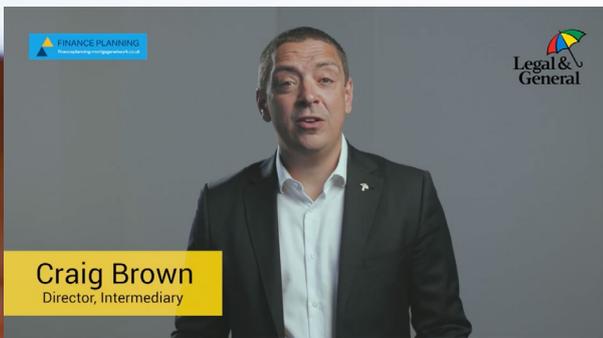


Euro 2020 Souvenir Edition

It's too early to think about winning, but we have picked up another award that it's safe to shout about, and be proud of!



View our winners video above.



Congratulations! We've won the Customer Excellence category in the Legal & General Business Quality Awards 2021. This is the second year in a row that we have collected this trophy.

We will be sharing out marketing materials shortly.



CPD JUNE 2021

QUARTERLY CPD

Please ensure you have recorded at least 4 hours of insurance CPD plus 4 hours of mortgage CPD for the second quarter, and you can also be adding your Q3 CPD now too. If you are struggling for hours, then there are webinar recordings on our Knowledge Hub website.

DO NOT LET ONE BAD MORTGAGE SUBMISSION COST YOU YOUR CAREER!

Mortgage Lenders have a zero tolerance when it comes to certain aspects of our conduct, and how we interact with them and their staff. Repeated from Pete's email dated 25th June, here are just a few examples of how you could end your career in this industry:

Misrepresenting the client's circumstances on a lender application, for example:

- Inflating an applicant's income.
- Stating a level of income which you cannot substantiate.
- Not informing a lender that you have previously applied to another lender, if asked.
- Incorrectly over-stating the length of time an applicant has been in their current employment.
- Incorrectly stating the purpose of the application, for instance living in a BTL or renting out a residential home.

Not sufficiently examining an applicant's evidence of income, for example:

- Failing to check the numbers on the payslips add up, especially looking at the YTD totals and deductions, etc.
- Failing to check the payslips and bank statements correspond.
- Failing to determine if the income is plausible given the nature of the job, or perhaps the age of the applicant, or length or service in the role.
- Failing to carry out due diligence on the employer, for example a Companies House check, and especially ensuring that an alleged employee is not actually a business owner.

Behaving inappropriately when communicating with lenders, for example:

- Swearing at a lender representative.
- Using swear words or derogatory terms when emailing or uploading information.
- Being aggressive in your communication, especially where this could be construed as bullying.

And so, if you suspect something is wrong, you must act on it. If you suspect something isn't quite right you must discuss the case with Pete Burgess, or your Sales Manager, before submitting a mortgage application. Always tell a lender why you have decided not to proceed with a mortgage application. Even if a mortgage application is not proceeding, please ensure you provide the lender with their requirements, or an explanation, to avoid the suspicion of you not being able to provide the information for some reason. Inform Pete Burgess if the lender asks for additional information beyond what you think is reasonable, as it probably means the lender suspects something is wrong with the case.

The purpose of a Suspicious Activity Referral (SAR) is to give you an opportunity to have a second set of eyes on your case, and for us to then make a judgement on whether to proceed as it is, or to ask for more information, or to walk away. By making a SAR before applying for a mortgage, it should clear you of any wrong-doing with the lender if the client does turn out to be fraudulent.

FCA CODE OF CONDUCT RULES

I'm sure you already know these five rules, but as a reminder these are the five high level statements which all Advisers need to adhere to at all times.

1. Acting with integrity
2. Acting with due skill, care and diligence
3. Being open and co-operative
4. Treating customers fairly
5. Observing proper standards of market conduct

These can be very easily summarised by ensuring that you adequately "Know Your Customer" before submitting an application to a lender or insurer as this will help ensure the right customer outcome is always achieved, and to treat your customers the way in which you would expect to be treated yourself.

ANALYSIS OF Q2 SUSPICIOUS ACTIVITY REFERRALS

We have received 23 SARs in Q2, and with lenders seeing a rise in fraudulent applications, we urge everyone to be vigilant in trying to detect anything about an individual's situation or paperwork that might require further explanation or clarification. Please do challenge your clients. By far, the most common issue for lenders is staged income and/or fabricated documentation, and we are no different. Here is a breakdown of our most recent 23 SARs:

1. Staged Income – 15 instances
2. Mortgage Fraud – 4 instances
3. Deposit fraud – 2 instances
4. Below market valuation – 2 instances

To elaborate on those cases of staged income, they vary from documents not matching, to recent changes in jobs or employment status, to unusually large recent pay rises. It is so important to carefully examine the paperwork, question the client, don't be afraid to ask for extra documents, and please do report all of your suspicions.

ANALYSIS OF Q2 BREACHES

A breach is where an internal or external process or rule is broken or not followed correctly, and it is important that these are recorded so we can analyse them and make improvements to minimise their reoccurrence in the future. Where a breach is recorded against you, please ensure you understand why it has occurred so you can look to prevent it from happening again.

Here are the most common types of the 20 breaches we have recorded in Q2:

1. Mortgage Reason Why Letter not issued within 10 working days.
2. Protection Aims & Views not completed.
3. Data Protection breaches.

RECORD KEEPING UPDATE

Where you are recommending an interest only mortgage, or a case which goes beyond the clients intended retirement age, please can you add some soft facts to the Mortgage RWL to explain why you have taken this course of action, and why this is the client's preference. This is in addition to the standard paragraphs you are required to include in either of these instances.

