

PENSIONHELP HOW TO REFER A CLIENT

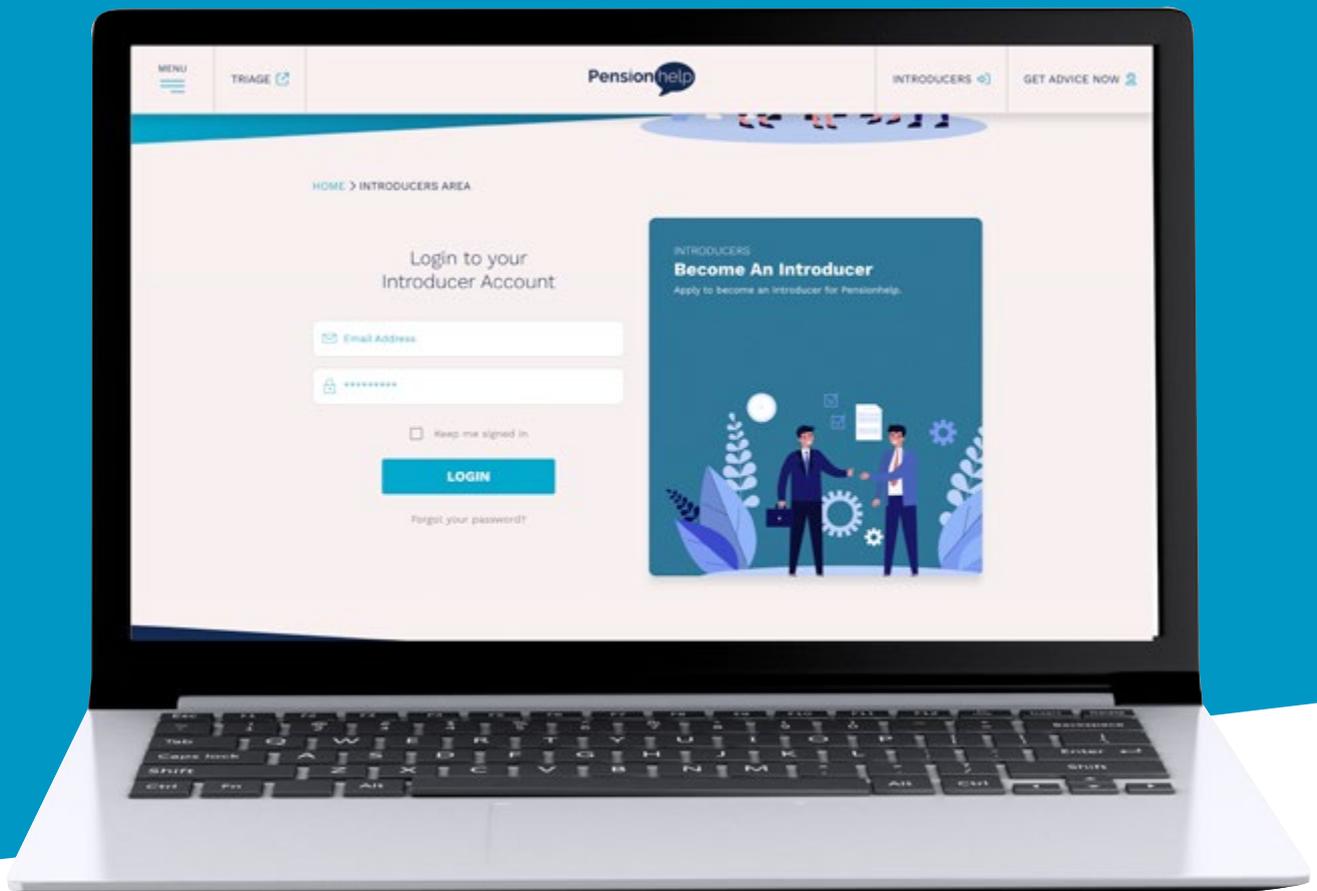


Step by Step Guide

V1 April 25

Client Referral step by step guide

Step One



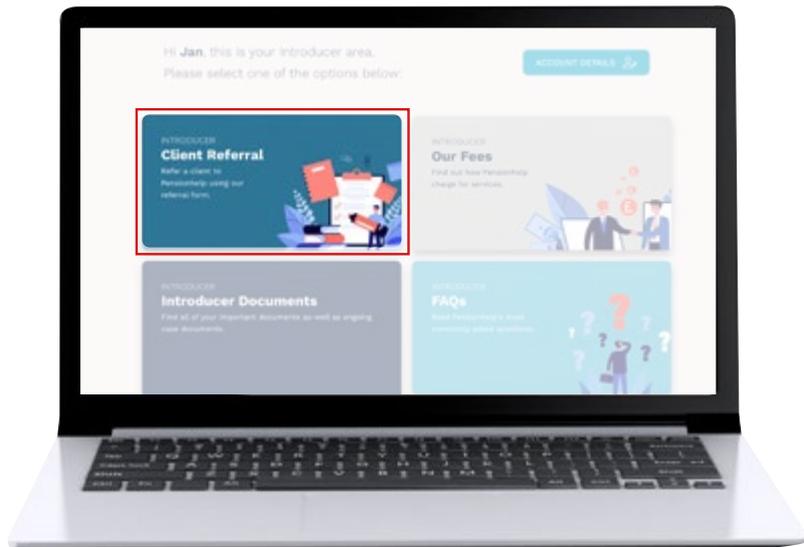
Login into Pensionhelp's referral portal;
<https://pensionhelp.co.uk/introducers/client-referral/refer-a-new-client/>

