



OurFamilyWizard®

Financial Hardship Assistance

We want every parent who could benefit from using the OurFamilyWizard® toolset to be able to do so. But we understand that some may not have the financial means to purchase an annual subscription, which is why we have offered fee waivers since our inception. Parents who are eligible may qualify for discounted or free subscriptions through our financial hardship assistance programme.

Application Instructions

Please follow the instructions listed below when applying for an OurFamilyWizard fee waiver. If you have any questions that are not answered by these instructions, please contact our customer support team at +44 (0)203 514 0008 or info@ourfamilywizard.co.uk

- **Step 1:** Applicants must be able to complete all required contact information fields in this section for their submission to be processed. **A phone number and/or email address for the co-parent is required** for OurFamilyWizard to be able to connect parent accounts correctly.
- **Step 2:** Every application **must be submitted with supporting documentation that verifies the applicant's eligibility**. The documentation options listed in Step 2 of the application are the only accepted documents to obtain a fee waiver. If ineligible documentation is provided, OurFamilyWizard customer support will reach out at the provided email address for additional documentation.
- **Step 3:** To be **completed by family law professionals only** applying on behalf of the parent/their client who needs a fee waiver due to financial need but does not fall into any of the categories in step 2. This step **cannot be completed by the applicant** and must be completed along with step 1. If both parents need a fee waiver, the professional can apply on behalf of both of them by ticking the box in step 3.



OurFamilyWizard®

Financial Hardship Application

UNITED KINGDOM

Print clearly or fill electronically and email the completed forms and documentation to: info@ourfamilywizard.co.uk

* denotes a required field

Step 1: Contact information for applicant and their co-parent

Applicant

*First and Last Name:

*Address:

*City: *Postcode: *Country:

*Phone: (+) *Email:

Other Parent

*First and Last Name:

Address:

City: Postcode: Country:

*Phone: (+) *Email:

Step 2: One of the following documents MUST be included with the application (check one).

- If you've been approved for [help with court fees](#) within the past 12 months, provide documentation of that approval.
- If you're receiving certain benefits (such as, but not limited to, Jobseeker's Allowance, Housing Benefit, or Universal Credit) provide documentary proof of receipt of those benefits from within the past 90 days.
- Documentary evidence of entitlement to Legal Aid Agency funding based on means from within the last 12 months.
- Signed, letterheaded letter from a legal professional verifying that they are representing you on a pro bono or reduced rate basis.

.....Below to be completed by legal professionals only.

Step 3: Legal professionals to complete this section only if submitting on behalf of parent(s):

*First and Last Name:

*Organisation: *Title:

*Address:

*City: *Postcode: *Country:

*Phone: *Email:

- Please tick if **both** parents require a fee waiver due to financial need. If you are applying for just one party, we will only process the free account for the Applicant listed in Step 1.

For professionals, specify role and sign below.

- I am a Judge, Magistrate, CAFCASS, Barrister, Solicitor, Mediator, Coach, Mental Health Practitioner, Charity, Social worker or other professional that works with separating families requesting a complimentary one year OurFamilyWizard subscription due to the parents financial need.

Please specify role:

Signature: _____ Date: _____

Once completed application and documentation are submitted, please allow up to 5 business days for a response. Existing subscribers will receive an email notification and new subscribers will receive a welcome email upon approval.