

POWERED BY PEOPLE: PROVIDING AN EFFECTIVE, EMPATHETIC AND PROMPT SERVICE TO BUILD RAPPORT

LEADS

Saunders & Co is a full-service Christchurch law firm staffed with lawyers that are experts in most areas of law. The firm has a broad range of clients, ranging from private individuals and families through to large companies, statutory bodies and local iwi.

Our Estates team at Saunders & Co has extensive experience in all aspects of elder law and estate planning and administration, and we take a forward-thinking approach to ensure the minimising of stress and delays for family members left behind. Major life changes such as deaths are often times when clients require us to proactively engage in a timely matter in order to carry out estate administration.

THE CHALLENGE

With roots in Canterbury since 1922, Saunders & Co have a significant book size with a vast number of clients and their subsequent matters. Keeping on top of client deaths was a challenge, especially if the matter, such as a will, was handled many years ago, and families may not have known it was executed.

Prior to discovering online death notification applications, we, along with many other law firms, would either rely on relatives of a deceased client, or checking the death notices in the daily newspaper in order to be notified when a client had passed away.

THE SOLUTION – MATCH400

Our General Manager, John Bates, and Office Executive, Laura McDonnell, had previously trialled other solutions, but opted to subscribe to NoticeMatch because of the high quality of the death data, the ease of use and the guidance that came from NoticeMatch Director, Sue Skeet. "These are just a few reasons why we use NoticeMatch almost daily, thus allowing us to promptly distribute these notifications to relevant authors in the firm" says Laura.

THE OUTCOME

Since subscribing in December 2018, Laura has been in charge of running NoticeMatch which has enhanced her ability to identify a deceased client and subsequently notify the client's lawyer & the deceased estates team. "NoticeMatch has enhanced our client satisfaction due to its efficiency in running a match between our client data and the death notices."

Yours faithfully
SAUNDERS & CO



John Bates
General Manager
Email: jrb@saunders.co.nz
DDI: (03) 963 1460

Yours faithfully
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Laura McDonnell
Office Administrator