



## REASONS TO CONSIDER REFERRING A CLIENT FOR RETIREMENT INCOME PLANNING

Not approved for use with clients.

At HUB Financial Solutions, we specialise in retirement income planning. To date, we've helped over 60,000 clients with their retirement income planning.

### How we can help

There may be times where a client needs help with their retirement income planning, but you may not be in a position to offer support. This may be because it's not part of your core service, or the funds involved are below what would be cost-effective for you to deal with.

HUB Financial Solutions can help.

When you make a referral, we'll phone your client within two working days and – where appropriate – arrange a telephone appointment. We take the time to get to know your client, explain their options and then tailor our solution to their needs.

#### Guidance

In some cases your client may already know that they want a guaranteed income for life, provided by an annuity. We can help them to research their options – by comparing rates from across the whole of the open market – and then support them through the application process.

#### Advice

Other clients may want to talk through their options in more detail. So our retirement specialists can take the time to get to know them, look at their health, wealth and retirement aspirations and give them a personal recommendation based on their individual circumstances. We're able to source annuities from the whole of the open market and can provide access to a simple drawdown product provided by HUB Financial Solutions.

### By referring your clients to HUB Financial Solutions, you can:

1. Support a wider range of clients by giving them access to retirement income guidance and advice.
2. Know your clients are in safe, expert hands.
3. Retain ownership of your client and stay informed about progress.
4. Rest assured that HUB Financial Solutions will not cross-sell to your clients.

For a non-advised annuity purchase, we'll pay you an introducer fee of 1% of the completed purchase price.

Where advice is provided, we'll pay you an introducer fee of 1% of the net fund value at the point of recommendation (paid on completion), and subject to a maximum of £500.

### And the benefits for your clients are great too. They include:

- A telephone-based service tailored to their needs, offered at their own pace at a time that's convenient for them.
- A dedicated case handler on hand to support them through the whole process.
- No fee to pay unless they decide to buy a product.

#### Requirements for referring

We're able to help clients who:

- are members of defined contribution schemes,
- are UK residents with no plans to move outside of the UK within the next 12 months,
- don't have any safeguarded benefits within their policies, and
- are looking to access their pension savings within the next six months.

Visit [hubfinancialsolutions.co.uk/refer](https://hubfinancialsolutions.co.uk/refer) or call 01737 233412

## What does it cost?

Our guidance and advice carries no obligation, and your client will only be charged if they decide to buy a product. We'll always agree the costs with the client up front.

### Guidance

If your client purchases a guaranteed income for life solution, the costs of providing the guidance and arranging the solution will be met by a commission paid to us by their chosen provider. This will be between 1.6% and 3.5% of the net value of their pension fund.

### Advice

If your client purchases a solution we recommend, there will be a charge for our advice and for arranging the solution. This will be a fixed fee of £700.

## Who are HUB Financial Solutions?

- HUB Financial Solutions are 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 the largest broker of guaranteed income for life solutions in the UK.
- So far, we've helped over 145,000 clients decide if a retirement income, equity release or care funding solution is right for them.
- We are regulated by the Financial Conduct Authority.

## How does the service work?

<p><b>Initial call</b></p> <ul style="list-style-type: none"> <li>• Within 2 working days of the referral. A member of HUB Financial Solutions' introducer team calls the client to get to know them and find out about their circumstances and needs.</li> <li>• If the client already knows they want a guaranteed income for life, HUB Financial Solutions provide guidance.</li> <li>• If the client wants to talk through their options in more detail, HUB Financial Solutions provide advice.</li> </ul>	<p><b>Guidance</b></p> <ul style="list-style-type: none"> <li>• HUB Financial Solutions' Retirement Co-ordinator team hold an appointment with the client within 1 to 2 weeks of the initial call to talk them through their options. They will also tell the client what the best annuity rate available is from across the whole of the open market.</li> <li>• They send the client a copy of the quote and the relevant annuity prompt together with an application pack.</li> </ul>	<ul style="list-style-type: none"> <li>• Within 3 working days of sending the application pack, the same Retirement Co-ordinator phones the client to answer any queries and help progress the application.</li> <li>• There is no obligation for the client to proceed.</li> </ul>	<ul style="list-style-type: none"> <li>• Once HUB Financial Solutions receive the completed application back from the client, it normally takes 4 to 8 weeks to progress while the ceding scheme sends the client's funds to the new provider.</li> </ul>	<ul style="list-style-type: none"> <li>• Once the client's funds are received by the new provider, the annuity is set up.</li> <li>• Then HUB Financial Solutions pay your introducer fee.</li> </ul>
	<p><b>Advice</b></p> <ul style="list-style-type: none"> <li>• Within 1 to 2 weeks of the initial call, one of HUB Financial Solutions' advisers calls the client to conduct a fact-find.</li> <li>• They then go away to prepare a personal recommendation and send it to the client.</li> </ul>	<ul style="list-style-type: none"> <li>• A few weeks later, HUB Financial Solutions' adviser calls the client to discuss the recommendation and answer any queries.</li> <li>• There is no obligation for the client to proceed.</li> </ul>	<ul style="list-style-type: none"> <li>• Once HUB Financial Solutions receive the completed application back from the client, it normally takes 4 to 8 weeks to progress while the ceding scheme sends the client's funds to the new provider(s).</li> </ul>	<ul style="list-style-type: none"> <li>• Once the client's funds are received by the new provider(s), the annuity and/or drawdown plan will be set up.</li> <li>• Then HUB Financial Solutions pay your introducer fee.</li> </ul>

## FOR MORE INFORMATION

Visit: [hubfinancialsolutions.co.uk/refer](https://hubfinancialsolutions.co.uk/refer)

Email: [support@hubfs.co.uk](mailto:support@hubfs.co.uk)

or call: **01737 233412**

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.

Please contact us if you would like this document in an alternative format.