

## New Business Check List

**Client Name:** .....

<u>Completion Checks</u>	<u>Completed</u>	<u>Comments or follow-up required</u>
<b>Client Agreement</b> (Required for all cases)		
<b>Fact Find</b> (Required for all cases. All sections must be completed. Spouse must sign and ATR must be initialled by both if joint case)		
<b>R&amp;Obs</b> (Required for all cases. All sections must be signed.)		
<b>P1</b> (Required if client within 5 years of taking benefits)		
<b>P3, Scheme Trustee Authority &amp; £600 admin fee</b> (Required if FSS only)		
<b>Letter of Authority</b> (Required for all cases)		
<b>Occupational Quest</b> (Required for all MP Occ Schemes)		
<b>BR19s</b> (Required for all clients 55 and over)		
<b>Medical Questionnaire</b> (Required if any medical conditions on factfind AND for all clients over 70)		
<b>IFA Company</b>		
<b>IFA Contact Name</b>		
<b>Type of Case</b> SMRA/SIBA etc		

Additional Comments/Notes

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Completed by ..... Date.....

v. 11.5 Updated 13/12/2011

## CLIENT AGREEMENT

**Intelligent Pensions Ltd.  
Cadell House  
27 Waterloo Street  
Glasgow  
G2 6BZ**

**Client :** \_\_\_\_\_

1. Intelligent Pensions Ltd. is a firm of Independent Financial Advisers authorised and regulated by the Financial Services Authority (the FSA) registered number 186250 and bound by the FSA's Rules. The Financial Services Authority regulates the financial services industry in the UK and their address is 25 The North Colonnade, Canary Wharf, London, E14 5HS. The details of our authorisation are found on the FSA website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or telephone FSA on 0845 606 1234. We are not tied to one company's products and are therefore able to be impartial when giving advice on and arranging investments and pensions. We do not advise on general insurance or mortgage products. Should you require advice on such matters we recommend you speak to your usual adviser.

2. We must categorise you to identify the level of regulatory protection to be applied. We believe in providing our clients with full regulatory protection and we propose to classify you as 'Retail Client' for Investment purposes.

3. We undertake not to transact on your behalf any business which we or another of our customers has a material interest, unless that interest is disclosed to you in writing and you consent to the proposed transaction. Occasionally situations may arise where we, or one of our other clients, have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment. We do not act as principal but as your agent in advising you and arranging investments.

4. When we have arranged investments for you we will review these with you at yearly intervals as part of our servicing procedures and will provide intermediate valuation statements upon request. In certain circumstances we may charge for these. In addition, once you commence drawing benefits we will assess annuity purchase opportunities at quarterly intervals and notify you of any occasion in which annuities could be obtained to provide you with an income yield above any previously requested threshold. As part of our annual review procedures we will record any changes in your investment objectives.

5. We will accept your instructions for any transaction by e-mail or in writing although we reserve the right to require written confirmation at any time. We will communicate with you in English both verbally and in writing for the sending and receiving of orders. You, or we, may terminate the authority to act on your behalf at any time, without penalty, but notice of this termination must be given in writing to our principal office. Termination will not prejudice the completion of transactions already initiated on your behalf or any rights or obligations already arising or existing under separately agreed arrangements.

6. We do not normally receive commissions but, if we intend to do so we will notify you of the amount of commission payable to us on any policy, pension contract or investment. We reserve the right to share commissions with any introducer at our discretion.

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7. For administration, consultancy and management services fees will be charged in accordance with the fee scale in force at the time of providing such services. A copy of this will be provided and you will be notified in writing of any change in the fee scale that applies to you. Where appropriate fees will be debited direct to your pension fund.

**8. We do not operate a clients' bank account and do not handle clients' money.** All investment cheques must be made payable to James Hay Pension Trustees Ltd. (or such other Trustee(s) or pension scheme administrator as shall be acting in this capacity in connection with any pension arrangement(s) on which you engage our services) who will operate the necessary banking arrangements for your plan.

