



# PROFESSIONAL FINANCIAL ADVICE

*For you now & in the future*

**DOMUS**  
FINANCIAL SERVICES



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# INTRODUCTION

## *A plan to achieve your goals*

**Everyone wants financial security. To achieve it you need a plan - without a plan you will arrive somewhere but the chances are it won't be where you want to be. For your plan to work it needs to consider your goals, the choices available to you to meet those goals, and how changing circumstances might influence how you achieve your goals.**

To build your plan for financial security you need high-quality advice and access to the expertise, tools and products that are essential if you are to achieve your aims. As a member of Quilter Financial Planning we will work with you and give you the advice and support you need. It's what we do.

By choosing to partner with Quilter Financial Planning we are part of a network of more than 3,300 financial advisers. We provide the personal service, knowledge, and expertise to help you meet your goals. Quilter Financial Planning ensures we have access to the right products and the industry know-how to back that up.



# THE BEST OF BOTH WORLDS

**Analysing and monitoring the enormous diversity of products, funds, wrappers and platforms is a time consuming and costly process. And that is time that someone has to pay for. Ultimately, that's you.**

**That's why we choose to work with a tailored range of handpicked providers and products. It means our restricted advice provides great value because the initial analysis that needs to take place has already been done by Quilter Financial Planning's committee of industry experts.**

We serve our clients' needs best, and provide great value, by working from a panel of products, investment funds, product providers and fund managers that have been carefully chosen and vetted by the industry experts that work with Quilter Financial Planning. This helps to ensure our service is of the highest quality and remains up-to-date and appropriate for your needs.

Due to the research and governance conducted on your behalf we will normally restrict our advice to our panel. However, we accept that there may be occasions when we can't satisfy a need by using it. If and when this happens we won't simply make do and recommend the least unsuitable solution. We'll discuss your needs with you and then research the whole of market for the most suitable solution.

We believe this approach offers our clients the best of both worlds: a first-class range of providers and products designed to cost effectively meet the vast majority of their needs, plus the capability to look more widely should the need arise.





# INVESTMENT RESEARCH AND GOVERNANCE YOU CAN TRUST

**Before we give you investment advice we first make sure we clearly understand your current financial situation, your goals, and how much risk you are willing to take with your money. Only when we've done this can we recommend the right investment products so you can make an informed choice.**

It's comforting to know that the products we recommend undergo rigorous vetting, and continual oversight from Quilter Financial Planning's three tier approach to investment research and governance:

## 1. OVERSIGHT

The Quilter Financial Planning Investment Oversight Committee (IOC) meets on a quarterly basis. It's responsible for managing conduct risk and ensuring our investment panel provides good outcomes and fair treatment for customers. The committee consists of senior Quilter Financial Planning executives and three non-executive members:

- Wallace Dobbin – former Governance and Legal Director of Quilter Financial Planning
- Keith Baldwin – former CEO and Deputy Chairman of Allied Dunbar
- Andrew Clare – Professor of Wealth Management at CASS Business School.

## 2. MANAGEMENT

The day-to-day management of the investment panel is the responsibility of the Management Investment Group (MIG), which reports to the IOC. The MIG consists of senior Quilter Financial Planning executives and renowned industry experts from Square Mile, Morningstar, Defaqto and Moodys Analytics who are responsible for providing valuable additional research and opinion.

## 3. MONITORING

To make sure the investment panel continues to meet the needs of our customers and performs in-line with their expectations the funds are electronically monitored on a continual basis. If any fund moves outside its pre-set parameters

Quilter Financial Planning's Morningstar Direct system automatically alerts the members of the MIG. The system also monitors fund performance by benchmarking it against its peers and reports any changes. As an adviser we have access to the latest Morningstar reports that cover the performance of every fund in detail.

This three tier approach means that making it onto Quilter Financial Planning's investment panel is one thing, staying there is another. By continually monitoring the investment funds on our panel we can make sure they continue to meet the needs of our clients.

THE VALUE OF PENSIONS AND INVESTMENTS CAN FALL AS WELL AS RISE AND YOU CAN GET BACK LESS THAN YOU INVESTED.



