

Our Later Life Client Procedures

Informed Choice will always ensure that any Financial Planner who advises clients in later life will:

1. Be authorised and regulated by the Financial Conduct Authority (FCA).
2. Be completely independent of any bank, building society or financial institution, with absolutely no ties which might influence the impartiality of advice.
3. Provide each and every relevant client with a copy of this document at the earliest opportunity.
4. Act at all times with honesty and integrity, providing each and every family with the utmost dignity, respect and courtesy.
5. Where possible and preferable, offer home visits as an alternative to in-office meetings, and in all cases offer face-to-face meetings. Relevant clients will always be invited to involve a trusted friend, family member or legal adviser in the advice process.
6. Ensure the Financial Planner is competent and fully up to date to advise on all aspects of care fees planning and financial planning matters relevant to clients in later life.
7. Ensure that the Financial Planner conducts a comprehensive and detailed fact-finding process with each client, before any advice is given.
8. Ensure clients experience the best possible business practices; we will always issue a Retail Client Agreement and an Engagement Letter detailing services and fees, before proceeding with the delivery of advice.
9. Ensure that all relevant and appropriate information is openly disclosed to clients and their families, before the completion of any transaction.
10. Ensure that all advice given is the most appropriate for client circumstances and, where appropriate, clients will be advised to seek an NHS Continuing Care Assessment.

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11. Declare any conflicts of interest and their implications immediately as they arise.
12. Endeavour to use Plain English in all communications, written and verbal, using language which is easy to understand and avoiding technical jargon wherever possible.
13. Be conscious that some clients in later life may experience hearing or visual difficulties and we will take this into account in our communications. For example, written correspondence will be printed in a larger typeface where relevant.
14. Where appropriate, encourage close family members and legal advisers to discuss the implications of any advice.
15. Where appropriate, work with other professional advisers, such as solicitors and accountants, to ensure all aspects of required advice are covered.