



# Financial Hardship Assistance

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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.

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## 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](mailto:info@ourfamilywizard.co.uk)

- **Step 1:** Applicants must be able to complete all required contact information fields in the application in order for their submission to be processed. Please provide a phone number and/or email address for the co-parent. This information is required in order for OFW® 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 for the financial hardship assistance programme. If ineligible documentation is provided, OFW® customer support will reach out at the provided email address for additional documentation.
- **Step 3:** This step should only be completed on applications for applicants who are working with legal aid or are receiving other legal services *pro bono*. Step 3 must be completed by the legal practitioner and **cannot be completed by the applicant**. Legal practitioners completing this step must still provide a signed letter on their letterhead verifying that they are providing legal services *pro bono* or at a reduced rate.



# 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 Services Commission / 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:

### For professionals, please choose one of the following and sign below.

I am a CAFCASS officer/other court official requesting a complimentary one year OFW® subscription due to financial need for:

I am a solicitor/other professional providing legal services *pro bono* due to financial need. Please grant my client a complimentary one year OFW® subscription.

I am a solicitor/other professional providing legal services at a rate reduced by  % due to financial need. Please grant my client a one year OFW® subscription at the same percentage of the standard £79.00 annual subscription fee.

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.