

Using guidance to overcome DB transfer advice capacity issues

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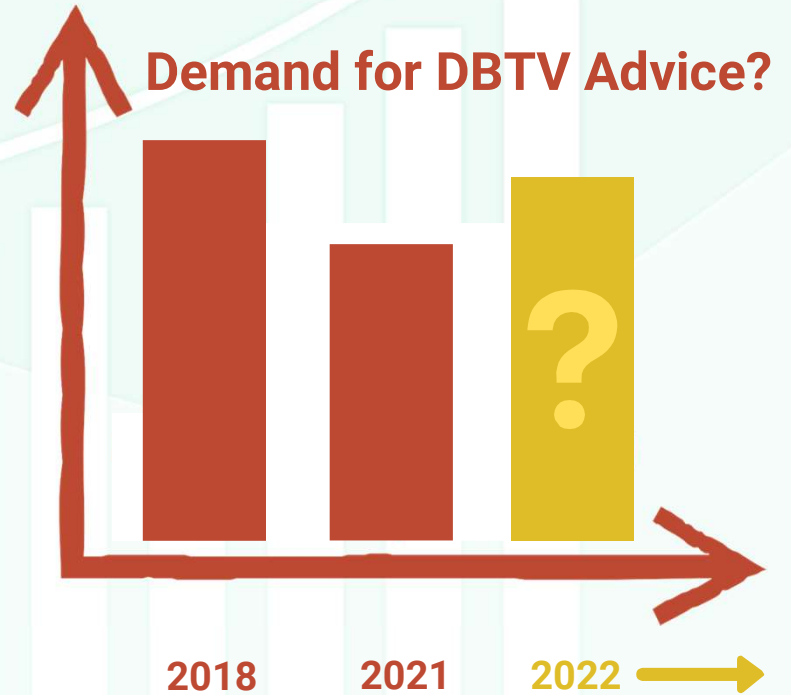
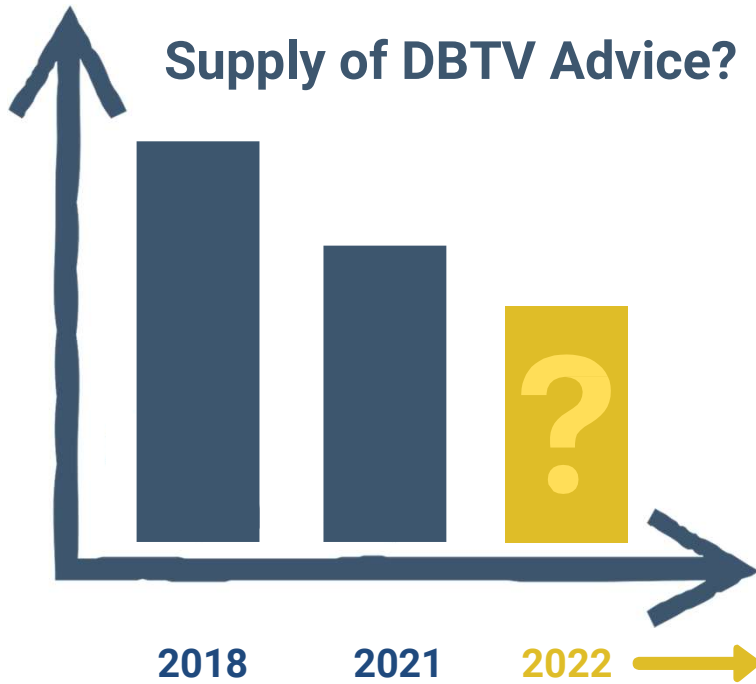
Co-Founders Guide

June 2021

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Capacity



Source FCA data

"The pool of financial advisers able to offer defined benefit pension transfer advice has been shrinking at a scarily fast pace" "Anyone looking for DB transfer advice today will find this extremely challenging".

Keith Richards, chief executive of the Personal Finance Society

DB members looking for transfer advice are in real need of a "Safe harbour"



Gold Standard for a "Safe Harbour"

Only undertaken by 20% of schemes

Initial scheme paid selection and DD process plus scheme negotiated reduced costs for members



Requests and Provided with TV quote signposted to scheme adviser



Scheme appointed advisers



Ongoing scheme paid DD and advice process review with feedback to Governance committee

