



7 min read



About our  
ongoing  
services

## What we'll cover:

<i>Your ongoing service with us</i> _____	<b>3</b>
<i>How our service works</i> _____	<b>4</b>
<i>The value that we add</i> _____	<b>5</b>
<i>What to expect during your progress check meeting</i> _____	<b>6</b>

### **Need additional help reading documents?**

More and more of our clients are using screen-reading software as a quick and easy way to read their documentation if they are blind, partially sighted, or dyslexic. Alternatively, we can write to you in several alternative formats, such as large print, braille, audio, and OpenDyslexic font.

If you'd like to switch to any of these methods, please let your adviser know and we will be happy to help.

## Your ongoing service with us

*Working with a financial adviser can save you time and provide peace of mind, knowing that you have a professional guiding you towards a secure financial future. We believe that the majority of our clients benefit from having an ongoing service with us.*

“ Most unadvised customers would experience better financial outcomes if they followed professional financial advice. ”

Source: Adviser Delta, a Quilter research paper on the importance of advice, June 2019.

### Consider this example:

Average retirement income **without** financial advice **£17,168.**

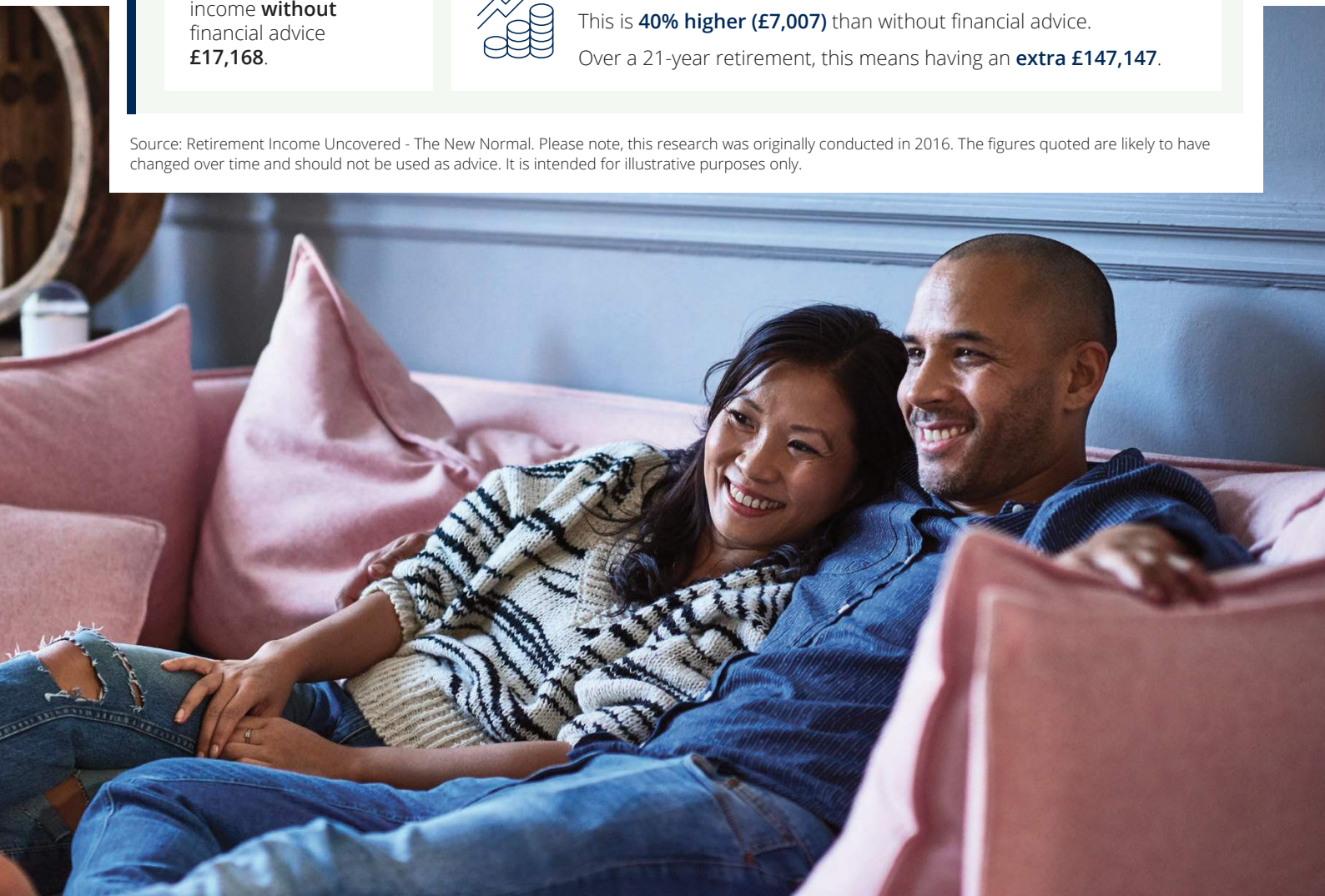


Average retirement income **with** financial advice **£24,175.**

This is **40% higher (£7,007)** than without financial advice.

Over a 21-year retirement, this means having an **extra £147,147.**

Source: Retirement Income Uncovered - The New Normal. Please note, this research was originally conducted in 2016. The figures quoted are likely to have changed over time and should not be used as advice. It is intended for illustrative purposes only.





## How our service works

*We offer a flexible and proactive ongoing service that ensures your financial plans are tailored and up to date.*

Here's how it works:

### Researched and designed for you:

Whilst you do not have to have an ongoing service with us, our experience is that for most of our clients it is the effective method for ensuring that your plans remain suitable. Your circumstances and objectives may well change and progress over time. We will also need to advise you on how external factors such as changes to tax allowances and investment opportunities may affect your plans.

### How we maintain and refine your plans over time:



#### **We keep you informed**

We make sure you're up-to-date on news that is most useful to you such as new ISA allowances.



#### **We regularly monitor your plans**

We review your plans to make sure that you are still on track to meet your objectives.



#### **We arrange check-ins**

We monitor for tax and legislation changes to ensure your income and wealth are protected. We'll update you on any impacts to you in your financial planning meeting (in person or via online meetings), where you can share any personal changes in your objectives with us.