If you are registered but don't have your password, please click on 'Forgot your password' and follow the instructions to immediately generate a new one.

Please call Pensionhelp on **0161 956 2328** if you require help.

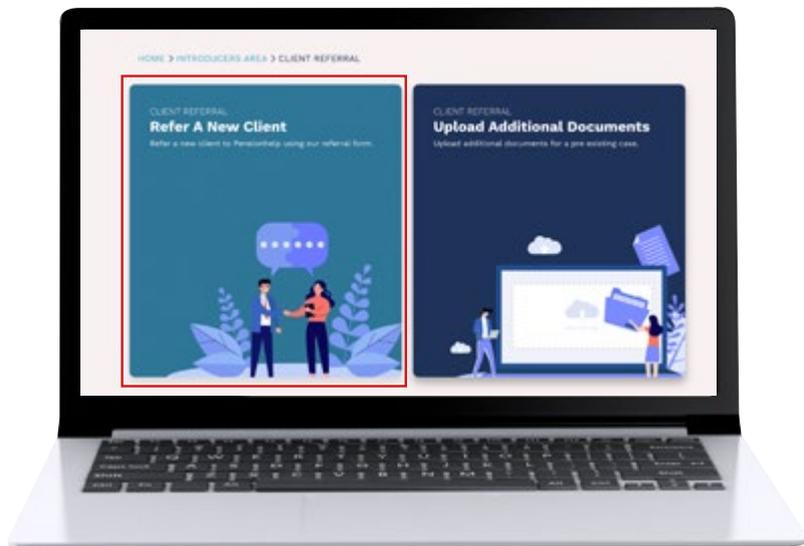
Step Two

Click on 'Client Referral'



Step Three

Click on 'Refer A New Client'

