

A close-up photograph of a person's hands cleaning a car's headlight. The person is wearing a maroon long-sleeved shirt. They are using a light blue microfiber cloth to wipe the chrome and glass surfaces of the headlight. The background is slightly blurred, showing a white building and a blue sky. The overall scene is bright and sunny.

ABOUT OUR ONGOING SERVICES

Looking after your needs



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INTRODUCTION

How can we help you?

The purpose of this document is to:

Remind you of the services we provide across your entire financial life.

Help you decide the most appropriate style and frequency of our ongoing relationship.

Provide you with information on what we do on an ongoing basis to help your continued security, protection and peace of mind.

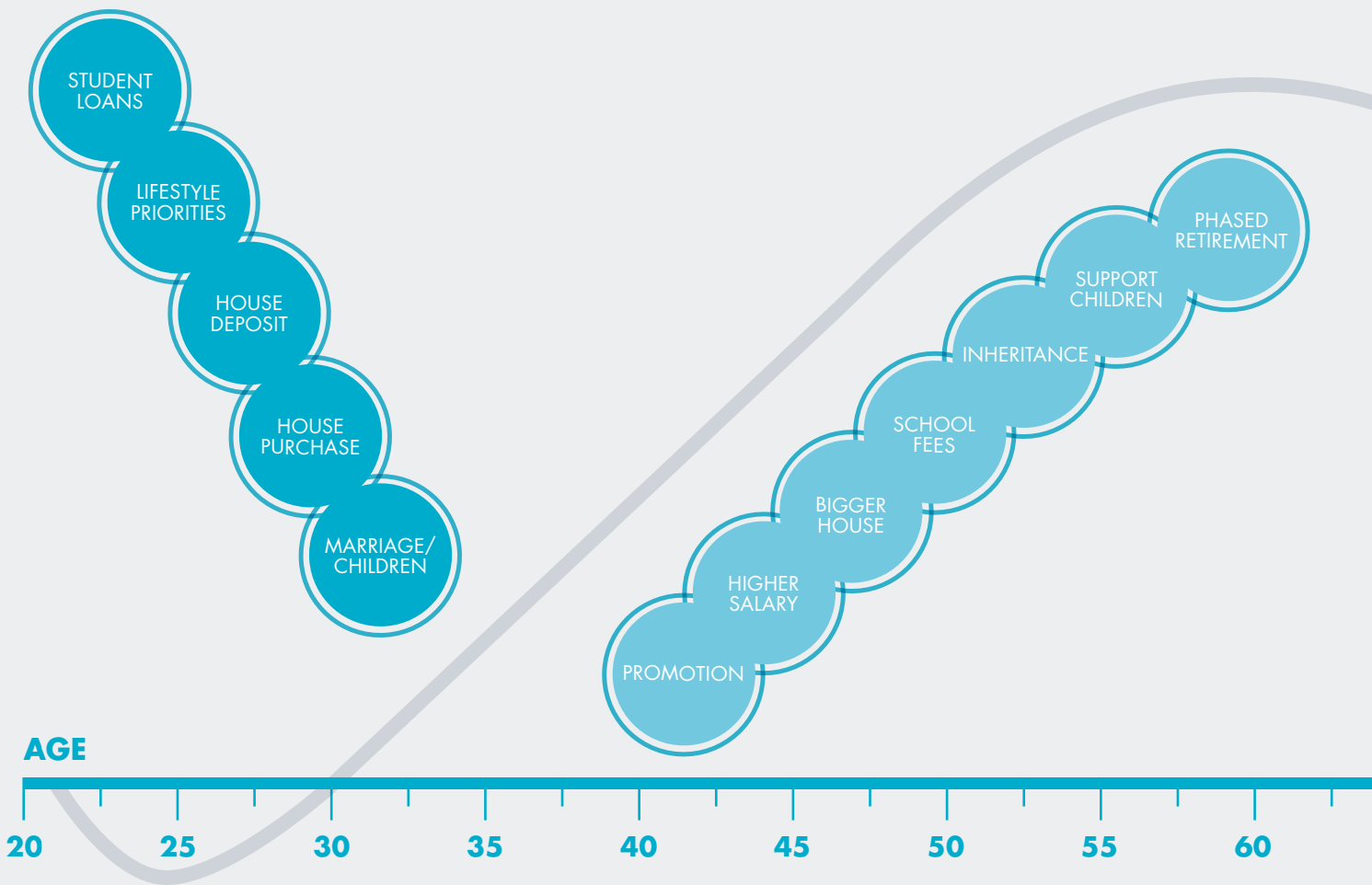
WE AIM TO DO THIS BY REMINDING YOU OF:

- The areas in which we can advise you
- The value we add to you now and in the future
- What you can expect from our ongoing service, including planning and progress check meetings



YOUR FINANCIAL LIFE STAGE

Your financial life stage may help you decide what you want us to focus on when we meet. It will also help you to decide the frequency of our progress check meetings, as well as what format you may prefer to use such as face to face 'in person', digital screen share technology, phone (or a mixture of these).



