



# Older and Vulnerable Client Care

## Procedures

The services of PK Group are conducted by PK Partners LLP, PK Financial Planning LLP and PK Group Ventures Ltd. PK Group is also a trading name of PK Partners LLP, PK Financial Planning LLP and PK Group Ventures Ltd. PK Financial Planning LLP is a limited liability partnership registered in England and Wales No. OC303592. PK Financial Planning is authorised and regulated by the Financial Conduct Authority. PK Partners LLP is a limited liability partnership registered in England and Wales No. OC304787. PK Group Ventures Ltd is a limited company registered in England and Wales No. 8480181.



A close-up photograph of two hands being held. One hand is older, with visible wrinkles and a light skin tone, wearing a blue sleeve. The other hand is younger, with smoother skin and a darker skin tone, wearing a white sleeve. The hands are clasped together in a supportive grip. The background is dark and out of focus.

# Statement of principle

We appreciate that it is especially important to treat older clients, their families, and representatives with additional consideration, by being both sympathetic and sensitive to any issues they may have.

We will ensure that our firm and all our staff treat older clients, their families, and representatives with dignity, kindness and respect at all times.





# From Enquiry to Advice

PK Group offers 3 types of service: Financial Planning 365, Financial Planning On Request and Financial Planning Annual. All services begin with you and your needs.



1

## AN INITIAL MEETING AT OUR EXPENSE

The aim of this meeting is to understand your needs and to explore whether we can help.

If you are happy to become a client, we will agree the service level and fees. At this stage it will usually be clear whether FP Annual - our yearly review service, FP365 - our ongoing service or FP On Request - our transactional service, will be most suitable for your situation.

2

## GATHERING YOUR PERSONAL INFORMATION & GOALS

We will then gather the necessary information from you such as details of your existing investments, personal goals, attitude to investment risk and reward, capacity for loss and your income & expenditure. This will enable us to compile the most suitable recommendations.

3

## ANALYSING AND EVALUATING

Once we have received all the data and your signed Client Agreement we will commence work on providing your Financial Report and Recommendations.

4

## FINANCIAL PLAN PRESENTATION

We will send your Financial Report and Recommendations in advance of the next meeting and then explain how our recommendations are consistent with your objectives and sound financial planning principles.

5

## IMPLEMENTATION

If after agreeing which of our recommendations you want to move forward we will complete the necessary documentation. This stage may include arranging meetings with one of our specialist advisers or external partners.

6

## ONGOING SERVICE & REVIEWS

For our On Request clients we will respond to your requests for additional service on demand. For our FP365 clients we will agree the level and frequency of future meetings as part of our documented service. Regardless of how you prefer to work with us, we are always at the end of the phone ready to assist you. For our Financial Planning Annual service clients, we will review your plans once a year.




A photograph of an elderly couple walking away from the camera on a stone path in a garden. The man is on the left, wearing a light green jacket and tan trousers. The woman is on the right, wearing a light blue jacket and a blue skirt, and is using a walking stick. They are surrounded by lush green foliage and a brick pillar is visible on the right.

# Our clients' health and physical capacity

We will take steps to make ourselves aware of any potential capacity or physical limitations such as mobility, continence, hearing or visual impairment. These matters are always taken into account when meeting and communicating with older clients. Correspondence and documentation can be produced in large print if necessary.

Where our client has difficulty hearing or with sight or English is not the first language of our client, we suggest that a person that our client trusts or an appropriate independent interpreter for language or sign language, assists the client to understand what is being discussed.





# Meetings accompanied by family, friend, or other professional

When contacted by elderly clients or prospective clients, we recommend that a member of the client's family or a trusted friend is present during meetings and conversations involving the provision of financial advice.

At some point, we may need an opportunity to see our client alone, but we will do our utmost to make sure that our client feels at ease, and understands why this is necessary.

If there are no family members available then the client can elect for a solicitor, accountant, or other professional to be present.

We encourage the involvement of a third party and we record the steps we have taken to promote this good practice.

A record is kept of people present at the meeting and is confirmed in writing after the meeting has taken place. Clients may of course decline to have someone present and we will make a note on our records.



# Meeting Structure and Requirements



The pace and duration of each meeting is aligned to the needs of our client. When a client visits our office, we will guide them to where disabled parking facilities and access are available and ensure that toilet facilities are readily accessible. We have wheelchair access and lifts to all floors. Where possible we will offer to visit our client's home.

Where using financial terminology is unavoidable, we aim to ensure that our client understands what has been said and will not proceed until we are satisfied our client is comfortable. We ensure that all relevant facts are documented in our meeting notes and client records. A summary of our understanding of these facts will be provided to the client shortly after our meeting to ensure that we have understood their situation and their requirements. The client will be encouraged to provide confirmation, add any additional information, and make any corrections where necessary.

We understand the possibility that later life clients may be discomforted if they do not have current passports or driving licences. We take care not to cause our clients any embarrassment, while ensuring that anti money laundering requirements are met and the majority can be completed by our online systems. We request that any person signing in the capacity as attorney for the client should also produce proof of I.D. for identity verification purposes. Attorneys will be asked to show their registered Lasting Powers of Attorney (or Enduring Powers of Attorney) in order to verify their entitlement to act. We will upload copies of documents for our records and protect client confidentiality at all times under the Data Protection Act 1998.



# Relationships with Third Parties



If a client has been referred by a third party we clarify that PK Financial Planning is responsible for providing the advice. If we refer to another professional or involve a third party, PK Financial Planning will not be responsible for any advice provided by that professional or third party. Should a conflict of interest arise between us and a third party this will be disclosed to the client and appropriate action will be taken.



# The Later Life Adviser



All Later Life Advisers must maintain their qualifications and authorisations in line with the requirements of the Financial Conduct Authority (FCA) and the Later Life Adviser Accreditation. In addition they must evidence annually their knowledge and skills and keep informed with regular updates in regulation to maintain their accredited status.

We operate our own complaints procedure and details of this will be made available to our clients.





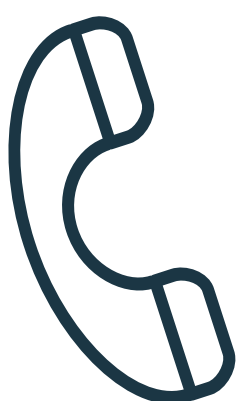


# Get In Touch

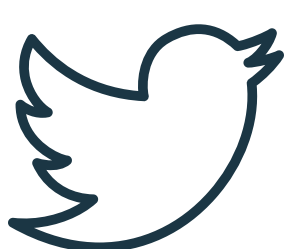
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