



Survey Results

Responding to Larke v Nugus Requests

INTRODUCTION

Statistics clearly demonstrate that the number of Inheritance Disputes is increasing year on year. Just last year, some 8,000 caveats were lodged with Probate Registries all over England & Wales. With claims come disclosure requests to will writers – whether they are practicing in law firms or will writing companies. These requests come in the form of a Larke -v- Nugus (“LvN”) request letter and there are far more of them than ever before landing on will writer’s desks. We were curious as to how the will and probate sector were dealing with these requests.

Postremus Ltd, trading as Larke, commissioned this survey with the purpose of understanding how individuals and firms currently react and deal with LvN requests – from an idea of volume, their concerns on receiving them, how they dealt with them and their views on what is to follow.

EXECUTIVE SUMMARY

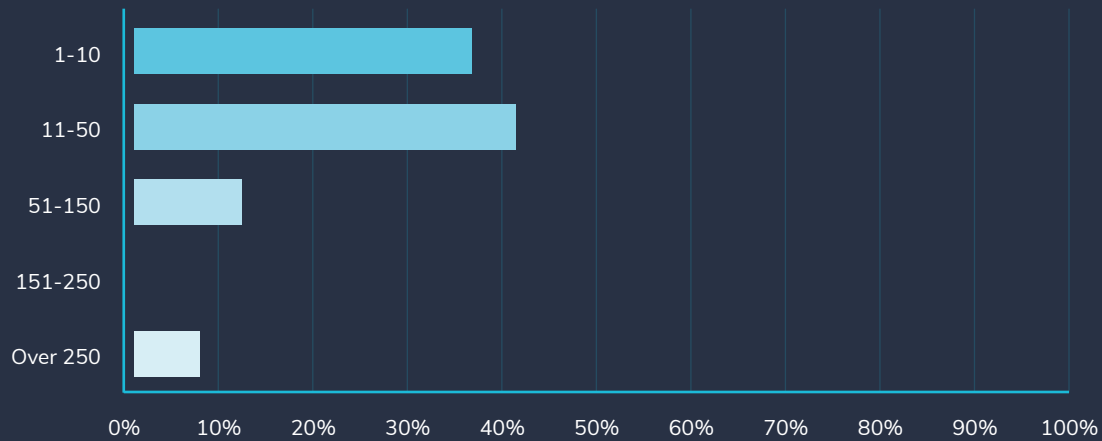
The Survey was conducted using a Survey Monkey standard template and responses came from a total of 40 law firms and administration companies, ranging from sole practitioners to national organisations creating over 250 wills a month.

The Main findings of the survey are as follows:

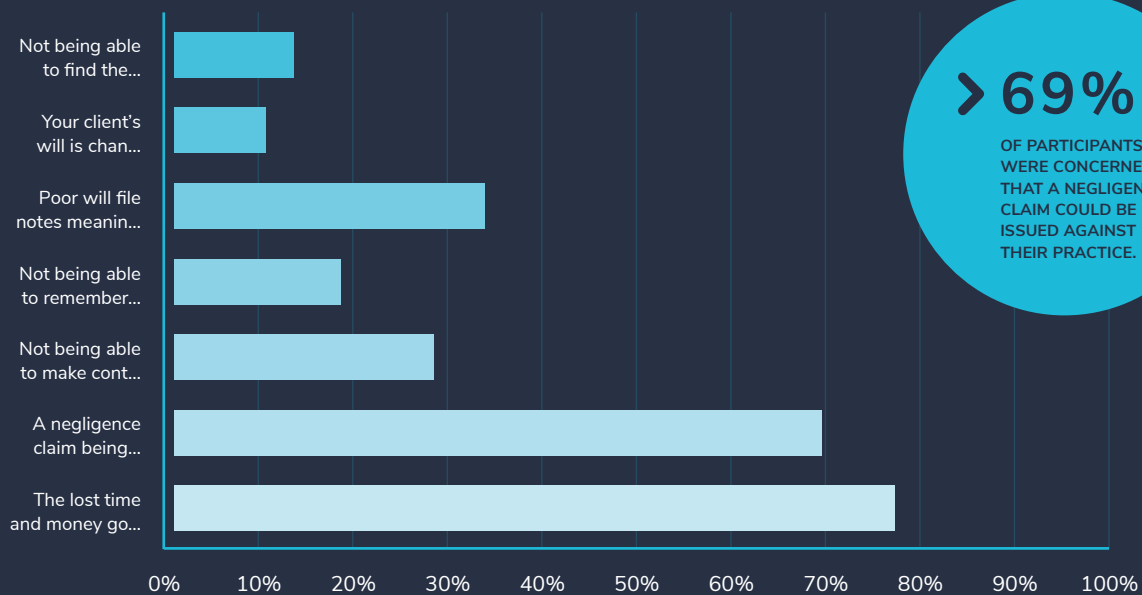
- 1 **65%** of participants had received a LvN request in the last 12 months and **85%** agreed that the number of these requests is going to increase in line with the increasing volumes of will challenges.
- 2 Over **76%** of LvN requests related to wills at least 4 years old and almost one quarter concerned wills that were over 10 years old.
- 3 The two biggest concerns of those receiving LvN requests was (a) the lost time and money spent responding to the LvN request and (b) A negligence claim being issued against their practice.
- 4 The most time-consuming aspect of a LvN response is preparing responses from file notes and memory. Only **2.9%** of respondents said it took less than 2 hours to prepare a LvN response and almost 12% indicated it took over 4 hours. All at an average hourly rate of between **£150** and **£250**. None of these wasted time and costs are recovered.
- 5 **90%** of all those surveyed indicate that they would consider using LegalTech to minimize the impact of LvN requests on their business in terms of (a) time and money wasted and (b) reducing the risk of successful will claims for them and their clients.

