

The advice process

Face to face meetings, phone calls, and written communications are at the heart of your relationship with your adviser at Bigmore Associates, but developing a financial plan and implementing strategies to help you achieve your goals also involves hours of preparation, strategic thinking and research.

We aim to provide all clients with clear financial direction. This is achieved by having a full understanding of your current financial position, your objectives and identified needs; this enables us to provide suitable solutions for you in order to treat you fairly and give you the best outcome.

Our aim is to reduce future barriers to these objectives and to maximise the opportunities for achieving your goals.

Here is how the process will unfold...

Step one: **Initial contact and introduction**

We will arrange to meet you. You will be asked to gather as much financial information as you can in advance of the meeting. This is a good time for you to outline the issues that you would like to discuss.

We aim to get under the skin of your finances and help you identify your personal and financial goals, needs and objectives. We will look at your current financial position, including your existing investments, assets and liabilities and income and expenditure needs. We will also discuss your personal appetite and tolerance for risk and your capacity for loss. The initial meeting is at our own expense.

Step two: **Proposal and agreement**

Using the information we have gathered at our meeting, we will forward a proposal to you, giving an outline of what we can do for you and our costs and charges. If you agree with the proposed strategy, we will send you a tailored document setting out the services we will provide to you and the costs of our advice and ask for your agreement to proceed.

Step three: Formal report

Once you have formally agreed our proposal, we will verify your identity and request information directly from the providers of any of your current plans and detail to you a full financial plan. This will take the form of a Suitability Report which will set out your current personal and financial circumstances, confirm your attitude to risk and capacity for loss and fully detail our recommendations to you. If appropriate, the report may also include some cashflow planning scenarios. The report will also give you details about any solutions that we are recommending for you, including any disadvantages and risks and the costs and charges of the solution we are recommending.

Step four: Discussing the recommendations

Once you have had time to read through the report, we will arrange a follow up meeting or telephone discussion, to discuss the recommendation and answer any questions you may have.

Step five: Implementation

Once you are completely happy with the recommendations, we will ask you to sign any applications and/or transfer forms and then make payment to the provider, either by cheque or online. The provider can usually facilitate our fees, however if we have agreed direct payment with you, we will send you an invoice for payment.

Step six: Ongoing servicing and review

Once your plan is implemented, we will add you to our review and valuation schedule according to your service level, which is fully detailed in our Service Level documents. To ensure that your plan remains suitable for you and is on track to meet your objectives, we will meet at least annually to review your circumstances and the progress being made. The best financial plans are those that are reviewed regularly.