CFR

A short description of this checklist.

- ○ CFR
- ○ ☐ CFR Completion Standard
- ○ ☐ Personal Details
- ○ ☐ • Title
- ○ ☐ • Forename
- ○ ☐ • Surname
- ○ ☐ • Gender
- ○ ☐ • Telephone/Mobile Number (Don't need both)
- ○ ☐ • Email Address
- ○ ☐ • Date of Birth
- ○ ☐ • Marital Status
- ○ ☐ • Client Classification
- ○ ☐ • Relationship between client 1 and 2 (only required if clients are not married and/or clients have different surname)
- ○ ☐ • Any Dependants
- ○ ☐ o Name
- ○ ☐ o Age
- ○ ☐ o If financially dependant
- ○ ☐ o How long dependent for
- ○ ☐ o Relationship to client
- ○ ☐ • Made a will
- ○ ☐ • Home Address
- ○ ☐ • Correspondence Address (if same as home address add 'N/A')
- ○ ☐ Health
- ○ ☐ • Good Health
- ○ ☐ o If no please complete details box
- ○ ☐ • Do you suffer from any known medical conditions
- ○ ☐ o Complete details box if any medical conditions detailed
- ○ ☐ • Are you in Long Term Care
- ○ ☐ The following will need to be completed for any cases where underwriting is required (Protection, Annuity, DGP, INA Enhanced Gift Plan)
- ○ ☐ o Smoker
- ○ ☐ o Hazardous hobbies
- ○ ☐ Occupation
- ○ ☐ • Occupation/Job Title (it's ok to only complete one, both do not need to be completed)
- ○ ☐ • Employment Status
- ○ ☐ • Name of employer/business
- ○ ☐ Income

- ☐ • Monthly net income
- ☐ • Breakdown of annual income sources
- ☐ Expenditure
- ☐ • Essential Expenditure
- ☐ • Discretionary Expenditure
- ☐ • Total Expenditure (Salesforce will calculate automatically)
- ☐ Emergency Fund
- ☐ • Amount of Emergency fund available (this needs to correlate with assets held)
- ☐ Tax & Residence
- ☐ • Highest rate tax band
- ☐ • Are you currently UK resident for tax purposes
- ☐ • Are you domiciled in UK for tax purposes
- ☐ • When did UK residence begin (only required if not born in UK and also not been UK resident whole of life)
- ☐ • First Nationality (only required if not British citizen)
- ☐ • National Insurance Number
- ☐ • Do you expect your tax status to change in the future
- ☐ o If above question answered as 'Yes' complete the details box
- ☐ • Country of residence (only required if not UK resident)
- ☐ •
- ☐ Existing Liabilities
- ☐ If none, please confirm this in the notes section
- ☐ Once inputted into Salesforce total liabilities and total monthly payments will pull through automatically
- ☐ • Loan
- ☐ o Owner (only required if more than one client detailed in CFR)
- ☐ o Type
- ☐ o Outstanding Amount
- ☐ o Payment
- ☐ o Term Remaining (years)
- ☐ • Credit Card/PCP etc
- ☐ o Owner (only required if more than one client detailed in CFR)
- ☐ o Type
- ☐ o Outstanding Amount
- ☐ o Payment
- ☐ • Mortgage
- ☐ o Owner (only required if more than one client detailed in CFR)
- ☐ o Type
- ☐ o Outstanding Amount
- ☐ o Payment
- ☐ o Term Remaining (years)
- ☐ o Repayment Method

