

Case study / National wealth provider

ITM reviewed over 2,500 existing clients prior to transferring to agreed customer remuneration on new advice terms and services. Clients considered for upgrade suitability for a number of new platform-based investment services.

Provision of a centralised, flexible engagement process and review service proposition to ensure governance on any client review that resulted in advice to transfer assets. Use of online, compliant systems to facilitate the asset reviews, with a full audit trail, including 'reasons not to transfer assets' was essential to delivery.

Review and transfer of client assets

- ▶ Review 2,500 client assets for upgrade suitability
- ▶ Platform based investment services
- ▶ Compliant end-to-end process and system solution
- ▶ Complete audit trail and outcome actions

Solution delivered...

Clients were offered a wider range of investment managers, fully unbundled charging and a rapid service by making processes, like fund transfers and withdrawals, electronic rather than paper-based. ITM worked with the internal compliance team to design and populate robust, compliant Suitability reports to support recommendations of asset migration for selected clients.

Over a two year period, ITM provided auditable data gathering and analysis services, with pre and post advice reports supplied to enable the appropriate transfer or retention of plans identified as the most suitable course of action for each client. A total of 252 member firms were engaged with more than 6,000 plans held by over 2,500 clients being reviewed as part of the project.

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to find out more.

// As a result the firm engaged the reviewed clients with an average asset value of £123,000 per client. The project was highly cost effective, with total fees being the equivalent of just 27 basis points of the total value of assets reviewed. //