9. All investments within a pension arrangement will be registered in the name of the trustee(s) or administrator of the plan with the exception of personal pension policies issued by an insurance company which will be registered in your name. We will forward all documents showing ownership of your investments as soon as practicable after we receive them. Where a number of documents relating to a series of transactions is involved we will normally hold the documents until the series is complete and then forward them to you.

10. At all times you will have the right to inspect copy contract notes, vouchers and any other documents, entries in books or electronic recording systems, pertaining to transactions on your behalf. All such records must be kept by us for a period of at least six years from the date of the transaction.

11. We hold professional indemnity insurance.

12. This Client Agreement excludes any rights which may be conferred upon third parties by the Contracts (Third Party Rights) Act 1999 (does not apply in Scotland).

13. The information you have provided is subject to the Data Protection Act 1998 (the "Act"). By signing this document you consent to us processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management. "Processing" includes obtaining, recording or holding information or data, transferring it to trustees, product providers, the FSA, other companies within the group or any other relevant third parties for legitimate purposes. The information provided may from time to time contain sensitive personal data for the purposes of the Act, for example, information as to your physical or mental health or condition. By signing this agreement you authorise us to process information as described above on a confidential basis when warranted between such third parties. If at any time you wish us to cease processing your personal data or sensitive personal data, please contact The Data Protection Officer on 0141 226 1710 or in writing at **Intelligent Pensions Ltd., 2<sup>nd</sup> Floor, Cadell House, 27 Waterloo Street, Glasgow, G2 6BZ**. You may be assured that we will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

## Fee Scale

### A. Intermediary Services

#### Pension Plan Reconstruction

Reconstructing existing benefits from occupational schemes or individual arrangements into Personal Pensions, SIPP or SSAS arrangements, or into a Secured Pension by way of traditional or investment linked annuities, or into a drawdown plan, scheme pension, overseas pension or any other arrangement, including due diligence reports, transfer analysis, and all documentation issues:

1.1% of the value of each transfer subject to a minimum charge of £250 per transfer and £1,100 in aggregate (policies in a group or series are treated as a single transfer if all policies are covered by a single discharge with the exception of Protected Rights benefits which are always treated separately) plus 1.1% of each contribution to the plan.

#### Investment & Benefit Management

Portfolio design and investment management incorporating bespoke risk graded strategies, fund selection, cash management, quarterly monitoring, rebalancing, benefit analysis and annual review reports:

0.55% p.a. annually in advance payable on completion and thereafter on the annual valuation date for the plan but subject to a minimum of £550 p.a.

*N.B. Where the annual valuation date is altered part way through a year a pro rata charge is made for the period from the last charge to the date of alteration. On termination of this agreement under any circumstances no fees are refundable.*

#### Additional Meetings and Reports

Additional meetings or mid year reports in connection with your pension arrangements under our advice are charged at £250 each.

**All charges will be debited to your plan where possible, and by signing this agreement you are authorising us to charge our fees in this manner.**

### B. Consultancy Services\*

Advice and consultancy services not related to the establishment or management of pension plans or investments are charged on either an hourly rate or fixed fee basis and agreed in advance. Standard fees are charged for certain services such as Transfer Value Analysis, Over-funded Benefit Reports, Pension Splitting On Divorce, Target Pension Funding Reports etc. (Details available on request).

\*Consultancy fees may be subject to VAT

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This is our standard Client Agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

**Declaration**

I/We acknowledge receipt of this Client Agreement, of which the above is a copy and by my/our signature(s) confirm that I/we have read and understood the same and agree to be bound by them. I/We confirm we have also received the document: **"keyfacts about our services and costs"**.

Signed ..... Dated .....

Signed ..... Dated .....

For and on behalf of .....  
(If you are a company or trust).

Signed ..... Dated .....  
.....(solicitor) .....

As attorney under The Property and Affairs Lasting Power of Attorney a copy of which is appended

(If the Power of Attorney is registered with the Court of Protection all future documents require to be counter-signed by the Attorney).