QUESTIONS AND BREAKDOWN OF RESPONSES:

Q1 How many will instructions do you receive per month on average?

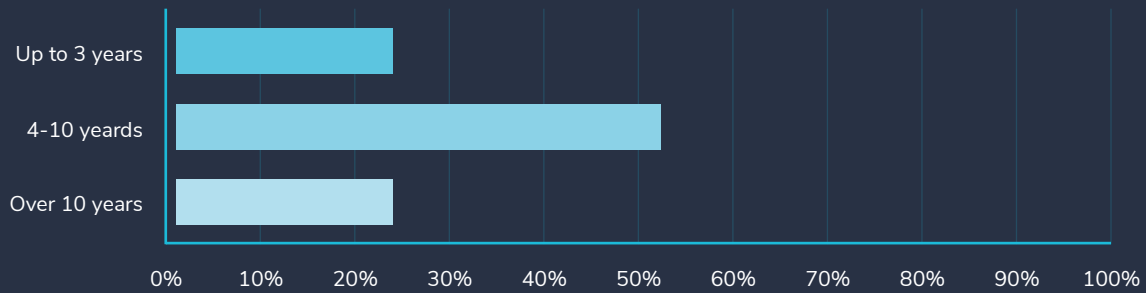


Q2 Which of the following problems concern you when a Larke -v- Nugus request is received?

