



GUIDE TO OUR PROTECTION SERVICES

*Protecting the things that
matter the most*



Contents

Quilter Financial Planning shares our values and beliefs about being clear and transparent with our clients. This is why we are giving you this document.

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INTRODUCTION

A bit about us...

We chose to be part of Quilter Financial Planning, a network of more than 3,300 financial advisers looking after their clients' interests throughout the UK.

Quilter Financial Planning is one of the leading financial advice networks in the UK, with a strong track record of delivering great customer solutions.

Quilter Financial Planning itself is part of Quilter, a company with real financial strength that offers long-term security for all its customers.

You can read more about Quilter Financial Planning and Quilter on the website: www.quilterfinancialplanning.co.uk



The purpose of this document is to:

- Give you information about our business and services so that you know what to expect when working with us
- Reassure you about how we are regulated, and what security and peace of mind you can expect to receive
- Link to our Terms of Business document, where more specific information can be found regarding our fees and services.

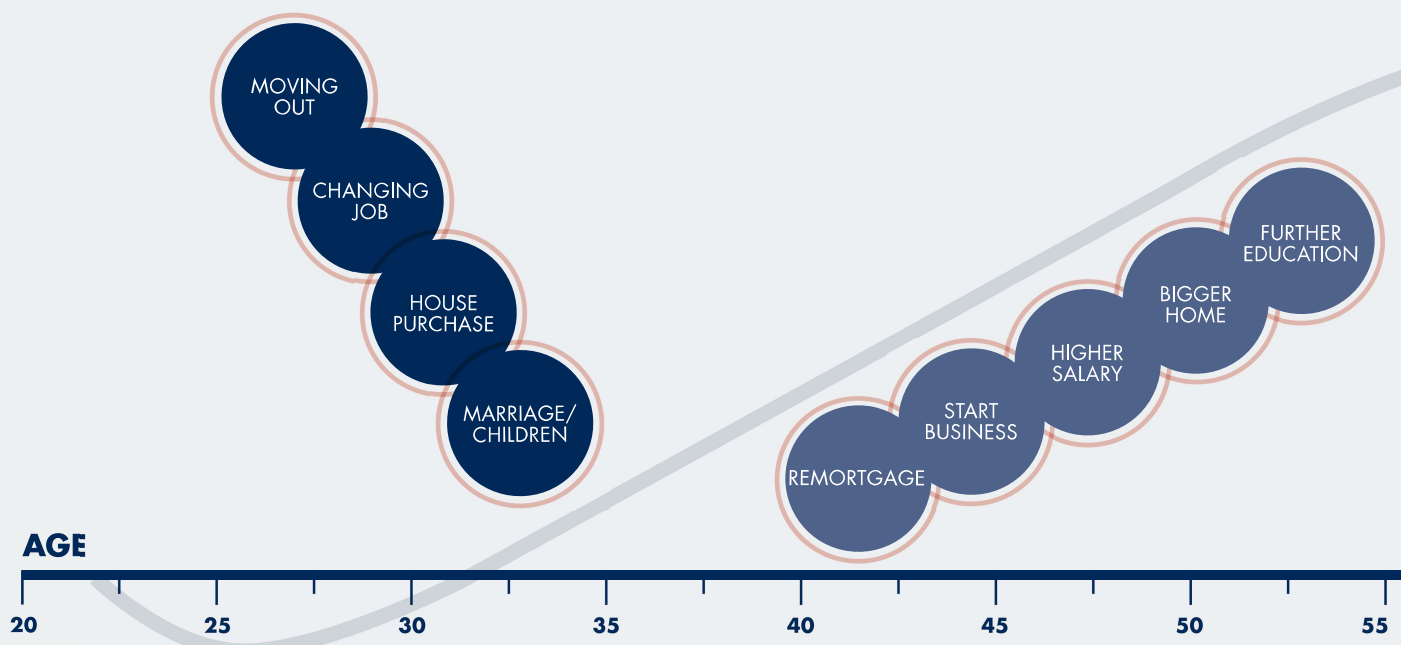
We aim to do this by helping you understand:

- The protection areas in which we can advise you
- The security, protection and peace of mind you can expect
- Our Client Charter
- The proven process we use to deliver the solutions you need
- The value we add to you now and in the future.