Signed for and on behalf of Intelligent Pensions Ltd.

.....

Dated: .....

# INTELLIGENT PENSIONS

## PERSONAL FINANCIAL INFORMATION

*Please ensure all sections are completed and both spouses sign otherwise the form will need to be returned*

Full Name		Marital Status		
Address		Occupation		
		Spouse's Name		
		Telephone		
		Email		
DOB		<b>Occ Status</b>	<b>Self</b>	<b>Partner</b>
NI Number		Self Employed		
		Company Director		
Spouse DOB		Employee		
NI Number		Retired		
		Unemployed		

Are you an active member of an occupational pension scheme with a current employer? Y/N

Is your spouse? Y/N

**Dependants (including relatives other than children if appropriate)**

Name	Relationship	Age/ Date of birth	Financially dependent?

**Assets and Investments (please enter all details including properties)**

**Ownership**

Description	Value
	£
	£
	£
	£
	£
	£
	£
	£
	£
	£
	£
	£
	£
	£
	£

Self	Spouse	Joint

**Income sources (including earnings, pensions in payment, state benefits and investment income)**

N.B. Please show fluctuating earnings (bonus, commission etc.) separately giving the average over last 3 years.

Description	Self	Spse	Jnt	Annual amount (after tax)	Expected rate of increase
				£	% p.a.
				£	% p.a.
				£	% p.a.
				£	% p.a.
				£	% p.a.
				£	% p.a.

Do you expect any major change in your income in the next few years?  
(e.g. earnings stopping) Y      N

If "yes" please provide details:

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Taking account of your essential living expenses please confirm your minimum acceptable annual income (net) after age 75:

£ \_\_\_\_\_

*(N.B. This should be the total "household" income you expect to need at current value e.g. if you were age 75 now).*

**Life Assurance Plans**

Type	Company	Proj.Value	Maturity date	Death benefit	Beneficiary *	Prem p.a

\* If held in trust please add "T" in box

**Future Pension Benefits**

(any existing pensions in payment should be included in the income section above).

Scheme type *	Self	Spouse	Company and policy or membership no.	Current transfer value (estimated)

\*e.g. Personal Pension (PPP) , Retirement Annuity (RAP), Additional Voluntary Contributions (AVC) company or superannuation scheme - "final salary based e.g. 1/60ths (FS), or company scheme - individual fund (IP).



**Confirmation of Roles and Obligations**

1. \_\_\_\_\_ (the "Introducer")  
having regard to the alternative methods of drawing pension benefits wishes to refer  
\_\_\_\_\_ (the "Client") to Intelligent Pensions Ltd. (the "Adviser") for the  
purposes of obtaining such advice.
2. The Adviser has given the Client a copy of the Adviser's Client Agreement which the Client has signed in acceptance, of the Adviser's terms of business
3. The Adviser undertakes to advise the Client regarding the method by which the Client's pension benefits should be invested and drawn and, where appropriate, to establish a Self Invested Personal Pension Plan and/or other forms of Pension Plan as may befit the Client's needs (the "Arrangements").
4. The Adviser further undertakes to continue advising the client in respect of the Arrangements until all benefits are secured by way of annuities. This continuing advice will be provided at yearly intervals as a minimum, commencing on the earlier of one year from the date of establishment of the arrangements and the date on which benefits come into payment.
5. The Adviser further undertakes to advise any dependants of the Client entitled to receive benefits from the Arrangements, until such benefits are secured by way of annuities. This advice will be provided following the death of the Client and at yearly intervals thereafter.
6. The Adviser is solely responsible for all aspects of advice relating to arrangements it establishes for the benefit of the Client and the Client's dependants.
7. The Introducer undertakes not to provide advice to the Client regarding any aspect of the arrangements established by the Adviser for the benefit of the Client, including any alteration or switch to a different arrangement, such as annuities.
8. The Adviser undertakes to provide services to the Client in accordance with its Client Agreement the annexed Service Charter and the Rules of the Financial Services Authority.
9. The Client agrees to the Adviser providing the Introducer with copies of reports.
10. The Adviser will be solely responsible for recommending investments within the Arrangements and undertakes to monitor these investments at regular intervals.
11. The Introducer agrees to act as Investment Agent and carry out investment transactions on an "execution only" basis for which it will be entitled to receive commission and/or fees details of which will be confirmed by the Introducer.

