LEGAL SERVICES CONSUMER PANEL

For immediate release, 27 September 2012

CONSUMER PANEL CALLS ON SECTOR TO UNITE BEHIND LSB'S WILL-WRITING PLANS

Welcoming today's announcement by the Legal Services Board that it plans to recommend adding will-writing and estate administration to the list of reserved activities, Elisabeth Davies, Chair of the Legal Services Consumer Panel, said:

> *""Our evidence has revealed poor standards of will-writing and sales practices that are leaving consumers seriously out of pocket. We are delighted that the Legal Services Board has listened to the Consumer Panel and agrees with us that regulation is necessary to protect consumers – it would give people much needed peace of mind that their wishes will be respected and give loved ones confidence that professionals dealing with the estate are competent.*
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> *"There's a powerful consensus of support for this move and it's striking how representatives of consumer groups, charities, solicitors and will-writing businesses are all convinced that regulation is needed. The message is clear – consumers are already suffering and the Legal Services Board's proposals need to be acted on without any delay."*

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For more information, contact Steve Brooker, Consumer Panel Manager, on 020 7271 0077.

Notes to editors

1. The Legal Services Consumer Panel was established under the Legal Services Act 2007 to provide independent advice to the Legal Services Board about the interests of consumers of legal services in England and Wales. We investigate issues that affect consumers and use this information to influence decisions about the regulation of legal services.
2. The Panel's will-writing report can be found here http://www.legalservicesconsumerpanel.org.uk/publications/research_and_reports/documents/ConsumerPanel_WillwritingReport_Final.pdf

3. The Panel's evidence on probate and estate administration can be found here http://www.legalservicesconsumerpanel.org.uk/publications/consultation_responses/documents/2012-03-19_LSB_PEAFinal.pdf
4. Details of the LSB's announcement and accompanying documents can be found here http://www.legalservicesboard.org.uk/
5. For consumer advice on making a will visit http://www.direct.gov.uk/en/Governmentcitizensandrights/Death/Preparation/DG_10029800