

Charter Insurance Brokers Ltd

Charter Insurance Brokers Limited offers a totally independent solution to all your general insurance needs, from personal insurances to the bespoke requirements of the larger corporate organisations. Our hands-on approach ensures that we are fully in tune with the insurance issues that face you. We are constantly expanding and developing our range of services to meet the ever-changing needs of our clients.

Personal

We believe that the best insurance is not necessarily provided by the cheapest policy. This is particularly the case for high net worth clients who own substantial properties, housing valuable possessions and who may have expensive and cherished motor vehicles. Such clients require sophisticated advice from experienced professionals who understand the risks they face and the ways in which these can be reduced and eliminated.

Our intention is always to negotiate the most attractive terms for the requisite level of protection. We therefore assure our clients that they will get the best possible value for their insurance expenditure by talking to us ■■

Business

We cater for the insurance needs of all sizes of businesses, from local family run businesses to international corporations. In every case, a senior member of our staff is appointed as a nominated liaison officer to ensure the highest levels of personal service are provided.

This relationship is underpinned with the creation of a dedicated team who will look after the interests of the client and respond with the highest levels of efficiency as and when required.

As a progressive and dynamic insurance broking practice, we are committed to providing expert advice on risk management, including Health & Safety issues, to every commercial client. Working with the UK's leading underwriters, we assess the risk profile of the business and suggest ways in which it can be reduced. This work, provided as part of our ongoing services, helps reduce claims as well as ensuring compliance with legislative and regulatory requirements.

While we endeavour to reduce the number of claims, we recognise that we cannot hope to eliminate them entirely. This is why we maintain a rapid and responsive claims-handling service that is dedicated to restoring the client's situation as rapidly and as completely as possible ■■



Barry Woolley,
Cert FPS
Director



Bruce Turner,
Sales Manager



Angela Allsop-Lewis,
Broker Admin
Manager



Aysha Babu,
Commercial
Account Handler



Susan Green,
Commercial
Account Handler



Diane Rigby,
Commercial
Account Handler



Tracy Hall,
Personal Lines
Account Handler



Gill Reid,
Marketing
Co-Ordinator



David Hoyle,
Account
Executive



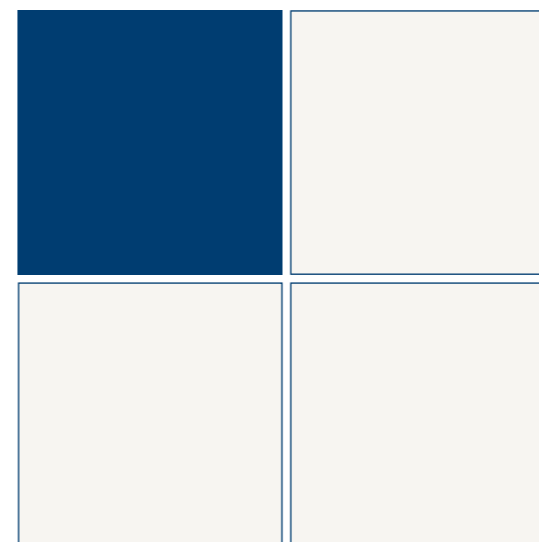
Peter Norris,
Account
Executive



Beverley Gregson,
Administration
Assistant



incontact
01772 326800



Charter
partnership

3 Ferry Road Office Park, Preston PR2 2YH
T 01772 326800 F 01772 326801

E office@charter-partnership.co.uk
W www.charter-partnership.co.uk

Charter Financial Planning & Charter Insurance Brokers Ltd are
Authorised & Regulated by the Financial Services Authority

spring 2005 issue no.1
intouch
with Charter Partnership



We have just completed the first 12 months in our new offices and I think we all agree the move has been beneficial, not only for all of us working here, but also for many of our clients who have taken the opportunity to visit with us.

We now have purpose-built premises, designed to our own specification with ample, comfortable meeting rooms in which to see clients and most importantly easy access to car parking directly outside the offices (please note three spaces are always kept available specifically for client use).

Chris and Gill, who many of you know through telephone contact or have met when visiting our offices, are located on the ground floor and are always available to greet you with a cup of tea or a coffee to your liking. So if you have not visited please do so, you will always

be welcome, and if you have visited us before we hope it was a pleasant experience and you will be pleased to visit with us again soon ■■

**brand:
new image**

Having moved to new purpose-built premises, we felt the need to freshen-up our image with the introduction of a new corporate logo and a new style of stationery.

Just by way of clarification - Charter Partnership - represents to us the partnership between our two companies - Charter Financial Planning and Charter Insurance Brokers, but more importantly and of more relevance to you our client, it represents the partnership we have with you.

We look for and will always strive to achieve a win/win relationship with you - for us to win you must win first and longest. If you do, we will have done the job you want us to have done and we will win as a result.

We hope you like our new updated image, and like us you do see our relationship as a partnership where both sides gain benefit from the association.

If you do see things this way, please feel free to tell your family, friends and business associates - we are always keen to expand by way of referral. If not, tell us, we need to know where we can improve our offering to you our client ■■





Charter Partnership aims to...

...work with its clients to devise a complete solution to their financial and insurance requirements. Through our contacts with the UK's leading investment houses and insurance companies, we are able to construct bespoke solutions, which reflect the particular circumstances of the businesses or individuals we serve.

Charter Partnership has established a reputation for excellence as a provider of insurance and investment advice to commercial and personal clients. Experienced, qualified staff are committed to delivering first-class service based on the development of a thorough understanding of the client's needs.