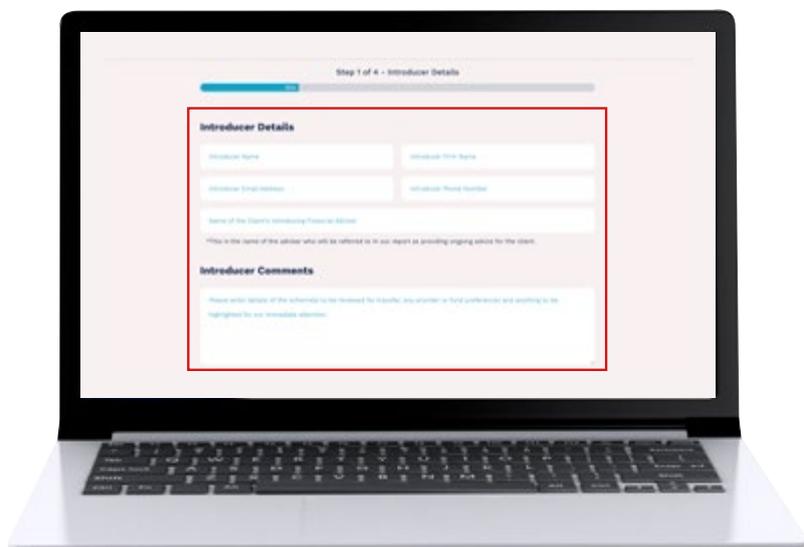


Step Four

Enter your contact details and the name of the introducing adviser (may also be yourself).

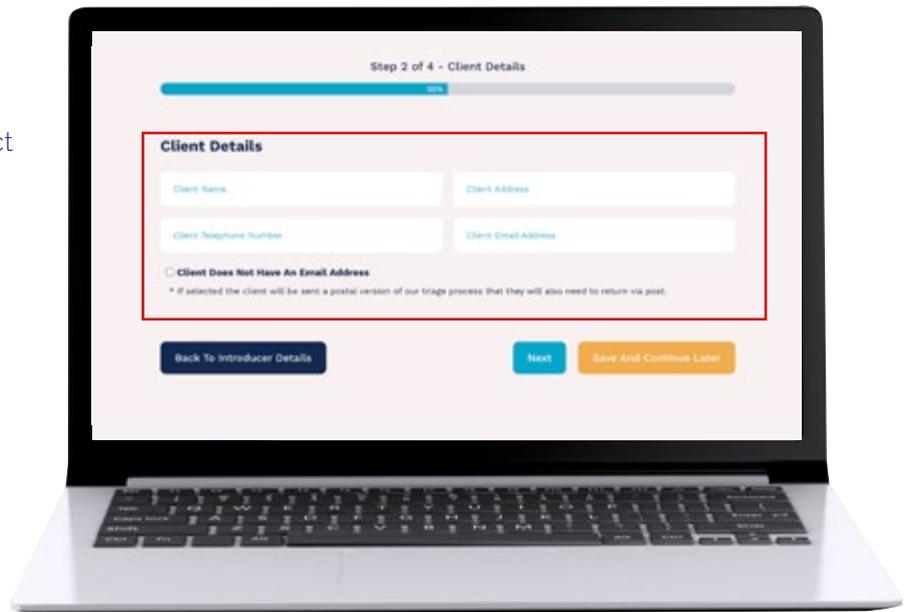
In the 'Comments' section please add any provider and fund preferences you may like for us to consider. Please also add anything that you'd like to bring to our immediate attention.

Please click on 'Next'



