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HUB FINANCIAL
SOLUTIONS

PART OF
JUST.



A TRUSTED PARTNER

**When you refer a client to HUB Financial Solutions,
you can trust us to look after them.**

Background

- HUB Financial Solutions is part of Just Group plc.
- We were established in 2006.
- We are solely focused on finding the right financial solutions for people approaching and in retirement.
- We're currently one of the largest brokers of guaranteed income for life solutions in the UK.
- We've helped over 80,000 people decide if equity release is right for them.
- We've enabled our customers to release over £1 billion of equity from their homes.
- We've also provided over 17,000 people with specialist defined benefit pension advice.
- We are regulated by the Financial Conduct Authority.

HUB Referral Solutions

HUB Referral Solutions, our referral service, covers the following advice areas:

Retirement income planning

- Advised – we're able to source annuities and drawdown products from the whole of the open market.
- Non-advised – sourcing annuities from the whole of the open market.

Equity release advice

- Comparing the best equity release options from across the whole of the market to find the product that best meets the client's needs.

Defined benefit advice

- Offering your clients our free-of-charge triage or abridged advice services, as well as a full advice service where there would be a cost (details on the next page). We'll explain the options available to help deliver the best possible outcome for them.

Visit hubfinancialsolutions.co.uk/ready-to-refer

A FOCUS ON CONSUMER DUTY REQUIREMENTS

Our desire to ensure great client outcomes is at the heart of everything we do.

Minimising stress

- We aim to provide greater accessibility by making it easy for clients to communicate with us – however they choose to.
- Our phone lines don't have complicated interactive voice response systems (IVRs), so it's easy for clients to find the person they need to speak to.
- We don't impose maximum call lengths, so our people can take the time they need to ensure clients get what they need.
- We treat people as individuals, always listening to their needs.
- We're happy for referrers to attend client meetings – as long as they've got the client's permission to do so.

Clear communications

- Just Group is a lifetime corporate member of Plain English Campaign, which means we're strongly committed to clearer customer communications.
- We aim to ensure all our customer facing materials are written in plain English.
- We have key customer-facing items which have been 'crystal marked' for clarity.
- All the steps in our customer journeys are clearly signposted in our documentation.

Supportive client journeys

- We put the emphasis on finding the solution that's right for your client. If a product isn't suitable for your client, we'll always say so.
- There's no obligation on your clients. For equity release and retirement income planning, they'll only be charged if they decide to buy a product and we'll always agree the costs with the client up front. For defined benefit, there'll only be a cost if the client decides to choose our full advice service. Defined benefit full advice costs are 2.5% of the first £500,000 of the transfer value (regardless of whether a transfer is completed or not) and 1.5% of anything above £500,000. Subject to a minimum fee of £3,000 and a maximum fee of £15,000 (no VAT due).
- We actively encourage family involvement wherever appropriate, so clients feel they have the support of their loved ones.
- We proceed at the client's desired pace, so they don't feel rushed or under pressure.

Highly-trained front line staff

- The people who deliver our services are highly qualified in their areas of specialism:
 - Retirement income advisers – level 4 qualified.
 - Equity release advisers – CeRER or equivalent, many qualified to a higher level.
 - Defined benefit advisers – level 4 qualified with AF7, AF3 or G60, many with more than one.
- We also provide all our customer-facing staff with comprehensive training on identifying and managing vulnerable customers – with a focus on financial abuse and mental capacity.
- We work with Dementia Friends to deliver specific training on helping customers with dementia.

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GOVERNANCE

We have a customer-focused culture and a strong governance framework.

- Our strategic focus is on enriching customers' lives in retirement.
- This underpins our referral service, where we aim to help clients who don't fit neatly into firms' business models by providing retirement-focused advice and guidance services.

- We are members of the Equity Release Council.

ADVICE CONTROLS

Adviser and Regional Manager remuneration:

- strong basic salary
- bonus based on Consumer Duty standards and quality
- no product bias

Leading advice standards:

- no execution only
- no insistent customers

We complete risk-based quality assurance reviews

Independent complaint investigation: all advice complaints investigated by Compliance

Retirement income	Equity release	Defined benefit
All advisers level 4 qualified	<p>Advice framework comprising:</p> <ul style="list-style-type: none"> • equity release focused fact find (KYC) • suitability letter builder • advice tools • comprehensive best practice manual 	<p>Three advice options:</p> <ol style="list-style-type: none"> 1. Triage: free educational content to help decide if financial advice could help 2. Abridged advice: free assessment to understand if the best solution is for the client to stay in their existing scheme or if further advice is needed 3. Full advice: we'll undertake further exploratory work to help recommend the best solution for the client
Clearly established exit points signposting to specialists	<p>State benefits analysis as part of all equity release advice: over half (62%) of those entitled to them failed to claim benefits, and a further 24% were claiming but not claiming the full benefit (2022)</p>	Available to all clients aged 55 or over and with a defined benefit pension, which they haven't yet started withdrawing from

Visit hubfinancialsolutions.co.uk/ready-to-refer

Visit **hubfinancialsolutions.co.uk/ready-to-refer**
or call **01737 233 412** for equity release or retirement
income planning or **0800 995 6024** for defined benefit

Our UK based team is available from 9am to 5pm, Monday to Friday
(excluding bank holidays). Please note, your call may be monitored
and recorded and call charges may apply.