This "partnership" concept is pivotal to our success. We strive to develop enduring relationships based on mutual respect

and a shared desire to obtain the best value and best performing financial arrangements. We know we can only hope to succeed if our clients prosper.

We are a genuinely independent organisation, which means we can recommend products and services without fear or favour.

Our only obligation is to identify the right option for our client ■■

Charter partnership Depolarisation

Up to 1st January 2005 there were two types of adviser existing in the financial services marketplace, created by the introduction in 1986/7 of what was known as polarisation. Advisers fell into two camps: they were either tied to a single insurance company or were independent with no connection to any particular company giving their clients access to the whole of the market.

From January 2005, legislation now dictates that there will be essentially three types of adviser under the depolarisation regulations: an Independent Financial Adviser offering whole of market access and further, remunerated on either a fee basis or a commission basis with clarity of their offering implicit before contracts are entered into; a Tied Adviser representing a single company and a new form of adviser - a Multi-tied Adviser offering a limited range of companies' products, but both these latter two types of advisers operating on a commission only basis with disclosure of both status and commissions at point of sale.

We have little doubt that those who opt for the multi-tied route will perfect the argument that they are as independent as really matters, since they will have chosen the "best of breed" companies in each area. It would be naive in the extreme to suppose that rates of commission will not be a factor in the choice of ties but that will be justified on commercial grounds.

One of the really good things to have come out of all the turmoil of the past few years is the emergence of a genuine adviser/planner remunerated by the client and not by the product providers and we are proud of the

role that we within Charter Financial Planning have played and will continue to play as independent advisers working to our clients advantage and being properly remunerated for our services, either by way of fees or by commissions.

Truly independent advice has significant value and is, we believe, something that you will hopefully cherish ■■

Charter Financial Planning

We can tailor financial solutions for individual and corporate clients alike. We offer a new approach to pensions and investments through our Tailored Asset Management service and advise many corporate clients on SSAs and SIPPs, in the run up to Pension Simplification in April 2006. Charter Financial Planning offers a full financial planning service, including family and business protection and tax and estate planning, in addition to having a specialist mortgage department.

Personal

Sound and timely planning is essential to consolidate one's financial position and to identify opportunities for the future. Expert and impartial advice can play a crucial role in finding the best way forward. Given the complexity of today's financial world, it is more important than ever to discuss matters with experienced professionals who are aware of the most appropriate solutions for any given situation.

Real progress is only possible if the adviser takes the time and trouble to understand that situation. This is why we devote so much attention to getting to know our clients.

Having established where you are today in financial planning terms, by means of a detailed analysis of your personal and financial circumstances, we can help you achieve your personal financial objectives.

We offer expert advice on pre and post retirement planning; investment, estate and general tax planning; savings - including funding for education expenses; and family protection and mortgages ■■

Business

For business owners, personal financial planning is inextricably linked with the fortunes of the business. Personal financial planning needs to run alongside the financial planning for the business.

At Charter we can help you determine where your business is today and what has to happen in the years ahead for you to be happy with its progress. We can then put forward suggestions as to how best to achieve this.

We can offer expert advice in highly specialised areas of financial planning, such as unlocking your pension fund monies to use within the business, and pre-retirement planning using the most up-to-date and flexible vehicles available. We can help you overcome the financial problems of losing key individuals including shareholders or partners. We also offer staff benefits consultation and up to the minute advice in areas such as pensions ■■

Layton Blackham and Charter Insurance Brokers

On 1st October 2004 the formal arrangements which we have been negotiating with the Layton Blackham Group, a national insurance broking organisation with head offices in London, came into place.

This association enhances the facilities we can offer our clients, giving access as it does to the London market and the full facilities of Lloyds. We also gain significantly greater strength in our negotiations with insurance companies.

We are now confident that this new arrangement will further enhance the service we offer to our corporate and private general insurance clients ■■

Financial Services and Markets Act 2000 - Charter Insurance Brokers

We are delighted to announce that having been one of the first insurance brokers in the North West to receive their Minded to Approve Letter in May 2004, that Charter Insurance Brokers are now a fully regulated independent insurance brokerage, our approval being effective from 14th January 2005.

The new regulations we adhere to are complimentary to our being one of the North West's first insurance brokers to be granted approval under the ISO Regulations.

There are now strict controls on the manner in which general insurance is conducted. Again we view this as a positive step for the industry in general and confirm that we have received our authorisation.

We are committed to maintaining our regulated status and are investing in the necessary systems and hardware to assist us in this aim ■■



A significant number of Charter Financial Planning clients now have their investments held within what is known as a 'Wrap Account' run in conjunction with the administration system provided by Transact. We were delighted to see that Transact recently passed the £1 billion milestone, this being achieved in the 4½ years since the system was first introduced to the UK market. The £1 billion of assets include holdings in 2009 different collective investments, shares/units from 414 managers; 440 different investment trust shares from 139 managers; 1052 different other equities; and a variety of 249 other assets such as hedge funds and property investments.

As the year ahead progresses and thereafter, we will be contacting more of our clients offering them the proposition that our partnership with Transact represents. The ability to hold assets, including Pension Fund assets and personal assets, within the Wrap Account and the clarity this brings to both the asset allocation exercise and fund selection process will undoubtedly be of mutual benefit to both our clients and to ourselves ■■



Barry Woolley,
Cert FPS
Partner



Deborah White,
Dip PFS
Partner



Sue Counsell,
LLB (Hons) Dip PFS
Partner



Lisa Philipson,
Administrator



Rebecca Carroll,
Administrator



Joanne Heaton,
Administrator



Emily Trotter,
Administrator



Chris Saunders,
Receptionist

Tailored Asset Management