12. The Introducer will supply to the Adviser all valuations requested for the purposes of reviewing the arrangements and such other information regarding the investments as may be required from time to time.

In acknowledgement of the above

Signed ..... (Client)

Signed ..... (Introducer)

Signed ..... (Adviser)

Date .....

# Service Charter

## Before Benefits Commence -

We will review your investments on a quarterly basis to identify opportunities to consolidate gains and to re-balance the risk profile of your investment portfolio based on the latest agreed risk grading.

We will provide you with annual investment reports, review the fund selection recommending any changes we consider appropriate and the reasons why, and adjust the risk grading of your portfolio taking into account any changes in your financial circumstances, needs or objectives.

You will have the option to include in the service an annual “face to face” meeting to review the arrangements subject to your agreement to the adjusted service charge being applied based on our fee scale as quoted in our Terms of Business. *We recommend annual meetings be held from at least five years before your expected date of benefits. As an option these meetings can be held via an internet link for your convenience.*

Once you are within five years of the date you expect benefits to commence (and subject to your agreement to annual review meetings as above) we will construct a computer model of your retirement so that the investment strategy can be altered to take account of the expected profile of your benefits.

## After Benefits Commence -

*We will review your investments on a quarterly basis to identify which funds are most suitable for taking partial withdrawals to maintain sufficient funds in your plan bank account to cover your immediate needs.*

We will review your investments and market gilt yields on a quarterly basis to identify possible opportunities to secure part or all of your benefits through annuities where you have said you feel this is an option you would consider. Where such opportunities are identified we will advise you whether to buy an annuity or to continue deferring the annuity purchase based on your recorded objectives, attitude to investment risk, your age, market conditions, and the level of your dependency on your pension relative to your other resources.

We will undertake a full review of your arrangements each year either “face to face” or via an internet link. This will involve a review of your financial circumstances, your attitude to risk and your objectives. Following this review we will advise you whether you should buy an annuity with part (or all) of your fund, we will recommend any changes in the balance of investment and we will amend your retirement model to take account of any changes in your short or long term requirements. A formal review report will be sent or emailed to confirm our advice on each occasion.

We will undertake additional reviews at any time when a substantial change in your circumstances or requirements indicates that the existing arrangements may no longer be appropriate, although this may incur an additional charge.

We will advise your dependants on their options in the event of your death and if we recommend them to take income withdrawals we will continue to provide all the services outlined in this Charter until all benefits are secured under annuities.

Intelligent Pensions Ltd.

**Supplementary Information Form: Phased Retirement/Income Drawdown**

1. Please consider the following options and rank them from 1 to 6 in the order of their importance to you at this time (1 for the most important, 2 for the next most important and so on). Your priorities will be reviewed with you each year.

Preserving the pension capital for my next of kin in the event of death	
Having the flexibility to vary the pension income to suit my changing needs	
The security of my pension income	
Achieving further growth on my pension funds	
The opportunity to take advantage of future variations in market annuity rates	
The option to take tax free cash without having to buy an annuity at the same time	

2. Your attitude towards investment risk may be different when it comes to your pension benefits. Please confirm which of the following best represents your views at this time. (Your views may change as you get older and will be updated each year).

