

Trustworthy.

Frequently Asked Questions

Why put all my information in one place online?

There are many reasons our members choose to do this, but we'll outline a few of the more common ones we hear:

A digital back-up

As of late, our physical world has been feeling a lot less secure (global pandemic ,, natural disasters, hybrid working environments). Many of our members want to have a back-up of their important hard copy information in case the original is lost or damaged.

Household equity

Most families divide and conquer their household chores. This usually means that partners divide tasks into groups. Visibility on what's happening across the household can be limited. Many couples want to have a place where the information needed to complete responsibilities like paying bills, submitting insurance claims, and taking kids to the doctor can be brought together so that both sides know what is happening.

A step up in information security

Adopting Trustworthy actually increases information security across the family because we mandate that members take [certain actions to secure their important information](#).

Legacy

Many of our families are proactively thinking about continuity of life for themselves and loved ones if something should happen to them. They want their spouse, children and other family members to have a central and secure location for this information.

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How does Trustworthy keep my information secure?

Security is our top priority. Trustworthy makes your information more secure with bank-level security, two-factor authentication, and AES 256-bit encryption for all file access and storage. We are SOC2-certified and HIPAA-compliant.

You can learn more about the additional steps we take to protect your information here: <https://www.trustworthy.com/security>.

How do I get a Yubikey?

Trustworthy provides a free Yubikey for all of our subscribers upon request. Contact our customer success team at support@trustworthy.com to request your Yubikey.

Do you sell or share my personal information?

We will never sell or share your information.

How do I create a reminder in Trustworthy?

Creating customer reminders to help keep track of dates or deadlines is easy. To start, on your dashboard, select the name of the 'tile' where you'd like to set a reminder. Next, on the right side of your screen, select "create custom reminder." Then, fill in the details of your reminder. Your reminders appear on your dashboard and can be located under the Lightning Bolt at the top right of your screen.

How do I change my Password?

It is very simple to change your password in Trustworthy. On the log in page, please click the "Need Help Signing In" link below the log in fields. You will be sent an email with a link to change your password.

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How much does Trustworthy cost?

Trustworthy provides two annual subscription plans. We offer a free, two-week trial (no credit card needed) to help you decide which plan is right for your family.

- \$240/year: the Gold membership (our most popular plan), which includes the Family Operating System®, thirty-minute personalized onboarding with a Trustworthy Expert, and 30GB storage for your most important documents
- \$480/year for the Platinum membership offers more storage and additional personalized coaching.

We also offer discounts on multi-year or multi-household packages to support you and your extended family for the long-term and receive substantial savings off your annual subscription.

What happens to my information if I leave Trustworthy?

Trustworthy's team works very hard to ensure our platform provides valuable solutions for families for many generations to come. Planning for the future is one way to accomplish that.

The data, documents, and information added to your account are owned by the account owner who may add, delete, or download their digital property at will. In an event where Trustworthy would no longer act as your trusted service provider, our commitment to our members remains.

We offer two options in the event that you decide to leave Trustworthy:

- Delete your information: We have architected our platform to fully delete all information for a customer upon request.
- Download your information: Trustworthy future plans include an account owner feature to download their information at will.