



3 things that get in the way of clear, compliant and client-friendly reports

1. Mindset – "I have to prove how much I know so that I build trust"

2. Skill gap to write in a clear, simple and meaningful way.

Here's a paragraph from a suitability report. Would you know what to do?

These recommendations fall under the flexible access of pension benefits rules and as such, when you commence taking an income from your Aviva FAD pension, it places a requirement on you as a member to inform other schemes to which you are accruing rights or actively contributing, or to which you will contribute to in the future, that you have taken pension benefits flexibly (excepting when only a tax free Pension Commencement Lump Sum was taken). This must be done within 91 days to avoid potential HMRC fines.

Have a go at reworking it below...

3. A fear: "I'm worried about leaving something out which means the client can't make a fully-informed decision and I run the risk of non-compliance."

Reworked version

You have started taking your retirement benefits with Aviva using Flexible Access Drawdown (FAD) but so far have only taken tax-free cash. In the future, if you take income from your FAD whilst still paying into your Aegon pension, you will need to inform Aegon of this within 91 days of your income starting. This is to avoid charges from HMRC.

You (client's perspective)

Started (not commence - everyday language)

Specific (name providers so that there is no ambiguity or confusion)

Spell out acronyms

Logical structure based on what the client cares about.

Next steps:

If you would like more information about the Communicate for Impact programme, designed specifically for paraplanners to increase your confidence, engagement and efficiency, check out:

In-house option:

<https://go.motem.co.uk/corporate>

For individuals:

<https://go.motem.co.uk/individual>