I wish to take no risk at all with my pension benefits	
I am prepared to accept a modest amount of risk for at least five years	
I feel I can afford to take a medium amount of investment risk for at least five years	
To improve the growth I am willing to take higher risks for at least a few years	
To improve the growth I am willing to take higher risks for as long as possible	

**Note:**

A 'medium' degree of investment risk is considered to be a level of risk that equates to an investment portfolio containing a broad spread of shares in the largest public companies in the country, as would be represented, for example, by the FTSE 100 Share Index. This index represents the largest 100 public companies in the UK, measured by size (market capitalisation). This does not mean that we would recommend the whole of your pension fund be invested in UK equities, or that you should buy into a fund that tracks the FTSE 100 index, as a balanced portfolio will include some asset classes that carry lower risk (such as property and fixed interest securities) and others that would carry higher risk, such as funds investing in shares of companies in other stock markets around the world, or in companies that are not in the top 100 by size (market capitalisation). However the overall balance of risk would be in the range of the risk of a fund that tracks the FTSE 100 Index. Depending on your circumstances the overall level of equity exposure could be anywhere between 50% and 90%, and we will advise you of that when we issue investment advice. You can select a higher or lower level of equity exposure at any time. If you elect to take a modest amount of risk, that will result in our recommendation being lower equity exposure, and vice versa if you want to take a higher level of risk. This is because over the longer term equities can be expected to out-perform other less risky asset classes, such as property and fixed interest securities. Whatever level of risk you want to take will be adjusted over time as your needs and circumstances change, and as you progress through retirement. This is just one element of our 'risk management' process.

3. Some people are more heavily dependant on their pension than others. Your degree of dependency may also change as time goes on and will be reviewed each year. Dependency can be measured in relation to other financial resources. Please therefore confirm the following:

Value of your realisable assets (excluding main residence and business interests)	£	
Expected after tax earned income in the next five years (totalled)	£	
If you are in business what is the lowest value you could expect on selling	£	
Total estimated value of your pension benefits available for transfer	£	
Current value of any other pension funds (including your spouse)	£	
Current pensions in payment (including your spouse) that increase with inflation	£	p.a.
Current pensions in payment (including your spouse) that increase not index linked	£	p.a.
Current pensions in payment (including your spouse) that do not increase at all	£	p.a.
State pensions (joint) (actual or forecast)	£	p.a.
Inheritances expected in the next five years (lowest estimate)	£	

Signed \_\_\_\_\_

Date \_\_\_\_\_

N.B. Please ensure all boxes have been filled before signing the form as this information is essential to support the advice we give in connection with your pension options.

Member's Questionnaire For A Defined Benefit Scheme

Scheme Name \_\_\_\_\_

Please confirm the following information (which will be held in the strictest confidence):

**Which of the following best represents your views about your former employer**

I do not want my pension benefits to be tied to my former employer for personal reasons	
I have no objection to leaving my pension but I am concerned about the scheme's financial position	
I have no objection to leaving my pension but I am concerned about the employer's financial position	
Although I feel my pension is very secure I would prefer to have control of the fund	
Although I feel my pension is very secure I would like to improve the value of the benefits	
I feel my pension is secure and do not want to control the fund or improve the benefits	

**Which of the following best represents your view about death benefits**

Death benefits are not an important consideration for me	
Death benefits are less important to me than improving my own retirement benefits	
Providing the maximum pension for my spouse is my main requirement	
Providing the maximum lump sum for my family is my main requirement	
I have dependant children and providing a pension for them is my main requirement	

**Which of the following best represents your views about the way your pension is paid to you**

I am happy with a pre-determined pension income that is secure even if I have no control over it	
While a pre-determined pension income is acceptable it is not essential to me	
I would prefer to have the flexibility to control the level of pension income from year to year	
Flexibility is essential for me as I will have financial needs which will be variable	

**Which of the following best represents your views about lump sum benefits at retirement**

I need to take the maximum possible lump sum for another purpose	
Although I would like to have the maximum lump sum it is not an essential requirement	
I am not particularly concerned about a lump sum and would prefer a higher pension	
I am not particularly concerned about a lump sum and would be happy to take it in instalments	

**Which of the following best represents your views about the timing of your benefits**

I need to start my pension benefits as soon as possible	
I need to take my lump sum as soon as possible	
I want to retire earlier than the scheme pension age and am happy with a reduced pension	
I am not likely to retire for some time and want to defer my pension as long as possible	
I have no particular views at this stage	
I am happy to start taking my benefits at the scheme normal retirement age	

