

# **INTRODUCER PROCESS**

## **Step 1**

IFA introduces client and supplies Harvard Financial Management (HFM) with contact details

## **Step 2**

HFM issue a “Welcome Pack” to the client which contains the following items:

- IDD x 2
- HFM Terms of Business
- Marks Business Card
- Information authorisation form (to gather information only)
- Attitude to Risk Questionnaire
- If a Final Salary Scheme we also include a pensions questionnaire

## **Step 3**

Client returns the information authorisation form, and HFM write out for the pension information on the policies that the client holds.

## **Step 4**

Mark contacts the client to fact-find and to ascertain their needs and requirements.

## **Step 5**

Insurance Companies are chased weekly in order that they forward the information to HFM. Introducer updated weekly on a Thursday with updates on all cases.

## **Step 6**

Once all information has been returned it is analysed and recommendations are made

## **Step 7**

Suitability letter generated and Mark meets with the client.

## **Step 8**

Once business has completed, HFM change the servicing agent back to the originating IFA.