THE STAGES OF YOUR FINANCIAL LIFE

Where we can help protect you.....



MOVING OUT

Protect your income so you can pay your rent or mortgage if you're made redundant.

CHANGING JOB

Review your new employers benefits to make sure your current protection plans cover your new salary and whether you receive death in service cover.

HOUSE PURCHASE

Review your protection plans to make sure you have adequate life cover and your income is protected, so you can continue to repay your mortgage if you're made redundant or suffer from an illness.

MARRIAGE/CHILDREN

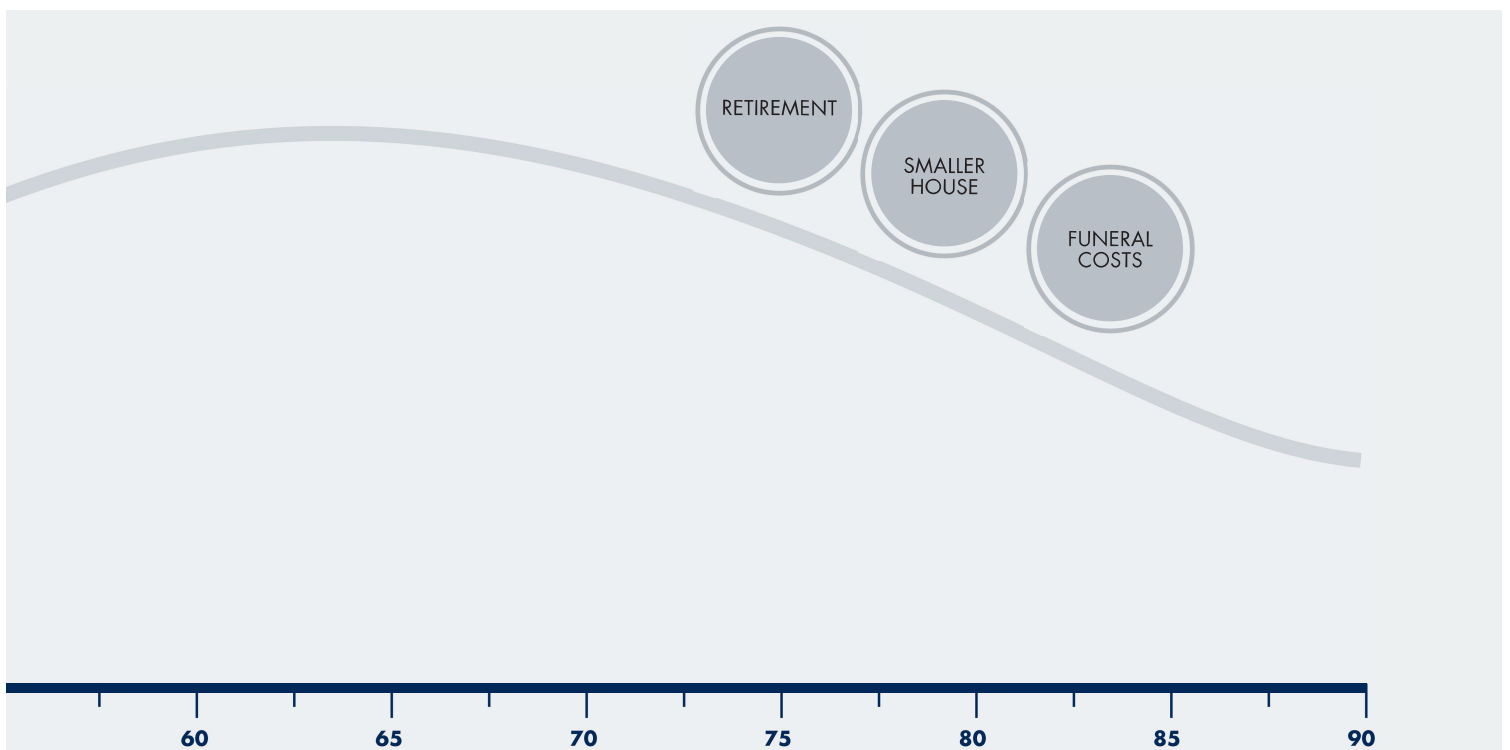
Review your protection plans to make sure your family's standard of living is protected if you're made redundant or suffer from a short or long-term illness.