Step Five

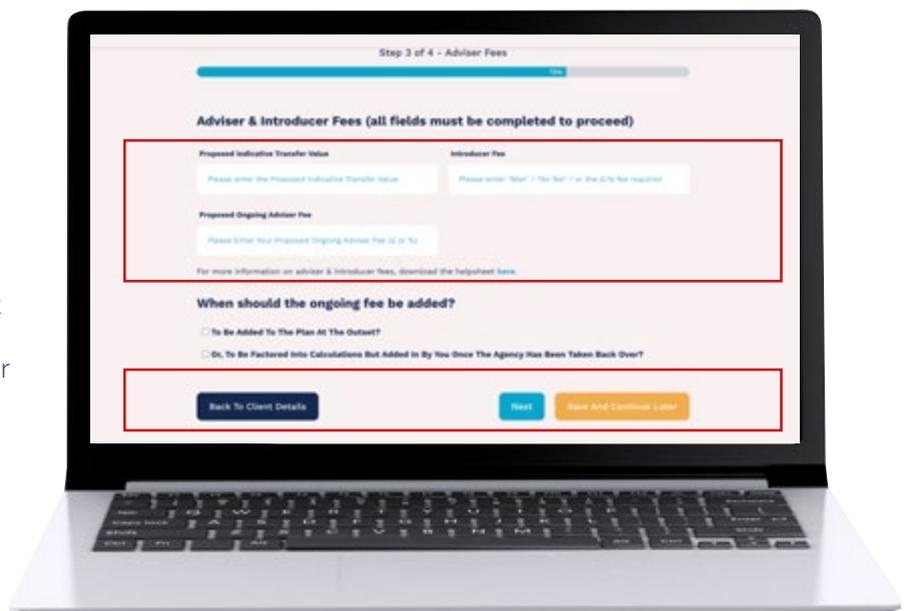
Please enter your client's contact details.



The screenshot shows a laptop displaying a web form titled "Step 2 of 4 - Client Details". A progress bar at the top indicates 50% completion. The form is enclosed in a red border and contains the following fields: "Client Name", "Client Address", "Client Telephone Number", and "Client Email Address". Below these fields is a checkbox labeled "Client Does Not Have An Email Address" with a note: "* If selected the client will be sent a postal version of our triage process that they will also need to return via post." At the bottom of the form, there are three buttons: "Back To Introducer Details" (dark blue), "Next" (teal), and "Save And Continue Later" (orange).

Step Six

Please enter the estimated or actual total transfer value, the amount of Introducer Fee that you wish to take (you can enter a monetary amount, 'none' or 'max'), your ongoing fee and tick the relevant box depending on whether or not you would like for us to set up any new plan with your ongoing fee.



The screenshot shows a laptop displaying a web form titled "Step 3 of 4 - Adviser Fees". A progress bar at the top indicates 75% completion. The form is enclosed in a red border and contains the following sections: "Adviser & Introducer Fees (all fields must be completed to proceed)" with input fields for "Proposed Indicative Transfer Value" (with a note: "Please enter the Proposed Indicative Transfer Value") and "Introducer Fee" (with a note: "Please enter 'None' / 'No Fee' / or the £/€ fee required"), and "Proposed Ongoing Adviser Fee" (with a note: "Please Enter Your Proposed Ongoing Adviser Fee (€ or £)"). Below this is a link: "For more information on adviser & introducer fees, download the helpsheet here." The next section is "When should the ongoing fee be added?" with two radio button options: "To Be Added To The Plan At The Outset?" and "Or, To Be Factored Into Calculations But Added In By You Once The Agency Has Been Taken Back Over?". At the bottom of the form, there are three buttons: "Back To Client Details" (dark blue), "Next" (teal), and "Save And Continue Later" (orange).

Step 4 of 4 - Add Documents 100%

Required Documents

- Client Agreement Attached?**
* We cannot contact Client Without Client Agreement.
- Privacy Notice Attached?**
* We cannot contact the client without the Privacy Notice & have authority to process the client's personal data.
- State Pension Forecast Attached?**
* or ordered by client (and their spouse / partner where applicable)
- Current Workplace Pension Information Attached?**
* & Letter of Authority (if available)
- Pension Scheme Letter(S) Of Authority Attached?**
* Please put the original(s) in the post in addition to upload as many schemes will not accept Scanned Copies
- Money Laundering Documents Attached?**
* Please contact us if you require information about acceptable documents

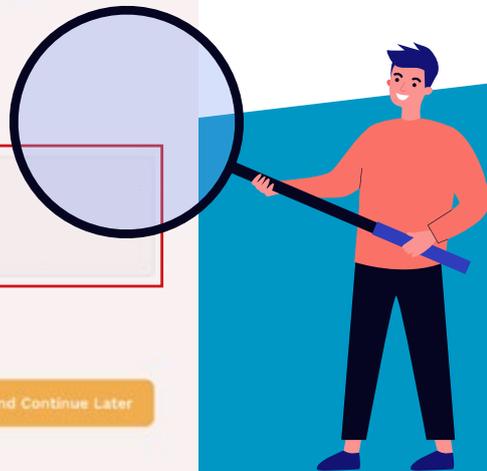
Upload All Files Listed Above and Any Additional Documents
Please ensure all documents are uploaded individually per file.