AUTOMATED MORTGAGE REVIEW EMAILS

A reminder that when you are re-mortgaging an existing client, you can opt them out of the automated emails that they automatically receive each month as their scheme end date approaches. The emails are issued from 6 months before the scheme end date, all the way through to 1 month before. So, if you submit an application for the client two or three months before their scheme end date, it would make sense to stop those automated emails at that point. You can do this through the Knowledge Hub website <https://knowledgehub.website/tools/opt-out/>

ACCIDENT & SICKNESS POLICIES

L&G are the latest insurer to pull-out of this market, as from 1st August they will no longer offer this product. The existing AS and ASU policies will now be administered by Wessex who have confirmed they will offer renewal terms to all existing clients. Whilst AS is such a small proportion of our business, we are currently exploring alternative options for lifestyle accident & sickness business which is not dependent purely on mortgage costs, i.e. lifestyle cover rather than MPPI cover.

THE NEW MORTGAGE BRAIN

Our mortgage sourcing tool, Mortgage Brain, is updating its system and we hope to switch to this new version within the next few weeks. Please can you therefore watch the 30th June webinar recording on the Knowledge Hub, assuming you did not attend, so you can familiarise yourself with this new system – thank you.

EXERCISES FOR DESK WORKERS

It seems like we're busier than ever these days. We often work long hours and the lines between our working life and home life are blurring. Regular exercise can often take a back seat, while we get stuck at our desks for longer and longer. This may lead to stress, stiffness and pain. Taking 5-10 minutes out of your working day for these simple, but effective desk exercises can make for a healthier and less stressful day.

This document is intended as a guide to some exercises that aim to lead to a healthier and less stressful day. Please seek professional medical advice in the event of specific musculoskeletal disorders.

Protection – Adviser League Table for June.

Well done to Rob Chart with an amazing 29 protection policies submitted in June. Well done also to Lucy Diton for taking third spot and making her mark on the league table.

Mortgages – Adviser League Table for June.

Rob wins this month just a head of Dan and Andy is 20 the new norm? Well done to everyone hitting double figures, great effort, it also great to see those in both tables.

And congratulations to everyone who has featured in either of the league tables for June. As a reminder, please do ensure that you get your cases loaded on to The Key as soon as possible – thank you.

Mortgage Apps

Rob Chart	27
Dan Fletcher	26
Andy Poustie	23
Scott Sutton	18
Karen Looker	16
Martin Ecroyd	15
Paul Ripley	15
Daniel Walsh	15
Carl Thorne	14
Jack Savory	14
Jim Maye	14
Graham Morris	14
Claire Lipscomb	13
Cathy Rafferty	12
Paul Gent	12
Peter Stickley	12
Philip Smith	12
Wilma Morton	11
Matt Stephens	10
Richard Owen	10
Terry Mills	10
Joanne Pope	10

Protection Apps

Rob Chart	29
Scott Sutton	28
Paul Gent	27
Lucy Diton	21
Matt Stephens	18
Paul Ripley	16
Simon Maskell	15
Carl Thorne	13
Carrie Millin	13
Claire Lipscomb	13
Jane Hutchinson	13
Richard Lucy	13
Emma Langford	12
Sophie James	11
Mark Ninnim	11
Colin Mackay	10
Graham Morris	10
Philip Smith	10

The Millionaire Club

And well done to Wilma (x2) and Lindsey who have added three more mortgages to the Millionaire Club.

Lindsey Quirke	£1,368,749
Wilma Morton	£1,000,000
Wilma Morton	£1,000,000

Mortgage Apps

Colin Mackay	£2,500,000
Paul Goodey	£2,400,995
Jim Cox	£2,063,495
Lindsey Quirke	£1,875,000
Lindsey Quirke	£1,440,000
Paul Goodey	£1,390,222
Lindsey Quirke	£1,368,749
Paul Goodey	£1,290,999
Carrie Millin	£1,115,000
Karen Looker	£1,050,000
Nigel Urban	£1,000,000
Joe Maskell	£1,000,000
Wilma Morton	£1000,000
Wilma Morton	£1000,000

Protection Apps

Phil Thomas	£2,151,800
Richard Lucy	£1,760,100
Phil Thomas	£1,427,883

Investment Apps

Sarah Hope	£3,600,000
Sarah Hope	£2,200,000

ZOOM MEETINGS

Just to confirm that we are continuing our weekly zoom meetings at 4pm every Monday afternoon. Each week we will be joined by a guest speaker, generally either an insurer or a lender. And, if you are unable to attend one of these sessions then the good news is that they are all being recorded and can be watched at a time convenient to you. Simply go to our knowledge hub website, then click 'hang-outs' and then hangout recordings.

WELCOME

Please join us in welcoming an array of new talent to join Finance Planning.

We are delighted to announce that we have recently welcomed a new Appointed Representative Fitch & Fitch. This team of 11 bring a wealth of experience in the large loan and private banking sector and will be an excellent addition to the Finance Planning group. The team at Fitch & Fitch are keen to share their experience and knowledge and look forward to working with you all.

Also joining us are, Jack Clarke and Jav Khan. We wish all the Advisers all the very best in their new careers working with FPG.

CONGRATULATIONS

Congratulations to Jack Savory, and his wife Olivia, on the birth of their daughter, Savannah.

Congratulations also to Caitlin on marrying Ed. Caitlin is now Catlin Ferguson.

STOP PRESS

We have just received news that we are finalists for two further L&G awards! It would seem that we are doing something right with this much industry recognition!

Another reason to keep those fingers crossed!