REMORTGAGE

Review your protection plans to make sure they are still suitable following changes to your mortgage terms.

START BUSINESS

Protect the most valuable assets in your business, the people. Business protection options to consider include key person cover, share & partnership protection and relevant life cover.



HIGHER SALARY

Review your protection plans to make sure they still meet the demands from changes to your lifestyle.

BIGGER HOME

Review your protection plans to make sure you have adequate life cover and your income is protected, so you can continue to repay your mortgage if you're made redundant or suffer from a short or long-term illness.

FURTHER EDUCATION

Consider taking out protection plans to fund your children's further education.

RETIREMENT

Review your protection plans to consider your long-term care needs and make sure your assets are placed in a trust.

SMALLER HOME

Review your protection plans to make sure they still meet your requirements, following changes to your lifestyle.

FUNERAL COSTS

Review your existing funeral cover and consider 55+ life cover.

WHY PROTECTION IS IMPORTANT

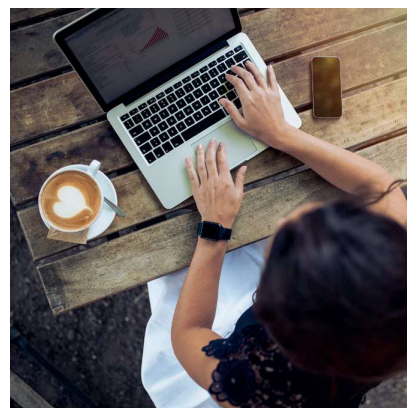
There are events we can all face that have the potential to wreck lives and families. It's a difficult issue to think about, but imagine the impact on you and your family should the main earner in your household die or become seriously ill. It may not happen to you - we hope it doesn't - but it might.

Take a typical non-smoking couple aged 40 for example; before they reach 65 they each run the following risks¹:

- A 7% chance of dying
- A 22% chance of becoming seriously ill
- A 54% chance of being unable to work for at least two months
- A 61% chance of one of these events happening.

While there is no insurance that can prevent these things from happening, you can protect yourself and your family financially by making money available, should something unexpected happen.

This money can be the difference between keeping and losing your home, and maintaining your family's lifestyle.



¹ Source: LV= Risk reality calculator May 2019

UNDERSTANDING YOUR UNIQUE NEEDS

Before beginning to advise and recommend possible solutions, we need to understand your personal circumstances.

We will do this by asking you questions about things such as your income and outgoings, your health, your savings, and any protection you already have. We call this a fact-find.

It's possible you already have enough protection, or enough savings to see you and your family through any financial disruption. In which case we will confirm this with you.

But, if you don't, we will look at what protection you have taken out personally, any protection your employer gives you, and any state benefits to which you may be entitled. We'll also help you consider how long you could pay essential bills if you are unable to work. By doing this we'll discover any potential gaps in your protection needs.

Once we've established your needs we'll then research the most suitable products, before designing a bespoke solution that's tailored specifically for you. We understand that you don't want to spend money unnecessarily, so we will recommend solutions that offer the best possible cover for your budget.