Probability of best outcome for member is very high

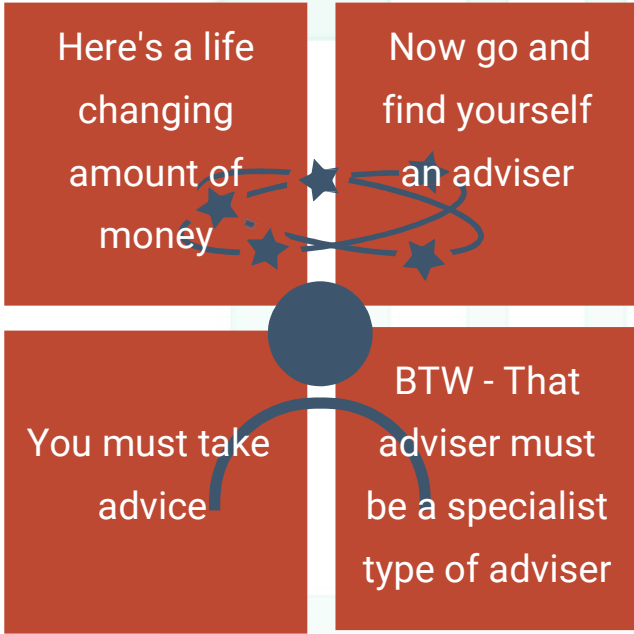


Current Default Approach

Route undertaken by 80% of schemes



Requests and Provided with TV quote and signposted to unbiased



Probability of best outcome for member is far lower



Most Trustees agree this approach is very far from a "Safe Harbour"

Guidance based approach

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Requests and Provided with TV quote and Guidance journey option

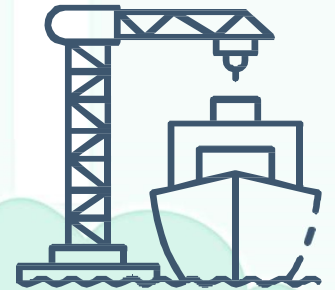
Guidance Journey
Education, Awareness and understanding of FCA parameters

DBTV IFA Panel
Specialist, experienced advisers selected and vetted

Governance
Committee with independent ongoing monitoring

Alternatives
Non DBTV adviser for retirement advice and further guidance

Probability of best outcome for member is very high



"Safe Harbour" for any scheme as not scheme specific

Parties involved

Six months of research with all parties involved has led to a consensus of support for our initiative of an initial guidance journey before advice is taken

TRUSTEES

- Greatly improved journey for members
- Access to selected and monitored IFA panel
- No direct relationship
- Audit trail of member journey

MEMBER

- Education on transfers and advice process
- Access to vetted/monitored IFAs
- Guidance report specific to member
- Freedom to choose (no) advice route

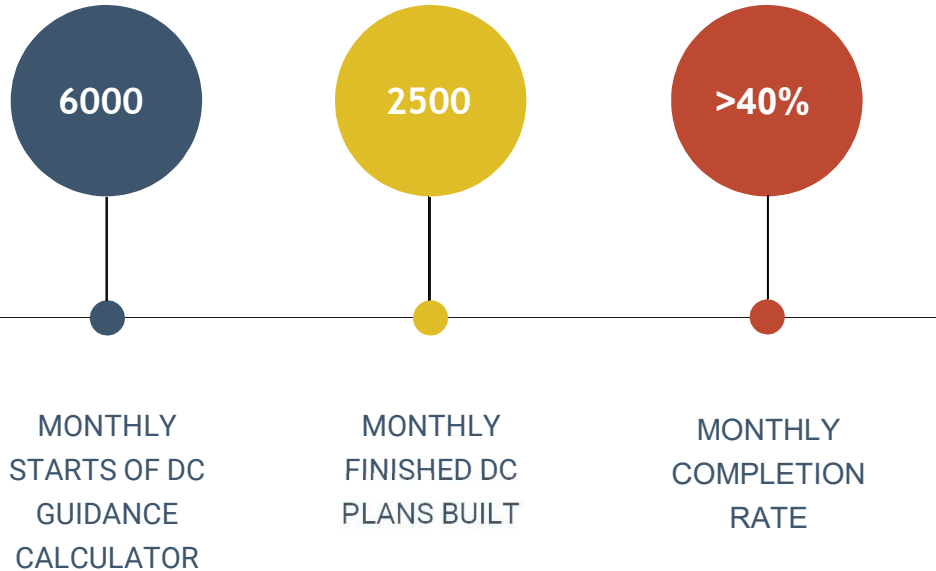
ADVISERS

- Member educated (consistent)
- Pre awareness FCA suitability factors
- Not 'off the street' with no idea of process

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Can a guidance journey work?

Our holistic DC planning site Guide shows members can navigate a journey themselves



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We are confident members can navigate a guidance journey to provide them with the help and education they need.

This will then allow them to decide themselves on their optimal next direction and find a safe harbour for this advice.

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