

Supporting a family with financial guidance in difficult times



Client Needs

Mr M was critically ill in hospital with limited life expectancy, when his brother-in-law (an existing client) asked if there was anything we could do to help.

Mr M had been on long-term sick leave for two years and his employer had ceased salary payments, leaving the family reliant on disability benefits and financial support from relatives. With a mortgage in arrears, and minimal life cover, the situation was increasingly concerning. Mr M's wife, Mrs M, had temporarily left her job to care for him.

The family's financial stability was at risk, and Mrs M faced the possibility of losing her husband and their home. Mr M had accumulated several pensions, but dependent benefits from his defined benefit (DB) schemes were insufficient to ensure even a basic standard of living.

The couple needed urgent advice on how to manage their finances to secure Mrs M's future.

Our Approach

Despite Mr M's critical condition his mental faculties remained intact and we provided bedside consultations with his doctors' consent. We assessed the couple's financial situation, focusing on their pension arrangements and were able to ensure that appropriate nomination forms were in place.

Recognising that the DB scheme payouts would be inadequate, we prioritised securing lump sum payments through serious ill-health claims and transferring DB pension schemes to defined contribution (DC) pensions.

Outcome

We successfully transferred three DB schemes into DC pensions and facilitated serious ill-health lump sum payments from existing DC plans prior to Mr M's death two months after we were appointed.

These actions provided Mrs M with funds to clear their mortgage and cover living expenses for a short period of time before she was forced to return to work following Mr M's death.

Although one DB scheme couldn't be processed before Mr M's passing, it continues to provide Mrs M with a small dependent pension.

We left the transferred funds in cash, refraining from applying any ongoing service charges for six months. During this period, Mrs M, supported by her children and TPO, developed a financial plan for her future wellbeing.

Our swift and compassionate intervention ensured that Mrs M was not only able to secure her home but also receive financial support during a devastating time.

Going above and beyond for our clients, even in the most challenging circumstances, ensuring their well-being and financial security is of vital importance to us.

About TPO

We are an award-winning, Chartered financial planning firm who have been delivering independent, tailored financial advice for over fifteen years. Based in Leeds, London and Bath, we help clients across the whole of the UK with their financial planning needs.

Our advice is, and always has been fully independent; we work for you not a product provider, meaning we can be unbiased and sit on 'your side of the table'. We work in partnership with all of our clients to shape our approach to your circumstances and needs – it's a fully tailored, transparent service built around you.

Whether you're building the foundations of your future, looking towards retirement, or want to preserve your wealth for your children and grandchildren, our range of ongoing services allow us to provide our expert financial planning at costs which are appropriate to the complexity and level of service that different people are looking for.

This article is intended for general information only, it does not constitute individual advice and should not be used to inform financial decisions.

For more information

call 0333 323 9060 or visit www.theprivateoffice.com

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