We take pride in offering a personal service that's tailored specifically to your individual circumstances. As you've seen, threats to financial security exist for all of us but the protection needs of you and your family are unique.

That's where we can help.

**WE TAKE PRIDE
IN OFFERING A
PERSONAL SERVICE
THAT'S TAILORED
SPECIFICALLY TO
YOUR INDIVIDUAL
CIRCUMSTANCES.**

PROTECTING YOUR ASSETS

You will most probably be familiar with how you protect your property, using buildings and home contents insurance.

Are you as familiar with protecting your greatest asset – YOU?

A mortgage is likely to be the greatest financial commitment most people make. Your home (or buy-to-let investment) relies on your income to repay the loan.

Events that could stop you earning enough to repay your mortgage:

- Short-term or long-term illness
- Redundancy
- An accident
- A serious illness – such as cancer, stroke or heart attack
- Death (yours or a partner)
- Any of the above happening to a tenant in your buy-to-let.

How long will your current provisions last?

You may have plans in place already but are they sufficient and how long will they last? The first step we take is to check what you have already and how that contributes to the solution.

Should you need to build on your existing plans we will always consider your overall objectives and budget.

So, is protection only about the mortgage?

The first aim of protection is to help you keep your home (or property). The second aim is to maintain your, and your family's, standard of living should something terrible happen.

- We want to help you get the right cover for your needs within your budget.
- After we have assessed your needs, we will advise and make recommendations for you.
- Our Terms of Business will confirm the marketplace we will visit on your behalf.



MAKING SURE YOUR MONEY ENDS UP IN THE RIGHT HANDS

If any of the following areas are of concern, we can ensure a specialist helps you. We will advise you whether that specialist is part of Quilter Financial Planning or not (for example will writing services are not provided by Quilter Financial Planning).

Why you need a will

Leaving a will is the only way you can be sure the right people will inherit your estate. Don't assume all of your estate will automatically pass to your spouse.

If you do not leave a will, intestacy laws, which vary between countries, will dictate who inherits your estate. This can take a long time to resolve.

Key considerations that influence the law's decision on who inherits your estate if you don't leave a will are:

1. The value of your estate
2. Whether you have children
3. If you are married.

Leaving a will ensures that children or dependents are looked after in accordance with your wishes.

Inheritance tax isn't only for the rich

Your home is likely to be the biggest asset in your financial estate. As a result it can affect how much of your estate is passed on to your beneficiaries when you die.

Inheritance tax is payable on death. Each year the UK Government reviews the tax rates payable, the reliefs available, the amounts over which it becomes payable, and how it treats gifts during your lifetime.

It is important to plan each year and check that your estate will pass legally and ethically to your beneficiaries, without them having to pay a large tax bill.

Using a trust

A trust is a legal deed that ensures the asset placed inside it is treated in a specific way for taxation and access. By using a trust any life cover stays outside your estate. This benefits you because:

- It avoids any inheritance tax
- The money goes quickly to the right person because it is outside your estate and avoids any probate delays

- If you do not have a will the State decides who benefits from your estate. Because a trust places your life cover outside your estate this cannot happen
- The money is not available to any of your creditors who only have access to your estate.

We strongly urge all our clients to consider this option.

