

UNREGULATED ONLINE DIVORCE PROVIDERS

PROVIDER TYPES

5 Unregulated providers

23-30,000 Customers per year

10-13% Share of individuals obtaining a divorce

Based on website review and interviews

STAFF QUALIFICATIONS

Staff typically have law degrees and previous work experience

VOLUNTARY REGULATION & QUALITY CONTROLS

Formal Complaints Process

★★★★ 4

Indemnity Insurance

★★★☆☆ 2

ADR Scheme

★★★★☆ 3

Based on 4 interviews

Membership of self-regulatory bodies is low

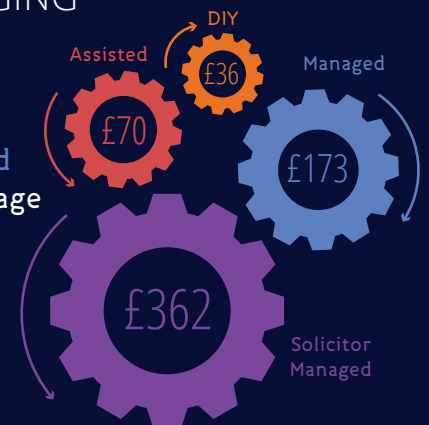
SERVICES OFFERED

	No. of Websites
DIY 	10
Assisted 	7
Managed 	10
Solicitor Managed 	4

Some providers have multiple websites and some are inactive

FEES & CHARGING STRUCTURES

Charged on a fixed fee basis the average price of divorce packages are:



Based on website review

CLIENT BASE & ACQUISITION

Customers of unregulated online divorce providers are reported to be demographically similar to those of regulated

Acquisition is heavily dependent on internet searches