



TOWN CLOSE
Financial Planning

The first
90 days

future proofing your finances



THE FIRST 90 DAYS

This is a step-by-step guide to what you can expect in the first 90 days of us working together, from our initial contact to having a fully functioning financial plan up and running.

We will take one step at a time.

You will have been introduced to us or found us online. And we have already spoken and agreed to get to know each other better.

To help us do that we will meet virtually. But, so we both get as much as we can from that meeting, we need to know more about you, and you about us – there will be a lot of questions.

Step 1 — Getting to know you (Week 1)

We'd like some basic facts about you and your family. More importantly, we'd like to know more about your objectives. We're going to ask about what goals/outcomes you want help with, why now, why they are important to you and what you fear happening if they aren't addressed.

A simple set of questionnaires will be sent to you, covering these points and more, for you to complete before our meeting.

The questionnaires will come via our secure client portal; you will soon receive login details for this.

Also on the portal are a whole host of guides on all aspects of financial planning. These give you a very clear picture of where we are coming from and how we go about what we do.

During our virtual meeting you will be encouraged to ask about anything that is on your mind. Afterwards we will email you to confirm the scope of work, your objectives and the fees involved.

If you agree to proceed, we will arrange a second meeting, either virtually or face-to-face.

Step 2 — Basic financial planning (Week 2)

Our second meeting will start with a summary of our first meeting and a discussion about any thoughts/questions either of us have had since then.

We will discuss how we will put together a financial plan, the work involved, what happens next, etc.

We will also show some basic financial forecasts so you get a good idea of what your future holds, financially at least.



At the end of this meeting, both you and we should be in a position to commit to each other and agree to get on with the work needed.

Assuming that's the case, a Client Agreement will be issued to you and we will complete our Anti-Money Laundering checks and other requirements.

We will also ask you to complete a detailed expenses breakdown, so we get a good feel for what you spend and where – what life is really like for you.

Step 3 — Building out your plan (Weeks 3–6)

Your Client Manager will now arrange to contact all your existing pension, investment and protection providers so we have chapter and verse on what you have already.

We will also ask you to provide details of savings, property values, mortgages and the benefits your employer offers you (death in service, sick pay, etc.)

To complete the picture, we will ask you to obtain your State Pension forecasts and we will ask you about your plans for one-off expenses and other easily anticipated costs.

There could be further calls or meetings during this step to discuss points that arise.

You will have the first drafts of your Financial Plan and other planning notes during this period.

Step 4 — Recommendations (Weeks 7–8)

We will now recommend actions that will give you the best possible chance to reach the goals and outcomes you want. These will include any compromises that could be included to strengthen your planning (e.g., retirement date, value of gifts, spending plans, downsizing, etc.)

Your recommendations will cover what money should be where and with whom. It will also make recommendations about your investment strategy, savings and/or withdrawals, and touch on estate planning, protection (should the worst happen) and anything else that is or could be relevant.

We will discuss these recommendations with you, explain how they improve things for you and then prioritise them. We might not put them all into action immediately.

Having prioritised the recommendations, we can move to the next step.

Step 5 — Implementation (Weeks 9–12)

Having agreed what should be put in place, we now start setting up the framework of your plan. This could mean moving money from one place to another, increasing savings levels, cancelling plans and setting up new ones.

We will do the bulk of this work but there may be things that it's easier for you to do. If that is the case, we will give you clear instructions.



Some of our recommendations may mean we introduce you to a trusted expert – e.g., for wills/trusts, complex tax planning / tax returns, protection policies, mortgages, etc. You would pay them separately for their services.

Step 6 — Finalised (Week 13)

Your financial plan is now up and running, except for perhaps some work with our trusted experts. We will ask you to confirm you are happy with what's put in place and can see the value of it.

Assuming the answers are “yes”, we will then collect our initial fee and start the ongoing plan management fee.

We will also schedule our first catch up for 6 months' time when we will discuss progress made to date and any and all changes that might affect your plan.