTING

After receiving a lead we will set up an appointment and automatically create the Customers profile on the system.



### FINALISING THE WILL

Once the Will has met all the Customer's testamentary needs, the Will is then finalised and confirmed in order to move to the next Will status.



### SIGN THE WILL

Our Wills desk agents will follow up for signed Wills and request collections of original signed Wills.



### SAFE CUSTODY OF THE WILL

After receiving the Will we will record it on our system, check for validity and file and vault it.



### ONGOING AMENDMENTS

Customers can make unlimited amendments, free of charge or request a custom Will at any time.

# OUR INNOVATIVE WILL ADMINISTRATIVE SYSTEM



Customers can make unlimited amendments at no charge.



Our dedicated Wills process follows up on every Will and answers every customer query.



We use an automated communication system to track and trace every Will.



We have four options available to make the process of placing a Customer's Will in Safe Custody as convenient as possible.

- By hand
- Private Bag
- Aramex via Pick 'n Pay
- CCD Couriers collection for premium paying customers



We have an advanced Quality Assurance system to make sure the Wills are valid before placing them into Safe Custody.



We use a CO2 injected, biometrically accessed vault to keep our Customer's Wills in Safe Custody.



Our unique library shows us a summarised view of every draft, amendment, copy and original Will.

## A UNIQUE BARCODE ON YOUR WILL

Every Will has a unique barcode that allows us to track it and be able to track it through the journey at any time.



## CCD COURIERS WILL NOW COLLECT YOUR WILL

We are passionate about making sure that our Customers have a convenient of ensuring that their Wills are in Safe Custody. Therefore, we have recently added an extra layer to our Will collection process. CCD Couriers will now collect all premium paying Customers' Wills free of charge.