- ☐ • If part and part how much is interest only (only required to be answered if above question is part and part)
- ☐ o How will interest only element be paid (only required to be answered if Repayment Method is answered as interest only or part and part)
- ☐ Additional data requirements if relevant
- ☐ • For Mortgage replacements
- ☐ o Lender Name
- ☐ o Interest rate
- ☐ o Date interest rate ends
- ☐ • Any penalties for transfer or repayment
- ☐ o Amounts
- ☐ o When the charge ends
- ☐ • For debt consolidation
- ☐ o Interest rates on other debts of liabilities
- ☐ Existing Protection
- ☐ If client has none in place, or this is being reviewed at a later date, please confirm in the Notes
- ☐ If client doesn’t wish to disclose this information, detail in ‘non-disclosure’ tab in the Client Needs section
- ☐ • Plan Type
- ☐ • Policy Number (due to this currently being mandatory on Salesforce)
- ☐ • Owner (if more than one client in CFR)
- ☐ • Sum Assured (if relevant)
- ☐ • Sick Pay details if employed - How long employer would continue to pay salary
- ☐ Existing Pensions
- ☐ • Employer Sponsored Scheme (ESS) - This is required while your client is employed. Leave blank if your client is retired.
- ☐ • Do you have an employer sponsored scheme, if ‘Yes’ confirm the ‘additional data requirements’ below
- ☐ • Money Purchase and Defined Benefit Pensions
- ☐ o Confirm whether your client has any existing pensions by providing the additional requirements below. If none, leave blank
- ☐ Additional data requirements if relevant
- ☐ • ESS
- ☐ o Which type of scheme available
- ☐ o Preferred Retirement Age
- ☐ o Are you in waiting period
- ☐ If answered ‘Yes’, also complete ‘when can you join’
- ☐ o Are you a member of the scheme
- ☐ If answered ‘No’, also complete ‘Explain why not a member’
- ☐ • Money Purchase Pension Details
- ☐ o Name of Provider
- ☐ o Valuation
- ☐ o Date of Valuation

- ☐ o Owner (only required if more than one client in CFR)
- ☐ o Status
- ☐ Employer Contributions (only required if plan not paid up)
- ☐ Personal Contributions (only required if plan not paid up)
- ☐ Frequency
- ☐ • Defined Benefit Pension Details
- ☐ o Owner (if more than one client in CFR)
- ☐ o Status
- ☐ o Scheme Retirement Age
- ☐ o Confirm projected income (to be detailed in notes for decumulation cases only)
- ☐ • When considering a pension transfer
- ☐ o You will also require the Plan Number. Everything else should be provided in LOA
- ☐ Existing Assets
- ☐ • Cash
- ☐ o Owner (if more than one client in CFR)
- ☐ o Product Description
- ☐ o Valuation
- ☐ o Date of valuation
- ☐ • Property
- ☐ o Owner (if more than one client in CFR)
- ☐ o Type of asset
- ☐ o Valuation
- ☐ o Date of valuation
- ☐ o Income pa (only required if rental property)
- ☐ • Investments - Please note, any plans set up in Trust for IHT purposes are not your client's assets and shouldn't be factored into any financial planning
- ☐ o Owner (if more than one client in CFR)
- ☐ o Product Description
- ☐ o Provider
- ☐ o Valuation
- ☐ o Date of valuation
- ☐ o Regular contribution
- ☐ o Income pa
- ☐ Additional data requirements if relevant - If recommending an Investment or an IHT recommendation
- ☐ • Investment Bond
- ☐ o Policy Number
- ☐ o Commencement Date
- ☐ o In Trust (for investable wealth calculations relating to Investment Corridors or investment limits for tax advantage investments).
- ☐ o IHT Exempt (Only required if answer 'Yes' to In Trust)
- ☐ o Maturity Date (if applicable for type of investment)
- ☐ • Investment ISA

