



# Lead Solutions

WEALTH MANAGEMENT

## CLIENT ENGAGEMENT

### Introduction

Across the financial services sector various regulations have been introduced in recent years that place a greater responsibility on providers to disclose commissions, fees and charges\* this document aims to add transparency to our interactions with our clients.

As your financial advisors we provide services of value to help with the accumulation, enhancement and preservation of wealth and we respect your ability as a client to understand the need to pay for these services.

LS Wealth Management was established by Lennox Pitt, a certified industry professional with substantial experience, who, after working for large international financial organisations across the GCC, recognised the need for a boutique service that would better meet the demands of his extensive client list. After reviewing available offerings from other companies, Lennox decided to focus on a model that prioritised the client and implemented fair and transparent offerings.

Our wealth management, investment and insurance services are tailored to clients based internationally, factoring in unique needs and circumstances including employment, family, financial goals and wealth history. Benefits include access to bespoke recommendations, tailored investments and regulated policies and we work closely with select affiliates to cater to the diverse needs of clients presenting a variety of options with preferential charging structures and high-quality customer service.

LS Wealth Management is regulated by the FSC in Mauritius under the GBC1 licence for unrestricted investment advice and insurance brokerage – coupled with the professional acumen of our individual advisors, we can aim to ensure that clients are committed to the advisor servicing them; and it is this close relationship that is the driving force behind our business model. Unlike our competitors, the clients are our primary focus; our pricing and service delivery methodology puts them at the forefront of our operations.

LS Wealth Management will always hold ourselves accountable to the highest standards by ensuring we meet client needs precisely and completely, cultivating a working environment that provides a sustainable approach to wealth management. Our degree-level education and industry qualified team have between them decades of cross-sectional experience in finance, administration, management, operations, insurance and investment.

### Our Services

All clients are introduced to us on a referral-only basis, we do not cold call or source clients from third parties. Our operational practices mean that we can deliver a range of products covering areas including retirement planning, long term investments and education fee funding. This provides clients with tools and advice for achieving financial goals and optimising performance of their money.

The company handles all aspects of client portfolio management, offering trustworthy advice and results that meet if not surpass client expectations. Everything we do is guided by our values and professional ethics, ensuring that our staff have the relevant experience and training for the role.

#### *Services we provide include:*

- Financial Planning
- Wealth Protection
- Investments
- Lump Sum & Regular Savings plans
- Pension transfer, consolidation & management
- Life, critical illness & disability insurance
- IHT and LTA planning
- Offshore bank accounts
- Mortgage & Buy-to-let broker introduction
- Currency exchange accounts

Our aim is to help you make smarter financial decisions and achieve your finance goals

- We review Your current personal circumstances, get a full picture of Your current income assets liabilities and outgoings spend, confirm any existing policies or plans you have, obtain Your risk profile and investment objectives.
- Determine additional information about you including Your dependents, Your health, in Your employment situation and income expectations.
- We will also determine Your goals and ambitions for the future it is important that we know what you're looking to achieve and on what time horizon.

We will devise an agreed plan of action and to help you realise your ambitions and depending on the level of support you need from us, we will continue to regularly monitor the progress of your financial plans ensuring everything remains in line with your expectations.

### Stages of Relationship

1. Consultation and evaluation – this is an initial discussion of your wants and needs and objectives. We will aim to gain a full and thorough understanding of you and your existing financial circumstances including any existing policies and tax position, long-term needs and any other data. Together we will discuss your goals including any plans for retirement and provisions you wish to make for your loved ones after your death. It is important that we discuss the level of risk you are willing and able to take.
2. The next phase is research and recommendations, this allows us to create a plan of action using our industry experience and knowledge of the market to research and recommend for you the most appropriate products that are an accurate reflection of your goals

and attitude to risk. This plan is tailored to your specific needs and provides a roadmap for us to help you make decisions to achieve your goals.