Drop files here or

[Select Files](#)

Accepted file types: dwg, jpg, jpeg, pdf, jng, jng, xlsx, xls, Max. file size: 256 MB.

[Back To Adviser Fees](#)
[Submit Referral](#)
[Save And Continue Later](#)



Step Seven

Please upload any documents that you can provide. If not currently available, these can later be uploaded via our 'Additional Documentation' portal or emailed to 'enquiries@pensionhelp.co.uk'.

We will contact the client directly for any outstanding documents. Ultimately we'll need to obtain;

- Our completed Financial Review Document (Fact Find)
- LOA(s) for the scheme(s) to be reviewed for transfer
- LOA for any current workplace pension scheme (we need to consider this as a potential destination for any transfer)
- LOA (Change of Agency) for any existing plan to be topped up. (please speak to us if you have any questions about this)
- Copies of the clients ID
- State Pension Forecast for client and spouse/partner (if any)
- Any CETV or other transfer value you may have for the proposed transfer

Our LOA and Financial Review Documents can be found [here](#)

Please click on 'Submit Referral' to complete.

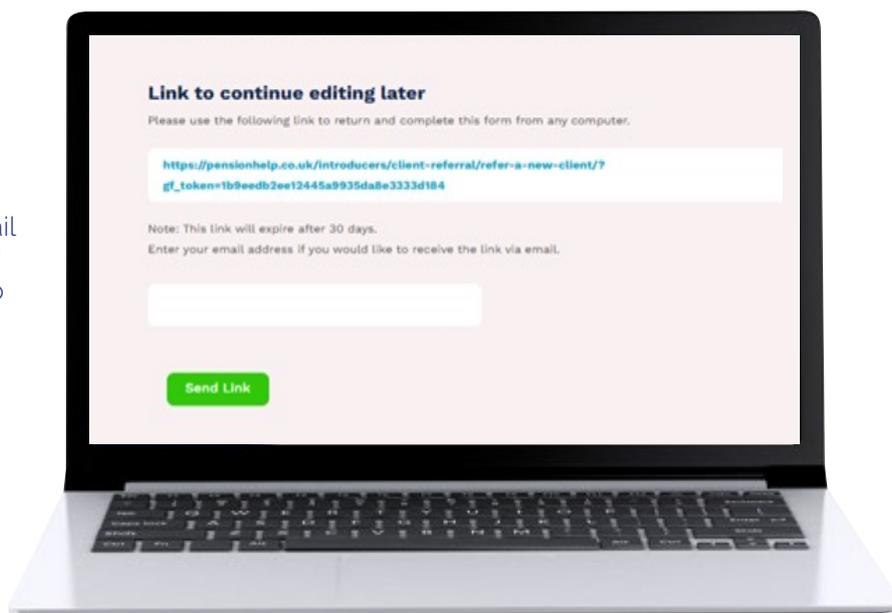
Finally...

You may wish to let your client know that you have referred them to Pensionhelp and they should look out for an email from us with a link to complete our Online Triage. Here they will confirm their acceptance of our Privacy Notice and Client Agreement (therefore, no need for you to include these documents with your referral), they'll watch an educational video about safeguarded pension benefits and they'll book a Fact Find call with us.

If you need to save and return before completing your referral then please click on the button labelled; **'Save And Continue Later'**.

However, please enter your email address and click on **'Send Link'** to receive a link to enable you to access your incomplete referral.

Please note, until you click on **'Submit Referral'** we cannot access any data that you enter onto this portal.





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