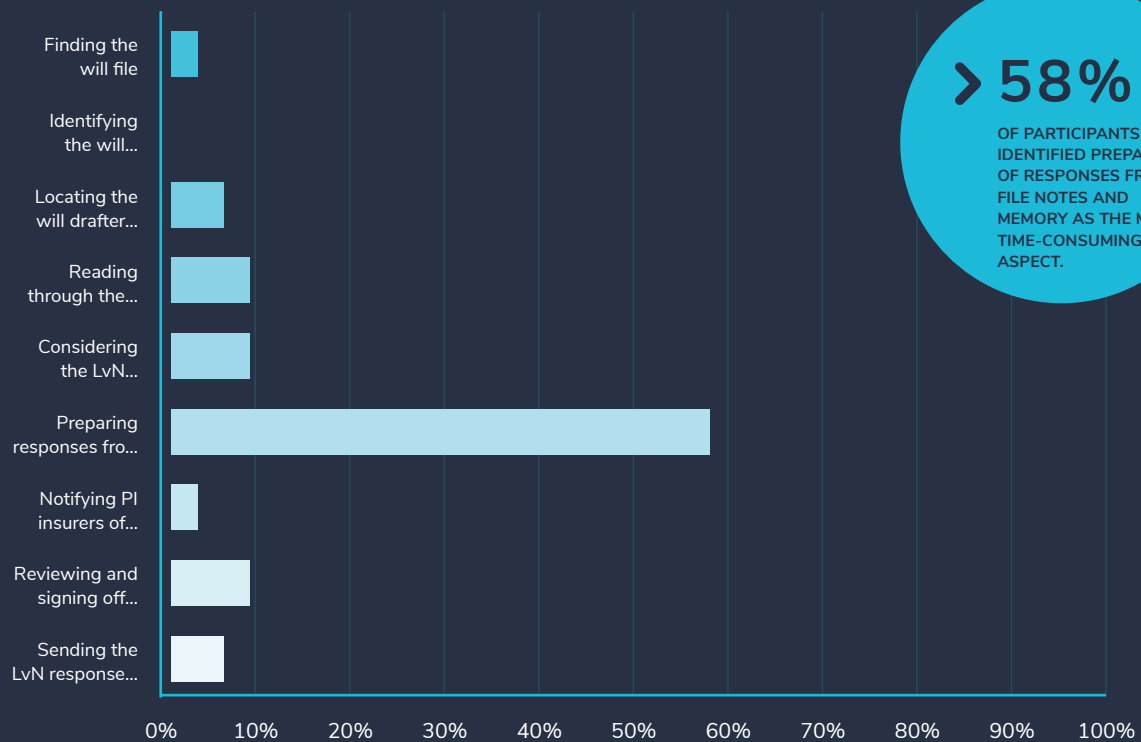


> 69%
 OF PARTICIPANTS WERE CONCERNED THAT A NEGLIGENCE CLAIM COULD BE ISSUED AGAINST THEIR PRACTICE.

Q3 On average, how old are the wills that are subject to the Larke -v- Nugus request?



Q4 Which stage of your Larke -v- Nugus response takes the most time to complete?

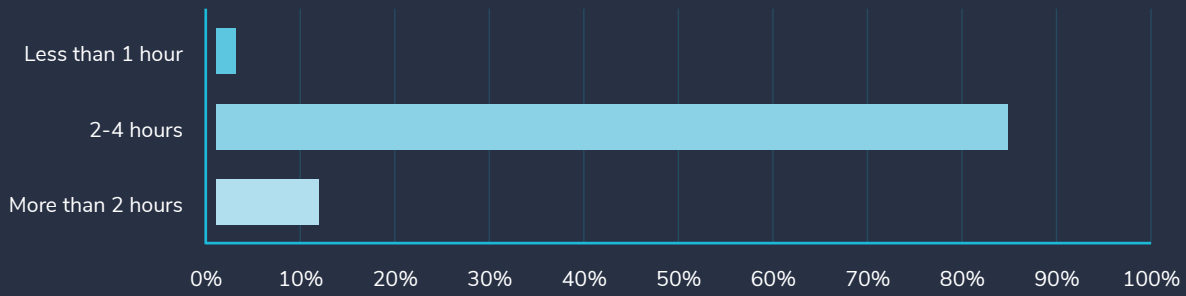


> 58%

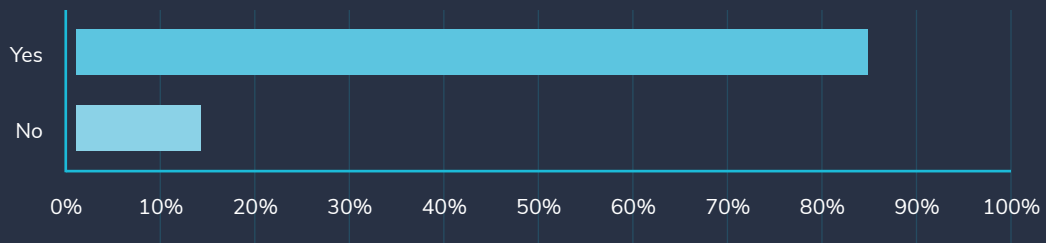
OF PARTICIPANTS IDENTIFIED PREPARATION OF RESPONSES FROM FILE NOTES AND MEMORY AS THE MOST TIME-CONSUMING ASPECT.



Q5 How long (in total) does it usually take to complete a Larke -v- Nugus response?



Q6 Do you think that the number of Larke -v- Nugus requests is going to increase in line with the number of actual claims being brought?



Postremus Limited
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