### 1. INVESTMENT OVERSIGHT COMMITTEE



Wallace Dobbin



Keith Baldwin



Andrew Clare



Gregor Stewart

### 2. MANAGEMENT INVESTMENT GROUP



Richard Romer-Lee



Gavin Corr



#### Senior Quilter Financial Planning executives including our:

- Proposition Director
- Quilter Financial Planning
- Technical Director
- Business Controls Director
- Head of Compliance Policy and Process
- Head of Risk
- Head of Adviser Risk



Patrick Norwood



Phil Mowbray

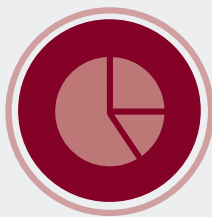


### 3. MONITORING & FEEDBACK



#### ONGOING MONITORING

Market information in realtime.



#### PEER GROUPS, FEEDBACK AND SURVEYS

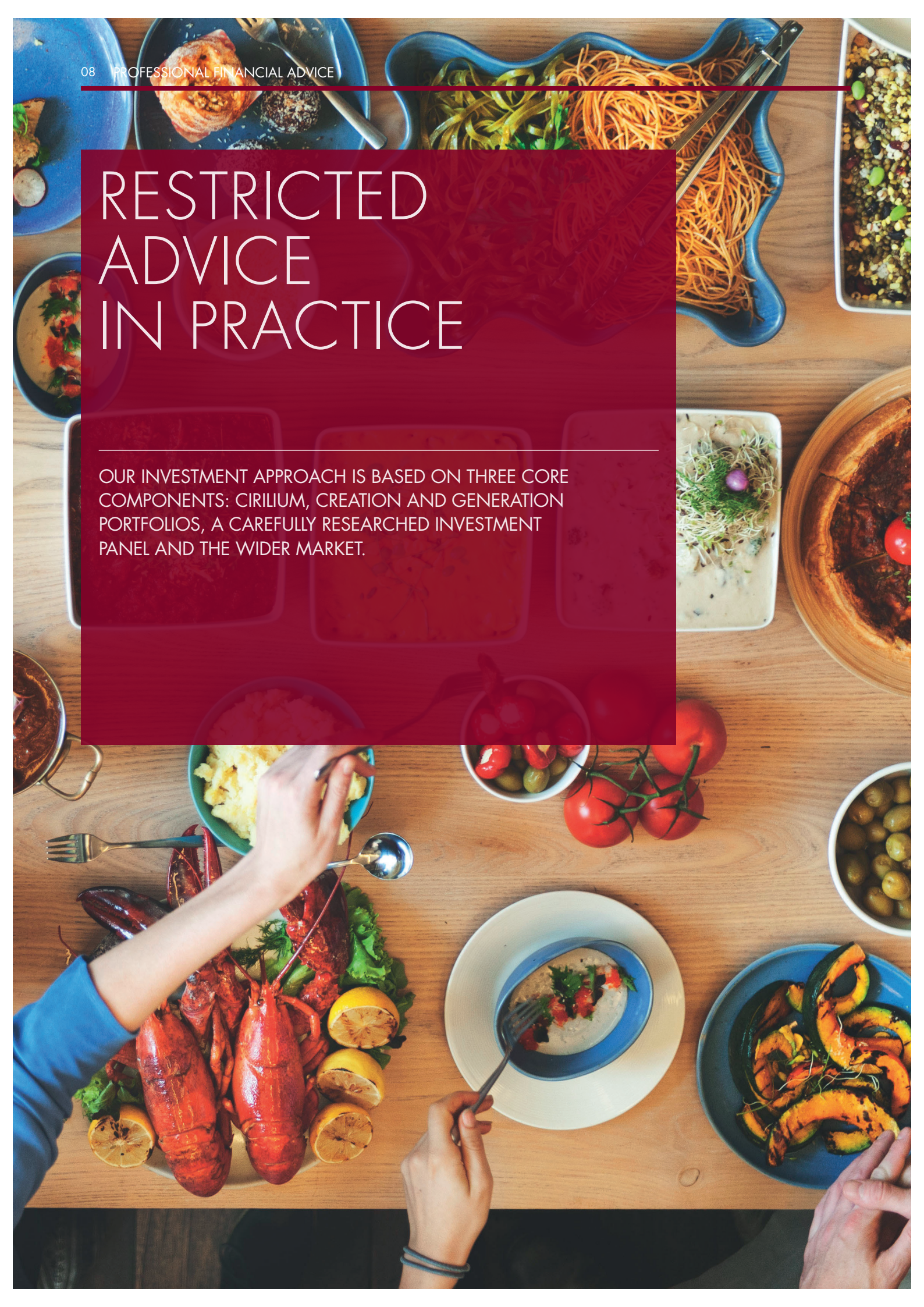
The needs of clients regularly monitored including feedback from our adviser focus groups and surveys.