Lasting and enduring power of attorney

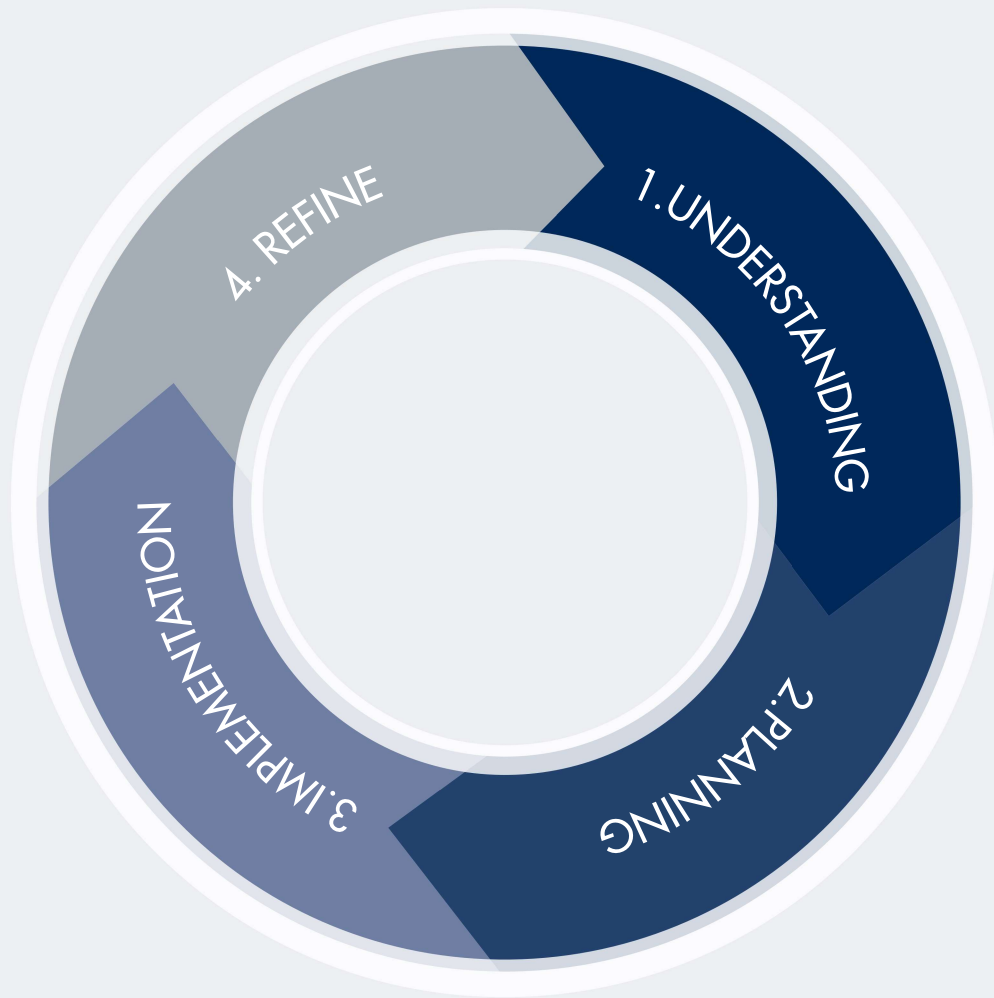
This allows you to grant somebody else the power to make decisions on your behalf, if you're no longer able to. There are different types depending on where you live, what types of decisions you want to use it for, and when you want to use it. For example, some cover property and financial decisions, and others cover your health and medical well-being.

Please note that advice on taxation, trusts, power of attorney, wills, and will writing is not regulated by the FCA.

It's all about you



**This is the process we follow
to make sure you get the
quality of advice you need.**



OUR PROCESS FOR PROVIDING QUALITY ADVICE

1. UNDERSTANDING YOU

By gathering information from you we will find out about any protection plans or policies you already have in place.

Then by exploring your immediate requirements, and your hopes and aspirations, we will build a picture of what you want to achieve.

At this stage you will find out what to expect from us and how you will benefit from using us.

We do not usually charge a fee for this stage.

2. PLANNING

We'll explore and research various scenarios to make the best use of your existing policies.

We'll then recommend how you can build on your existing plans so you give yourself the best chance of achieving your goals.

3. IMPLEMENTATION

Like most of our clients, you will probably prefer us to do the necessary work to put your plan into action. This will save you a lot of time and effort and ensure your plans are set up correctly. There is a cost for doing this and we will explain the options available to you.

Alternatively, you may decide to implement our recommendations yourself, in which case we just charge you for our time and advice.

