

# MyWill Registry – Terms & Conditions

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## 1. Introduction

Welcome to the **Rockwills MyWill Registry** (“the Registry”), a **free** service provided by Rockwills as part of our **Corporate Social Responsibility (CSR)** initiative. The Registry allows individuals to register the **location of their wills** and authorize designated family members or executors to search for this information when required.

By using the Registry—whether to register a will’s location or to perform a search—you agree to comply with the Terms & Conditions outlined below.

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## 2. For Testators (Person Who Registers the Will)

### 2.1. Registration & User Responsibilities

To register, users must provide accurate and complete information, including:

- Full Name
- NRIC
- Email Address
- Contact Number

You are responsible for maintaining the confidentiality of your login credentials. You may update or delete your registration details at any time through your account.

**Note:** The Registry does **not store** a copy of your will. It only records the **location** and instructions for retrieval.

### 2.2. Will Location Information

Upon registration, you may enter:

- Date of the Will
- Location of the Will (e.g., law firm, safe deposit box)
- Retrieval instructions
- Names, NRICs, email addresses, and mobile numbers of authorized individuals

It is your responsibility to ensure all information remains accurate and up to date.

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## 3. For Authorized Searchers (Family Members/Executors)

### 3.1. Eligibility for Searching a Will

Only individuals **explicitly authorized by the testator** may search the Registry. The searcher must provide:

- Full Name

- NRIC
- Email Address
- Mobile Number

The system will only return a result if the provided details match the testator's registered records.

### 3.2. Search Results

- Results are sent only to the email address provided during the search to ensure traceability.
- The search result will show the **will's registered location only**, not its contents.
- If the will is stored with **Rockwills Custody Centre**, additional retrieval instructions will be provided, including:
  - Contacting Rockwills Will Custody Centre:
    - Phone: 03-7781 1993
    - WhatsApp: 017-650 4303
    - Email: custody@rockwills.com
  - Submitting a Certified Copy of the Death Certificate – This is required to verify the passing of the testator.
  - Notifying the Executor(s) – Only the appointed executor(s) named in the will are authorised to retrieve the will.

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## 4. For Rockwills Clients

If your will is stored with **Rockwills Custody Centre**, you may choose to register its location in the Registry. Your custody record is **not automatically uploaded**; it is entirely your decision whether or not to register.

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## 5. Data Protection & Confidentiality

- All personal data is managed in accordance with the **Rockwills Privacy Policy**, which complies with the **Personal Data Protection Act (PDPA)**.
- Personal data collected will only be used for the purpose of the Registry and estate planning education, such as:
  - Annual reminders to review your will's location
  - Updates on estate planning laws and best practices
  - Rockwills educational materials (optional)
- Search results and personal data are kept strictly **confidential**.

- Your information will never be used for marketing or sales purposes unless you opt-in to receive Rockwills promotions.
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## 6. Limitations & Disclaimers

- The Registry does not verify the existence or validity of the will—only the last known location as registered.
  - Rockwills is not liable for:
    - Outdated or incorrect location information
    - Wills that are lost, destroyed, or moved without updates
    - Executors/family members who fail to follow the retrieval process
    - Or for other external factors
  - The Registry does not guarantee discovery or retrieval due to these and other external factors.
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## 7. Misuse & Account Suspension

- Any attempt to misuse the system—such as unauthorized searches or use of false information—may result in suspension or denial of access.
  - Rockwills reserves the right to suspend or terminate accounts found to be in breach of these T&C.
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## 8. Changes to Terms & Conditions

These Terms & Conditions may be updated from time to time. Changes will be posted in the Registry portal.

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## 9. Contact Information

For assistance or inquiries, please contact:

**Phone:** 03-7781 1993

**WhatsApp:** 017-650 4303

**Email:** [customer-service@rockwills.com](mailto:customer-service@rockwills.com)