

Introducer Guide



Introduction

Thank you for looking to refer a client to Protectionhelp. We have a great deal of experience with Financial Advisers, Accountants, Solicitors and other Financial Professionals and believe we can secure the right outcomes for the clients you introduce to us.

It is the aim of Protectionhelp to be the “go-to-firm” for protection advice, where consumers can be sure they are dealing with a Company which has their best interests at its core.

How to Refer a Client

If you have not already done so, you will need to first register your firm as a ‘Trusted Introducer’ to Protectionhelp by making an application via our website; www.protectionhelp.co.uk. If you are already registered with our other business, Pensionhelp, there will be no need to complete a new application again, but please email ‘introducers@pensionhelp.co.uk’ to request an addendum to the introducer agreement that we already have in place with your firm or you can use the online form as normal, but tick the box to indicate you are a current introducer.

Once registered, your email address will become your username and you can generate

a password via the website.

When you are ready to make a client referral, please go into the ‘Introducer’ area of the Protectionhelp website and Login to your account. Once logged in, please click on ‘Client Referral’ then select ‘Refer a new Client’.

Please then complete the referral form with your contact details and any comments about the referral, your client’s contact details and finally confirm whether you wish to receive an introducer fee if the case becomes eligible for one. Prior to submitting the referral, you will have the opportunity to upload any documentation that you feel maybe of help to us. This could include details of any existing protection policies the client may have, any relevant information for our fact find and any health information that you hold for the client.

Other Documentation

In addition to the client information detailed above, we will also need agreement to our Client Privacy Notice, Our Terms and Letters Of Authority so that we can obtain information about any existing protection plans that the referred client may already hold. If you are happy to facilitate the completion of our documentation by the client, then you will find these documents here; www.protectionhelp.co.uk/documents. Alternatively, we will contact the client directly for this.

Pensionhelp Process

On receipt of an introduction, Pensionhelp will contact the client by telephone and make an appointment to complete our own Confidential Financial Review (Fact Find). During the initial telephone conversation, we will request any outstanding documents. We cannot complete the Confidential Financial Review unless we have agreement to our Privacy Notice and Our Terms.

1. Information Gathering

We will complete a fact find with your client to understand their family circumstances, finances and any protection that they already have in place. In particular, we will discuss their priorities for protecting their family in the event of them being unable to work, illness or death. For business owners, we will also explore what may happen to the business in the case of illness or death of the client or their business partner.

2. The Protectionhelp Plan

Once we have details about what you are looking to achieve, we will put together a plan which will meet your client’s aims. Once this plan is complete, we will discuss this with your client to make sure it is in line with their objectives and budget. If it is not, we can discuss the areas that they wish to change and agree any revisions with them.

3. Recommendation

Once we have agreed all the areas that they wish to protect we will issue a formal recommendation to the client and send you a copy of this by email. As we are independent Financial Advisers, we can research the whole market to obtain favourable terms and rates.

4. Implementation

If your client is happy with our recommendation, we will help them to complete the required forms and set up the plan. If they proceed with any policy that we recommend we will receive a commission from the product provider. Details of this will be stated in the policy’s illustration.

5. Payment of Introducer Fees

Following the policy (ies) going ‘on risk’, we will receive our commission. Once our accounts team has verified the commissions received they will arrange for the payment of your introducer fee.

Commissions & Introducer fees

Protectionhelp do not charge a fee to the client for their advice. Instead, we take a commission that is payable by the provider for any policy that we implement on the client’s behalf. We will pay 25% of any commissions we receive as an introducer fee, subject to Pensionhelp retaining a minimum fee of £1,000. However, should commission in respect of any policy be clawed back by a product provider you will need to undertake to reimburse Protectionhelp in the same percentage as was originally paid as an introducer fee. Commission may be clawed back up to five years from the inception of a policy.

For example, if we receive £5,000 in commission, we will pay you an introducer fee of £1,250. However, if the client later cancels the policy and we receive a clawback of £2,500, half our commission, then you will need to reimburse Protectionhelp with £625, half of the introducer fee.

You do not have to take a fee, but this will not affect the total commissions paid from the plan or it’s cost the client.

Protectionhelp will have an ongoing liability for the clawback of any commissions that have been paid. Therefore, we need to retain the agency over any plan during this ‘clawback’ period and any information that you require about the plan will need to be obtained by a client letter of authority (information only) or from Protectionhelp. We will not receive any ongoing fees for holding this agency.



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