**Which of the following best represents your views about the security of your pension**

I will depend heavily on this pension in retirement and cannot afford to take any risk with it	
Although this pension is important I am happy with a modest risk if my benefits could be improved	
Although this pension is important I want to improve the benefits and accept that there is a risk	
This pension is only a modest part of my retirement income and security is not a major concern	
I have many years to go before I will need the pension and want to control the investment until then	

Signed \_\_\_\_\_

Date \_\_\_\_\_

Client: \_\_\_\_\_

Authority To Scheme Trustees/Administrators

Scheme Name \_\_\_\_\_

Address of Scheme \_\_\_\_\_  
\_\_\_\_\_

Membership Number or N.I. Number \_\_\_\_\_ Date of leaving service \_\_\_\_\_

Dear Sirs,

I authorise you to provide information to Intelligent Pensions Ltd .

Yours faithfully,

\_\_\_\_\_ Date \_\_\_\_\_



**PROTECTING YOUR TAX FREE CASH AT 6 APRIL 2006  
INFORMATION REQUIRED FOR EACH OCCUPATIONAL PENSION SCHEME**

Client's name \_\_\_\_\_ DOB \_\_\_\_\_ Spouses DOB \_\_\_\_\_

Scheme Name in full \_\_\_\_\_

Employer's name in full \_\_\_\_\_

Date of joining this specific employment \_\_\_\_\_ Date left or leaving this specific employment \_\_\_\_\_

Have you been a Controlling Director in relation to this employment (see note 1) Yes / No

All pension plans you were a member of in relation to this employment:

Scheme Name	Insurance Company	Plan Number	Date Started

Earnings history **from this employment only** (dividends must not be included) (See note 2)  
**up to 5 April 2006 only – we cannot use later figures.**

Year ending (dd/mm/yyyy)	Basic Salary For Year	Fluctuating Emoluments (bonuses and P11D benefits)
/ /		
/ /		
/ /		
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NB Your salary history will determine your protected tax free cash entitlement so it is important that you give as complete information as possible

Personal Pension Plans Or Retirement Annuities Started Before Joining The Scheme Related To This Employment

Insurance company	Employment related to	Date Premiums Started	Date Premiums Stopped

Other Occupational Pensions From Different Employments (whether concurrent or not)

Scheme / Insurer	Employer	Date Joined Employer	Date Joined Scheme	Date Left Employer	Plan Number

Name \_\_\_\_\_ Signed \_\_\_\_\_ Date \_\_\_\_\_

Notes:

- For people with pensions before April 2006 different rules applied if they were a Controlling Director. A Controlling Director is defined as a director, who within the last 10 years, either alone or together with his/her associates, has owned or controlled whether directly or indirectly or through other companies, 20% or more of the ordinary share capital of the Employer to which the pension relates. Associates of a director are defined as: any close relative (e.g. spouse, forebear or sibling); or partner; or trustee of certain legal settlements in which the director has an interest, or is the settlor.
- Pensionable earnings may be broadly defined as earnings or benefits which are assessable to income tax under Schedule E, such as salary, bonus, commission, profit related pay and benefits-in-kind (i.e. car benefit, health, etc). It should be noted, however, that there are some notable exceptions, such as "Golden Handshakes" and share options and share dealings, which although taxable are NOT pensionable. Similarly, there are some instances where although not assessable to Schedule E tax, a benefit may be pensionable, such as the value of accommodation which an employee is required to occupy as a condition of their employment. Any fluctuating emoluments or benefits in kind should be shown in monetary terms. If you have any difficulty obtaining details of past earnings, you can usually ask you tax office for such information.
- You should note that if you were a director in relation to the employment to which the above earnings relate any periods of service that you did not take remuneration should still be included within the period of service covered by the dates entered for joining and leaving the employment.
- It is essential that you complete all information requested otherwise it may lead to you losing out on benefits. Any missing information (such as gaps in your earnings history) may lead to delays in completing our analysis of your entitlement.