



Media FAQs

Below are some of the most common questions and answers about end-of-life planning. For a more complete list of FAQs, please visit: <http://www.familyarchivalsolutions.com/faq/>

What does Family Archival Solutions (FAS) do?

Family Archival Solutions' (FAS) provides the most comprehensive and secure family crisis and end-of-life planning service available. Using its deep legal expertise and world-class technology, FAS delivers complete piece of mind by ensuring that every single detail is efficiently and properly handled during the complex process of estate administration. The company's [Legacy Planner 360](#) service helps protect personal legacies and saves families from additional stress, wasted time, and unnecessary confusion, conflict, fraud, and expenses during and after a crisis and/or the loss of a family member.

What do you mean by legacy protection?

FAS protects an individuals' greatest legacy: their assets and most treasured memories. FAS ensures family members can communicate and convert their special wishes into reality in the form of letters, emails, and/or personal videos sent confidentially to designated family members.

What is a family crisis in this context?

A family crisis could be a natural disaster (e.g., earthquake, flood, fire, tsunami, tornado, hurricane, etc.) or other calamity that results in the loss of valuable estate documents and/or a family member.

What makes FAS different from estate planning?

Estate planning typically refers to the creation of a will and trusts, and the complex process of estate administration that can accompany a good estate plan. FAS ensures that physical and digital assets (e.g., estate documents, income, photos, etc.) are found and preserved, and assists by delivering special wishes. FAS helps estate plans to work as intended and provides its service in a manner designed to reduce stress and conflict.

Why is crisis and end-of-life planning important for families?

Crisis and end-of-life (disaster) planning is important because protecting and transferring family assets can often be stressful, time consuming, and expensive for families. Many times this includes unnecessary risks of confusion, conflict, delay, bias or misconduct that besiege a family in crisis.

But everyone loves each other. What could go wrong?

In reality, family harmony can easily be put to the test in times of stress or loss of a family member. When decisions regarding money, possessions and memorabilia come into play, many families need all the help they can get. While nothing can provide a 100% guarantee that conflict will be prevented, FAS offers the most reliable and complete tools available to reduce stress and conflict by ensuring that everything that a family member has worked for is identified, protected, and preserved for their loved ones.

Is physical storage of wills and other documents a big deal?

Yes, it is. Most families don't realize that digital-only versions of wills and other documents may not be permitted in their jurisdiction and could ultimately make the claims process far more expensive and cumbersome. In addition, digital wills introduce the possibility of challenges as to their validity and legitimacy. That's why Legacy Planner 360 also stores and protects physical documents in one of the most secure environments in the world, ensuring a smooth asset recovery and transition process for families.

Is good estate planning sufficient to ensure my special wishes are executed?

No. Through centuries and hundreds of thousands of families torn apart – despite the existence of wills and trusts – time after time it has been demonstrated that it is not the estate planning documentation that helps a family successfully survive the death of a family member. *What matters more is what people actually know.* The documentation helps only if the assets and files are known and can be preserved and passed on. But it is only with meticulous knowledge and preparation that the process can work – and with the reassurance of a failsafe technical solution like Legacy Planner 360 – families can be confident that everything, including the family itself, is being protected.

How does Legacy Planner 360 work?

Family members simply create an account and provide the recommended information in a series of intuitive steps. FAS provides an easy-to-follow dashboard that can be easily updated. Through a claims process validating the estate, the circumstances, and the account that rivals (and exceeds) many financial institutions, the right information is safely and securely provided for the family's benefit. For a full product tour, visit: <http://www.familyarchivalsolutions.com/tour/>.

What's makes Family Archival Solutions' (FAS) different than its competitors?

Unlike other piecemeal services, Legacy Planner 360 goes well beyond digital document storage to provide the most comprehensive online application and physical storage available for end-of-life planning. (For a complete list of product features, please click [here](#)). Legacy Planner 360 was created by a seasoned attorney with 20 years of experience and a thorough understanding of estate law and family protection requirements, providing users with expert guidance every step of the way.

FAS uses Department of Defense-level encryption technology and, via its partnership with Iron Mountain, provides users with a world-class physical document storage solution in one of the world's most secure environments.

Is Legacy Planner 360 just a list of my assets?

No. FAS provides the most comprehensive and secure crisis preparation and end-of-life planning tools, giving individuals and families peace of mind that every detail is handled properly during the complex process of estate administration. Simply put: a complete solution for complete peace of mind.

How does FAS handle the claims process?

Instead of only allowing pre-selected individuals designated by the account holder to initiate the claims process, Legacy Planner 360's proprietary claims process also enables proper legal parties (e.g. attorneys, executors, CPAs, etc.) to get involved. This ensures that personal wishes and hard-earned assets are handled properly, legally and efficiently.

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How does FAS validate the identity of a claim?

Legacy Planner 360's proprietary claims process includes verification protocols similar (and often beyond) to those required by financial institutions, validating the identity of the claim, the claimant and the circumstances surrounding the claim. This verification process is greatly simplified if a user's account remains updated with correct information about a user and his/her authorized persons, particularly email addresses and phone numbers.

How does FAS identify and handle fraudulent inquiries?

FAS does more than many financial institutions when it comes to identity verification. Depending on the circumstances, FAS may request official documents (e.g., certified death certificate, court documents, or other verification), and make direct contact with these sources to verify a claimant's identity and legitimacy. While nothing can provide a 100% guarantee against fraud, FAS exceeds standard industry safeguards in its verification process.

How does FAS ensure personal and family information is safe and secure?

FAS has invested in world-class security and storage technology to ensure families that their information is safe and secure. In addition to transport layer security encryption for all transmitted data, FAS encrypts all stored data using two multi-factor encryption schemes. First, the entire database is secured using AES-256 bit encryption, a level used by the Department of Defense. Second, each user's data is secured using a specific encryption key, meaning each user has a unique combination to access their data. FAS also only stores redacted information, making its service extremely hack-proof and protected from identity theft. FAS's partnership with Iron Mountain also provides users with a world-class physical document storage solution in one of the world's most secure environments.

Does FAS view customers' personal information?

No. Instead, FAS maintains an audit and quality process to confirm data fields and uses automation to identify potential missed data fields that could interrupt a smooth end-of-life planning process.

Does FAS share customers' personal information?

FAS customers can rest assured that their confidentiality is of paramount importance. FAS only shares personal information when its customers instruct the company to do so (e.g., to authorized persons, the executor). Please see FAS' Privacy Policy for detailed information regarding the circumstances in which we share your information.