

## Outline of complaint:

[probatesolutions.co.uk](http://probatesolutions.co.uk)

# Probate Solutions


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Probate Solutions,  
Parkfield House,  
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By Telephone:  
00 44 1522 527439  
Fax: 01785 601167  
Email: [jason@probatesolutions.co.uk](mailto:jason@probatesolutions.co.uk)  
Or visit our website at: [www.probatesolutions.co.uk](http://www.probatesolutions.co.uk)



L.S. Group Probate Solutions is a part of the L.S.Group [www.l-s-group.co.uk](http://www.l-s-group.co.uk)

Having seen an advert in the national press relating to this company (I still have the advert) I telephoned them and was invited to attend their training course - however I had to make a deposit of £5000.00 to do so.

I attended this so called training along with 2 other people. It became very obvious that this company had very little if anything to do with Probate and was solely involved in selling will writing to the public as a whole, however having now parted with a further £5000.00 I thought I would complete the course as the SIGNED franchisee agreement I have tells me all the various things this company will do for me (and the other 35+ "franchisees"). Upon returning home I thought about the whole set up and was not happy to be a part of it so I sent a recorded letter to the person who I had been led to believe was a senior management figure - NO REPLY not even an acknowledgement of receipt.

I then contacted one of the other people from the course - he too was extremely unhappy about the whole set up.

We have complained, asked for our money back and there has even been a meeting with the owner of the business (he is the only shareholder and last check at companies house showed he is the only registered official) - to date every promise made has been broken, every term within the franchise agreement has not been complied with and the owner being an extremely arrogant man has told all the franchisee's to get out there and sell wills - this is NOT what is promised on either the web site or during the "training", which is conducted by a non qualified legal person.

Contact with the company was supposed to have been improved by the employment of a new office manager - I sent him by recorded and via e mail copies of my repayment request letter - again promises to look into this - result - totally ignored.

I do know that others have also requested refunds - no one has received a penny despite promises - I also know that the business is continuing to recruit "innocent" members of the public without informing them of either the actual state of the company or that they are basically being ripped off for £10K each as they get nothing for their money except a few very dodgy leaflets, a pay as u go mobile and business cards that are illegal as they call the holder a legal representative, which they clearly are not.

The company also claims to be registered by the Ministry of Justice, however research on the registration number shows the registered company to be another one entirely (albeit owned by the same man) and the MOJ DO NOT register will writing business.

The company is supposed to hold professional indemnity insurance - it doesn't it's in the other company's name and it does not cover franchisees at all. Research by one franchisee who is/was in the legal profession has also cast doubts over the claims of the sole director to having a law degree.

PLEASE HELP - all my efforts and those of other people who have parted with over £10k have been met with scorn, lies, and total arrogance by someone who is RIPPING OFF BRITISH CITIZENS, and the law seems to allow him to do it.

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### **Rip-Off Britain's research**

Toby Gebhard LLB Hons. is the Company Director.

Neither he nor i-s-group appear in the Law Society Register:

[www.lawsociety.org.uk/choosingandusing/findasolicitor/view=solsearch.law](http://www.lawsociety.org.uk/choosingandusing/findasolicitor/view=solsearch.law)

The address & phone no. is a simply a MAILBOX ADDRESS:

Parkfield Business Centre,  
Park Street,  
Stafford,  
ST17 4A

Tel: 01522 527439

Fax: 01785 601167

They also run these companies:

[www.i-s-group.co.uk](http://www.i-s-group.co.uk)

Inventory Solutions UK Ltd

Care Home Solutions UK Ltd

Claims Management Solutions Ltd

All listed at:

Parkfield Business Centre,  
Park Street,  
Stafford,  
ST17 4A

**The activities of Probate Solutions is extremely suspicious. Our advice is – keep well clear of them!**