

12/10 No answer.

07799

357151

SSAS Adherence Call – Established Companies

Good Morning/Afternoon can I speak to ~~Mr/Mrs/Miss~~ ^{Amanda} ~~Ischam~~

Negative: Not to worry I'll call back later, or if you have another number that would be great

Hi Mr/Mrs/Miss..... my name is XXXXXXXX and I'm calling from ~~quality control department~~
at Cranfords regarding your pension transfer to a SSAS as discussed with (Introducer Name). Just
before I start I need to confirm a few details: ^{Paul Davies}

(Ask 2 Data Protection questions before proceeding)

Great – Firstly I should explain that this is a recorded call. The chief purpose of my call today is to ensure that you feel positive about your decision to transfer your pension(s) and that you have made the decision based upon information that you have been provided with. It's all about making sure that you've not been misguided. Is that ok?

That's great, thank you. All the questions I ask just require a simple yes or no answer.

1. Do you feel that you were provided with an appropriate amount of information that meant you understood the process of setting up a new SSAS?

☒ Yes

No

say this is a simple yes or no answer

2. I understand that you were offered the opportunity to be transferred to an Independent Financial Adviser when discussing your pension with (XYZ). Is that correct?

☒ Yes

No

say this is a simple yes or no answer

3. Do you have any defined benefit schemes that you wish to transfer to the new SSAS?

Yes

☒ No

If No Move on to question 4, if yes read the below.

Do you understand that any defined benefit pensions worth over £30,000 requires signoff by a regulated qualified financial advisor, and that no unfunded public-sector pension schemes (such as the NHS, Armed Forces, Teachers Pension, Civil Service, Police or Firefighters) can be transferred at all?

Yes

No

4. Do you feel that you were provided with an appropriate amount of information to make the decision to transfer your existing pensions to the SSAS without taking independent financial advice

☒ Yes

No

say this is a simple yes or no answer

5. The fees for your scheme are £615 plus VAT for the establishment and £563.75 with no VAT applied per year annual fee as per our fee schedule. These will be taken from your pension fund. Are you happy for us to proceed?

☒ Yes

No

say this is a simple yes or no answer

6. Do you understand that you will not be allowed to take cash out of your pension until you are aged 55 or older?

☒ Yes

No

say this is a simple yes or no answer

7. Did anyone offer you any incentive such as cash that may have influenced your decision to establish a SSAS?

Yes

☒ No

say this is a simple yes or no answer

8. Are you aware that you could stay with your current pension provider if you wish?

☒ Yes

No

say this is a simple yes or no answer

9. Are you aware that you will be the Trustee of the SSAS and so will have a number of responsibilities, including making the decisions as to where to invest the scheme money?

☒ Yes

No

say this is a simple yes or no answer

10. Whilst it is common knowledge that investments provide variable returns – were you made aware that Alternative Investments are not necessarily covered by the FCA and therefore in the event of the worst happening you would have no regulatory recourse?

☒ Yes

No

say this is a simple yes or no answer

If they ask what you mean by the above question read this next bit - Basically, if you choose an alternative investment that isn't covered by the FCA and the investment loses value or goes into administration, you won't be covered the Financial Services Compensation scheme. You won't be able to put a claim in to retrieve your money back.

11. Are you aware that investments can go down as well as up?

☒ Yes

No

say this is a simple yes or no answer

12. In order to be a Trustee of a pension scheme you cannot have an undischarged bankruptcy or Individual Voluntary Arrangement. Can you confirm that you are not currently Bankrupt or under an Individual Voluntary Arrangement and are able to act as a Trustee of a Pension Scheme?

Yes

No

say this is a simple yes or no answer

13. And finally, I must advise you that the contents of this call will be retained endorsing the fact that you are happy to reach your informed decision without independent financial advice or the influence of anybody incentivising you with cash or goods to reach that decision. Are you happy with that?

Yes

No

say this is a simple yes or no answer

If all of the questions have been answered correctly, read the text in Green, if they have answered anything incorrectly, read the text in Yellow.

That's all fine. We have received your paperwork here at Cranfords. We are the specialists who will support you as the Administrators of your fund to help ensure that you do not unknowingly fall foul of any regulations and deal with much of the red tape. We aim provide a first class service both now and when you are ready to retire.

We are now going to register your scheme and set up the fund bank account. We will receive a registration number – which is called the PSTR number – and then request the transfer of your current pension into the SSAS.

We will look after the bank account and all the reporting and administration required for the SSAS.

Is that all clear to you?

Great, that's everything, thank you for your time today

That's great, Thank you.

I will refer your answers on to our technical team for review and I will be in touch should we require anything else from you.

In the meantime, should you have any questions you can contact us, our contact details are on the letters that you have received from us should you need them. Do you have any questions now?

(If yes, answer them, If no read next) That's great. Thanks again for your time today.



12.10.17

16.13pm