

## INTELLIGENT PENSIONS LTD

### 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.