# The value that we add

Like-minded clients have told us we added value at previous meetings by:

- ✓ Checking how any personal changes in income or capital wealth may impact their current provisions or tax situation.
- ✓ Using their existing provisions first before considering starting a new plan.
- ✓ Reassuring them that they are not taking unnecessary risk with their investments, or missing out on potential returns for the level of risk they have chosen to take.
- ✓ Explaining in simple terms how the UK Government Budget announcements impact them.
- ✓ Reminding them of their valuable allowances (such as ISAs) that they may be in danger of losing each tax year.
- ✓ Making sure they do not miss out on getting money back that might be owed, such as tax relief on pension and retirement planning.
- ✓ Rebalancing their assets so they're always comfortable with the investment risk they are taking.
- ✓ Ensuring they do not miss out on getting a better return than they should for the level of risk they take.
- ✓ Placing their assets in the right name, ownership and tax shelter, so that they ensure they don't pay too much tax during the investment journey, or when they want to spend them or pass them on.



# What to expect during your progress check meeting

*At the heart of our ongoing service is the progress check meeting, where we advise whether your existing plans are still suitable in the light of any changes to circumstances.*

Our planning meetings are personalised and individual to you and you only. You're free to shape your meeting with your adviser according to what's important to you and anything that's changed in your life affecting your finances.

If anything arises that we feel you could benefit from, we will raise it with you.

## Top tips on how to prepare for our meeting:

To make the most out of our meeting, it's handy to have the following ready at your fingertips:



Current salary information, including bonuses received



Current mortgage details



Most recent tax return



Details about any investments or savings that we do not have direct visibility of  
(e.g. bank deposit accounts)



Home values and property

## An example meeting may look like this:

- ▶ What would you like to focus on today?
- ▶ An update of your personal circumstances, any significant life events or changes, a check on any changes to your priorities and objectives, all so that we can update your plans if necessary.
- ▶ A progress check of your investments and performance to ensure they meet your objectives.
- ▶ Our personal safety net check of how any changes to legislation or taxation may impact you.
- ▶ Any other related topics we feel that you should consider that are in your best interests.



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