4. REFINE

Nothing stands still, so it makes sense to check your protection plans regularly. We suggest you do this annually. This way you will find out if your plans still meet your requirements as your financial life stages change.

You will also hear from us if we have something that we feel will interest you.

You will receive clear details on what the total fee is, the advice or service it relates to, how we've calculated it, and when you need to pay.

You are not obliged to implement any of our recommendations. However, we may still charge a fee for our advice.



FINANCIAL PARTNERS FOR LIFE – REGULAR MEETINGS

You do not have to choose an ongoing service with us, although we believe you should check your protection plans regularly.

You decide the style of service you need and how often you need it. In most cases this will depend on what life stage you are at and how much your personal circumstances change.

Most of our clients like to have planning meetings once a year to make sure their protection plans still meet their requirements.

Having a regular planning meeting means you don't miss out.

1. Keeping you informed:

We will only send you information which we feel is useful to you

2. Plan review and valuation milestone:

A milestone check ensures your protection plans are still on track to meet your requirements.

3. Personal safety net:

This ensures that the things that matter most to you are always protected.

We deliver this part via your next planning meeting, in the format that suits your lifestyle the best, such as face-to-face, by phone or using screen share technology.

We will confirm your options in our Terms of Business and, where relevant, Authority to Proceed documents.

**YOU DECIDE THE
STYLE OF SERVICE
YOU NEED AND HOW
OFTEN YOU NEED IT.**

YOUR PEACE OF MIND & PROTECTION

We subscribe to, and abide by, a number of laws and regulations that exist for your protection, confidentiality, and security.



THESE INCLUDE:

- **The Financial Conduct Authority (FCA)** – our regulator.
We will tell you if any product or service recommended is not regulated by the FCA
- **The Financial Services Compensation Scheme (FSCS)**
– for your financial security
- **The Data Protection Act (DPA)** – to protect your confidentiality
- **The Financial Ombudsman Service** – an independent and impartial body to help resolve complaints between financial businesses and their customers
- **Law** – all our agreements follow the laws of England and Wales. The laws concerning property, conveyancing, trusts and power of attorney can differ if you live in Scotland or Northern Ireland
- **Financial crime** – we support the Proceeds of Crime Act, and all efforts to eliminate money laundering
- **Other interests** – we pride ourselves on being impartial. To avoid doubt we tell you if any conflicts of interest exist
- **Loans and ownership** – we want you to know who owns us.

*Our advice
promise and
charter*

We will:

- Deliver a high-quality advice service
- Continually improve the professionalism of all our people
- Welcome and acknowledge any feedback, recommendations and referrals you give to us.



You can find more information in our Terms of Business document, which you should read with this guide.

HOW TO PAY FOR OUR SERVICES

We want to be clear ...

It is important that you understand how you will pay us for our services

- Options – we will explain your payment options to you and answer any questions you may have
- Agreed advice fees – we will not charge you until we have agreed with you how we will be paid
- Transparent – you will receive a clear explanation of our total fee, the advice or service to which it relates, how we've calculated it, and when you need to pay it
- VAT – because we provide an intermediation service, no VAT is due. However, there may be other occasions when VAT is due. If so, we will tell you
- Client money – we never handle cash.

You are not obliged to implement any of our recommendations. However, we may still charge a fee for our advice.

Here we set out the various ways in which we might receive payment for our advice and services.

Paying us directly

We may charge you a fee for advice. We may also receive commission from an insurance company.

We explain our fees in our Terms of Business document.

If we charge a fee we will agree it with you in advance and set this out in our Authority to Proceed document.

You may pay us by cheque or bank transfer.

Provider payments to us

We may receive commission from an insurance provider.

Should we receive any commission, we will disclose this amount to you, by way of an illustration or quotation.

Introducer payments

We may also receive an introducer fee, should we pass your specific enquiry on to a specialist professional adviser. If this happens we will tell you.

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