- ☐ o Policy Number
- ☐ o Commencement Date
- ☐ • Other Investment Types
- ☐ o Policy Number
- ☐ o Commencement Date
- ☐ o Maturity Date (if applicable for type of investment)
- ☐ o In Trust (for investable wealth calculations relating to Investment Corridors or investment limits for tax advantage investments).
- ☐ o IHT Exempt
- ☐ • Loan plan
- ☐ o Original Investment Amount
- ☐ o Withdrawals taken
- ☐ • Investment Recommendation only - Please note for this to be captured in the correct box on the CFR this detail is input in the Financials tab in Salesforce within the Details tab for the specific ISA
- ☐ o Confirm whether the client has utilised their ISA allowance this tax year
- ☐ o If answered as 'Yes' confirm which ISA and the amount
- ☐ Client Assistance
- ☐ • Record the Vulnerability status (either as 'potential', 'actual' or 'none' in Salesforce)
- ☐ o If 'actual' or 'potential', select which of the following is relevant, and the reason for the driver:
- ☐ • Health Driven Reasons
- ☐ • Life Events Driven Reasons
- ☐ • Resilience Drive Reasons
- ☐ • Capability Driven Reasons
- ☐ o If 'actual' or 'potential', does vulnerability impact the advice given?
- ☐ • If 'No', provide rationale in the notes
- ☐ o If 'actual' only:
- ☐ • Considerations to meet client needs at this time
- ☐ • Special Communication Requirements
- ☐ • Is there a third party in attendance?
- ☐ • Please provide further details as to why?
- ☐ • Did the client want the third party copied on correspondence
- ☐ There may be some instances where the client is not vulnerable but wants a third party in attendance with them. It is mandatory to offer a third-party if the client is over age 80, or mandatory to have a third party present if they are over 85. If this applies to your client, please answer vulnerability as 'No' but complete the last three questions above.
- ☐ Additional data requirements if relevant - If there is a third party present, please also complete the following details
- ☐ • Nominated Third Party details - Please note this is under the Details tab in the Advice Record in Salesforce
- ☐ o Name
- ☐ o Address (only required if client wants them to be copied into correspondence)

- ☐ o Telephone Number
- ☐ o Relationship to client
- ☐ o In what capacity is the third party acting?
- ☐ • Solicitors Details - only required if Solicitor is the nominated third party, otherwise can be left blank
- ☐ o Name of firm
- ☐ o Address
- ☐ o Telephone Number
- ☐ o Contact Name
- ☐ Power of Attorney
- ☐ Where a POA is in place confirm the following, otherwise leave blank
- ☐ • Type of Power of Attorney
- ☐ • Date POA Invoked
- ☐ • Dated Registered
- ☐ • Detail of Restriction available
- ☐ Client Meeting Summary
- ☐ • Date of Meeting
- ☐ • Purpose
- ☐ • Meeting must be classed as complete
- ☐ Client Risk Profiling
- ☐ Not required for Protection and Mortgage recommendations
- ☐ • Capacity for Loss
- ☐ • Capacity for Loss Reason
- ☐ • Capacity for Loss detail (only needs to be completed if ‘Other’ is selected above)
- ☐ • Investment Knowledge & Experience
- ☐ • Investment Knowledge & Experience Reason
- ☐ • Investment Knowledge & Experience detail (only needs to be completed if ‘Other’ is selected)
- ☐ Client Needs section
- ☐ Future Circumstances
- ☐ • Do you expect your financial circumstances to change in the foreseeable future (next 5 years) - Please note if there are no changes this should be completed as 'No'. If answered as ‘Yes’ please complete:
- ☐ o Positive/negative effects of these changes on your income and/or expenditure
- ☐ o Planned capital expenditure
- ☐ o Details (confirmation of what it is that will change)
- ☐ Client Disclosure
- ☐ • Has the client completed full disclosure of information?
- ☐ • If answered ‘No’ to the above please complete:
- ☐ • What information was not disclosed and why and confirm in your suitability letter the information which has not been disclosed and why and that our advice is therefore limited and based only on the information which has been provided.
- ☐ Savings and Investment Planning