3. Implementation – handling the administration and getting your plans setup is the important next step. Our administrative team and our experienced consultants will help you to complete the paperwork and act as liaison with product providers. Where requested we can show you how to track your portfolio performance.
4. Ongoing service, we continue throughout the course of our relationship with you to monitor performance in market conditions, we keep a close eye on how your investments are performing and how this lines up with the potential to achieve your objectives. Our team of consultants conduct ongoing reviews of strategy and risk tolerance as well as carrying out continued portfolio management. Where you feel there are periods of economic uncertainty we will always be on hand to provide guidance and advice. Importantly should your circumstances change we will continue to help you adapt your plan accordingly and agree a regular schedule of performance review meetings and calls.

## Our Charges

We would never ask our clients to part with their hard-earned cash without feeling fully comfortable that they are receiving value from money on any advice received from us. However, like all businesses we have a number of operational and servicing commitments to you as our clients including establishing and managing your policies which inevitably incur costs.

1. Financial review and recommendation report

Many companies will charge anywhere between 600 and 2000 GBP as a one-off fee for providing an initial review and creating a recommendation of products for a client. It is vital that any advisor understand fully the situation and objectives for a client before making a comprehensive plan, this is a crucial part of the advice process however as part of building a relationship and trust with you we do not charge for this service.

**Our initial meetings are free and carry no obligation.**

2. Implementation stage

Once we feel that we fully understand what you're looking to achieve this will be discussed with you and we will aim to implement the agreed recommended solution, our team will populate and process all of the paperwork required to setup your plans and our charges for establishment of your policies will be based on the agreed structure proposed to you at this time. This will factor in the type of product/policy, length of investment, your circumstances and our initial provisions to you. Any implementation fees we agree with you and/or the product providers are payable at the point of investment and will be generated by the provider then paid to us directly. Factors that can affect this fee value include the type and size of the investment, the product/provider selected and your existing relationship with us.

**We do not hold or handle your money directly and you are not responsible for making direct payments to us to cover our fees at this stage**

3. Ongoing monitoring and review

Initiating your plan is the first part of the financial journey towards achieving your goals, it is important to remember

that investing for the long term is a marathon and not a sprint; we remind our clients that goals and personal circumstances as well as market conditions and the economic outlook can change over time.

It is therefore important that we continue to regularly review and encourage our clients to adjust their plans to ensure they are still appropriate for their needs and that policies are working as hard as they can to deliver the best returns – this is just as important as setting up the plan correctly in the first instance and this is where we continue to help you.

**Our ongoing service proposition covers the following areas:**

- Rebalance – funds within an investment can fluctuate overtime distorting the original balance of your assets we can help to redistribute your plan ensuring that it remains true to your original risk profile.
- Guidance – we can aid you in avoiding costly mistakes such as rash decisions when a market takes a short-term downturn or revise alternative investment options.
- Strategy – as you near retirement your tax planning strategy may change or conversely you may wish to discuss tax implications for withdrawing your money from your plan our expert advice can help reach tax efficient solutions.
- Review – we provide all clients with regular quarterly reports on the performance of funds with the option to request ad hoc reporting as all when required (e.g Life milestones, change and employment, relocation, etc.). This will allow us to work together with you to make considered decisions on changes to your long-term strategy.

## Client Benefits

All clients receive the following regardless of investments / policies held or length of relationship with us.

- Ability to contact us via email and telephone 6 days a week from 6am – 8pm (GMT) Sunday to Friday
- Regular notifications and updates regarding your policies, plans & details
- Regular face to face reviews
- Regular Skype/phone reviews
- Minimum quarterly valuation reports, statements, performance reports and review reports – tailored to your specifications if needed
- Portfolio rebalancing
- Portfolio updates
- Risk profile reviews
- Assessment of changes in circumstances
- Access to newsletters, blogs and updates from our website
- Online access to policies and platforms
- Secure GDPR compliant document and data storage



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*Investment Consultancy – Protecting your Wealth*