WEALTH MANAGEMENT

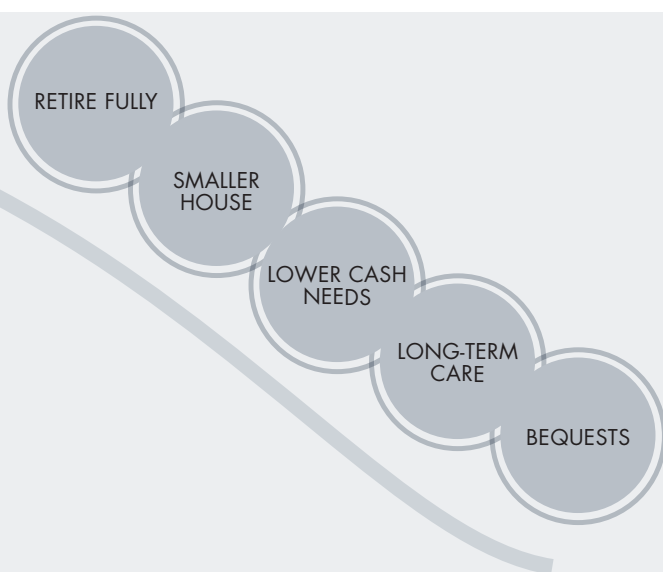
Savings, investments, tax planning, retirement planning

PERSONAL & BUSINESS PROTECTION

Life cover, critical illness cover, income protection cover, business cover

RETIREMENT PLANNING

Pension funds, personal funds, company or trustees funds



WEALTH PRESERVATION

Estate planning, succession planning, trusts, key business person

PROTECTING WEALTH

Protecting you and your family's standard of living against the unexpected.

PROPERTY WEALTH

Ensuring the best arrangements for your home, second home, buy-to-let or commercial properties.

MANAGING WEALTH

Making the most of tax-efficient investment opportunities so that money is available when you want to spend it.

CREATING WEALTH

Ensuring you maximise your standard of living for when you do not want to work so hard.

BUSINESS WEALTH

Helping small and medium-sized enterprises to grow and become more profitable.

PRESERVING WEALTH

Preserving the value of your estate for the benefit of your family.

RETAINING WEALTH

Retaining more of your hard-earned money legally and ethically.

THE VALUE THAT WE ADD

When deciding the fees we charge for advice we want to be sure you receive value for money and that the solutions we recommend are likely to deliver your objectives.

Besides providing leading-edge investment and insurance solutions, like-minded clients have told us we added value at previous meetings by:

- Checking how any personal changes in income or capital wealth may impact their current provisions or tax situation
- Using their existing provisions first before considering starting a new plan
- Reassuring them they are not taking unnecessary risk with their investments
- Explaining in simple terms how the UK Government Budget announcements impact them by way of welfare or income, capital or inheritance tax changes
- Reminding them so that they don't miss out on valuable allowances (such as ISAs), that once they are gone, are gone forever
- Making sure they do not miss out on getting money back that might be owed, such as tax relief on pension and retirement planning
- Rebalancing their assets so they're always comfortable with the risk they take when investing, while ensuring they don't miss out on potentially better returns
- Ensuring they do not miss out on getting a better return than they should for the level of risk they take
- Placing their assets in the right name, ownership and tax shelter, so that they legally and ethically ensure they don't pay too much tax when they want to spend them or pass them on.

Delivering real value for money

- Quilter uses its buying power to drive down the costs of its chosen providers.
- This means you get value for money. Quilter also negotiates exclusive products and features that you will not find anywhere else.

BENEFITS OF FINANCIAL ADVICE



Independent research over the last 20 years* has shown that:

- Over a 5 year period receiving professional financial advice resulted in a total boost to wealth in pensions and financial assets of £47,706.
- Evidence also suggests that fostering an ongoing relationship with a financial adviser leads to better financial outcomes. Those who reported receiving advice at both time points in the analysis had nearly 50% higher average pension wealth than those only advised at the start.

In 2019 Quilter commissioned research; 'Adviser Delta - the difference financial advice makes to unadvised clients'. It recognised that a client's personal situation (e.g. life stage, wealth, and income) could increase or decrease the Delta figure greatly.