# RESTRICTED ADVICE IN PRACTICE

OUR INVESTMENT APPROACH IS BASED ON THREE CORE COMPONENTS: CIRILIUM, CREATION AND GENERATION PORTFOLIOS, A CAREFULLY RESEARCHED INVESTMENT PANEL AND THE WIDER MARKET.





## When investing your savings...



Our investment approach is based on three core components:

### ■ **Cirilium, Creation and Generation –**

these have been created specifically with clients of Quilter Financial Planning advisers in mind. The range of multi-asset and multi-manager portfolios are managed on Quilter Financial Planning's behalf by Quilter Investors – experienced fund managers with proven track records.

These portfolios fit neatly with the way we manage your investment risk and have been designed to meet your needs when you are either accumulating savings or when you are ready to cash them in. They have been created to achieve the balance of delivering good performance while reducing volatility.

### ■ **A carefully researched investment panel –**

this offers you a choice of high-quality, accredited investment options. Each of these are picked and continually monitored with the help of fund research experts, and rated according to the style of investment and the level of investment risk involved.

### ■ **Wider market –**

in the unlikely case that we can't meet your specific needs using our chosen providers then we have the option of searching the wider market for you.



THE VALUE OF PENSIONS AND INVESTMENTS CAN FALL AS WELL AS RISE AND YOU CAN GET BACK LESS THAN YOU INVESTED.

**QUILTER FINANCIAL  
PLANNING PROVIDES  
THE BEST ADVICE TO  
HELP YOU ACHIEVE  
YOUR GOALS.**



### **Managing your portfolio**

We offer a choice of online services that help you and us to manage your investment portfolio; you may have heard these called platforms or wraps. You can choose from a number of options which include AEGON Retirement Choices (ARC) and Old Mutual Wealth's award-winning platform. When selecting these platforms, Quilter Financial Planning has used its considerable buying power, expertise and influence to negotiate the best possible terms for our clients.

### **Protecting you and your family**

Quilter Financial Planning designed its protection panel with the help of expert independent research firms. This approach has ensured that only providers offering the most comprehensive products, service, and value for money feature on our panel.

As well as having access to great protection products, when you take out income protection or critical illness cover through Quilter Financial Planning you also receive these added-value benefits at no extra cost.

■ **Quilter Financial Planning health support line** – this free service offers health advice and support from trained and experienced nurses or counsellors when you need it most.

■ **Accidental death cover** – this free cover pays a one-off lump sum of £25,000 if you die because of an accident within twelve months of taking out your income protection or critical illness cover. If your policy covers two policy holders, what we call a joint-life policy, both of you qualify for free accidental death benefit.

### **Borrowing to buy or remortgage**

In 2018 Quilter Financial Planning advisers helped secure loans totalling more than £20 billion for almost 113,000 borrowers.

When it comes to needing a mortgage you will find there are hundreds of lenders offering thousands of mortgage products. Only by using a qualified mortgage adviser with access to the necessary analysis tools can you hope to find the right mortgage for you. In addition, Quilter Financial Planning provides us with access to a range of exclusive deals not available anywhere else in the market place.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE.

### **Protecting your home and other assets**

Quilter Financial Planning provides advisers with a choice of options for all household and landlords insurance, offering competitive pricing and full risk coverage and household names you can trust.



*Plan for your goals  
with confidence*

**The service we offer you provides a winning combination of professional advice, choice and value.**

Whatever stage you are at in your financial life, we can give you the complete financial advice package that ensures you can plan for your financial future with confidence.



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