- ☐ Complete all core data requirements in Salesforce and confirm the below points in the Notes
- ☐ • To help you to determine the appropriate investment risk profile
- ☐ o When is the earliest your client will require access to income or capital e.g. ‘10 years’ or ‘too early to determine’
- ☐ o How your client will require access to their capital or income e.g. ‘lump sum’, ‘ad hoc withdrawals’ or ‘too early to determine’
- ☐ o How important your client’s capital or income requirements are to meet their needs and why
- ☐ • Complete the disclosure tab confirming any information your client wasn't prepared to disclose and why
- ☐ Additional data requirements if relevant
- ☐ • For clients with an income need
- ☐ o Type of income required (e.g. fixed or natural/variable)
- ☐ o Income frequency
- ☐ o Whether a spouse or civil partner is dependent on the income
- ☐ o If income needs will change in the future
- ☐ • Investment replacements
- ☐ o Your client’s reasons for replacement
- ☐ o Any concerns your client has about their existing plans
- ☐ Pre-Retirement Planning – Accumulation
- ☐ Complete all core data requirements in Salesforce and confirm the below points in the Notes
- ☐ • Investment timeframe (where it is different to planned retirement age) and why
- ☐ • To help you to determine the appropriate investment risk profile and where your client is within 10 years of their Normal Minimum Pension Age
- ☐ • The earliest your client will require access to income or capital from their pension and why e.g. ‘10 years’ or ‘too early to determine’
- ☐ • How accessing income or capital is required e.g. ‘lump sum’, ‘ad hoc withdrawals’ or ‘too early to determine’
- ☐ • Complete the disclosure tab confirming any information your client wasn't prepared to disclose and why
- ☐ Additional data requirements if relevant
- ☐ • If planning on a benefit basis and the client is planning for a joint income
- ☐ • The extent a spouse or civil partner will be reliant on the income
- ☐ • If client reached relevant pension age
- ☐ • Whether the Money Purchase Annual Allowance has been triggered and details of previous crystallisations
- ☐ • Any remaining Lump Sum Allowance & Lump Sum Death Benefit Allowance
- ☐ • For pension transfers, including Defined Benefit
- ☐ • Your client’s reasons for replacement
- ☐ • Whether contributions have stopped within six months of the fact find meeting date, or will be stopping, explain why.
- ☐ • For clients who are a director of their own business
- ☐ • Whether they employ staff to whom they have auto-enrolment obligations
- ☐ At Retirement Planning – Decumulation

- ☐ Complete a CFR jointly for married couples or civil partners (even where the recommendation is for one individual only), unless both parties are financially independent.
- ☐ Complete all core data requirements in Salesforce and confirm the below points in the Notes
- ☐ • Your client's breakdown between discretionary and luxury expenditure
- ☐ • Whether the Money Purchase Annual Allowance has been triggered and details of previous crystallisations
- ☐ • Any remaining Lump Sum Allowance & Lump Sum Death Benefit Allowance
- ☐ • Where the investment timeframe is different to the client's average life expectancy:
- ☐ • Confirm the investment timeframe and why
- ☐ • How accessing income or capital is required and why. e.g. ‘phased drawdown’, ‘TFC only’, ‘FAD’
- ☐ • Whether contributions have stopped within six months of the fact find meeting date, or will be stopping, and why
- ☐ • Complete the disclosure tab confirming any information your client wasn't prepared to disclose and why
- ☐ Additional data requirements if relevant
- ☐ • Drawing tax-free cash as a one-off capital need
- ☐ o What the capital will be used for
- ☐ • Details of any annuity required
- ☐ • Where expenditure is anticipated to change during retirement
- ☐ o Why, when and how current expenditure will change
- ☐ • Where your client has other sources of income to meet retirement needs
- ☐ o Note how long for and any escalations
- ☐ • If recommending a pension transfer (including Defined Benefit) to decumulate, also confirm
- ☐ o Your client’s reasons for replacement
- ☐ • For an annuity quote, confirm in the Health section of the Fact Find
- ☐ o Smoker