It showed that most unadvised investors:

- Tend to treat different pots of money differently
- Have stocks and shares, and these are often held in ISAs
- Are less likely to hold pensions (outside the workplace)
- Those who did were more likely to be invested in funds
- Tend to pay little or no attention to the name, ownership and tax shelter under which their assets are held

As a result of this research into unadvised investor behaviour, we believe that most unadvised customers who currently build their own investment portfolios would experience better financial outcomes if they:

- Took professional financial advice on how to hold their assets in the most appropriate way
- Invested in the way usually recommended by professional financial advisers
- Built a trusted relationship with a professional financial adviser and followed their advice on an ongoing basis

There are also significant non-financial benefits to financial advice too. In 2020, the International Longevity Centre published its report on 'Understanding the non-financial benefits of financial advice.' They found that financial advice:

- Significantly improves financial literacy
- Boosts confidence
- Gives people greater control of their finances
- Offers greater reassurance
- Provides greater peace of mind and security

FINANCIAL PARTNERS FOR LIFE

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

When we started working together you decided the level of service you needed.

We confirmed in writing to you what fees were involved, as well as how and when you needed to pay them.

As we get older each year, it is a good idea to check this service level is still fit for your circumstances. For example, we find the older you get and the more wealth you acquire, may mean you benefit from more regular meetings.

Most of our clients like to check the progress of their plans once a year to make sure they're still on track to meet their objectives.

By having a regular planning meeting, it means you don't miss out on any of your allowances, and you find out how to mitigate any changes in taxation or legislation.

What will the service provide?

THE SERVICE WILL PROVIDE 3 KEY ELEMENTS:

1. Keeping you informed:

We will only keep you informed with pertinent and relevant information

2. Valuation milestone:

A milestone check ensures your plans are still on track to achieve your objectives

3. Personal safety net:

This helps ensure that your net income, assets and liabilities are not affected unduly by changes in your circumstances, or by taxation or legislation.

We deliver this via your 'progress check' meeting in the format that suits your lifestyle the best, such as face to face 'in person', phone, or using screen share technology.

All our servicing options are covered in detail in our Terms of Business, which we can happily send to you upon request.

A TYPICAL ONGOING PLANNING PROGRESS CHECK MEETING

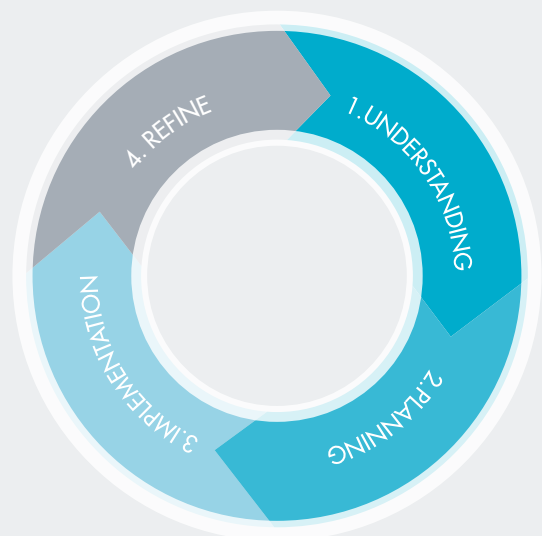
We understand each of our clients is an individual and no two ongoing planning meetings are ever the same.

An example meeting framework may look like this:

- What topics would you like to focus on today?
- An update of your personal circumstances, and a check of your priorities and objectives
- Checking whether you have had any major life events or changes that may have impacted your attitude towards risk or your objectives
- A progress check of your investment holdings and performance
- Valuations and investment commentary
- Where appropriate, we will make recommendations to keep you and your plans on track with your objectives
- Our personal safety net check of how any changes to legislation or taxation may impact you
- Any other related topics we feel that you should consider that are in your best interests

WE WANT YOU TO FEEL EMPOWERED TO SHAPE YOUR MEETING PURELY ON YOUR PERSONAL PRIORITIES.

IF ANYTHING ARISES THAT WE FEEL YOU COULD BENEFIT FROM WE WILL RAISE IT WITH YOU.



YOUR PEACE OF MIND AND 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
- Financial crime – we support the Proceeds of Crime Act, and all efforts to eliminate money laundering
- 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
- 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.

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

If you are unhappy with our service

If you have a complaint about your adviser, or any financial advice you have received from your adviser, please contact us:

Quilter Financial Planning Complaints Department, Sunderland. SR43 4JR

Email: QFPCComplaints@quilter.com

Tel: 0808 171 2626

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.



Clearwater Financial Planning Ltd

56 Fore Street
Kingsbridge
Devon

Tel: 01548 856096

Email: info@clearwaterfinancialplanning.co.uk

<http://www.clearwaterfinancialplanning.co.uk>