



PRINCIPLE PARAPLANNING

TERMS OF BUSINESS

TERMS OF SERVICE

EXPECTATIONS:

- Ⓟ CFRs must be complete and up to date on submission of a case to Principle.
 - If you do require support in this area, reach out as we may be able to assist. A supplementary fee may apply and will be assessed on a case-by-case basis.
- Ⓟ An Advice Record should be created containing the current advice along with the any/all meeting dates relevant to the current advice.
 - If you do require support in this area, reach out as we may be able to assist. A supplementary fee may apply and will be assessed on a case-by-case basis.
- Ⓟ The Advice will need to be clear and fully detailed in the advice record.
 - We do support partners who wish to discuss the advice in detail. However, a supplementary fee may apply. This is assessed on a case-by-case basis and any fee applicable will be based on the time spent discussing with the Principle team (including Paraplanners).
- Ⓟ A Partner's office will provide a full and complete submission form.
 - We do work with partners offices handover form(s) provided they cover all essential informaiton. Please speak to a member of the Principle team to discuss more.
- Ⓟ A partner's office will provide both a Letter of Authority and all ceding informaiton obtained to date. (We can provide a blank LOA if required).
 - We do ask that you add Principle Paraplaning to the Letter of Authority.
- Ⓟ Access is provided to both Salesforce and Ibusiness in a timely manner to both Steve Peplow and the Paraplanner allocated to your case. (Paraplanner to be confirmed by the Operations Manager - Steve Peplow or Jon Willmott)
- Ⓟ A partner or a member of the partners office will not reach out to any of the Principle team (Including Paraplanners) to work directly or indirectly with that member without prior consent from the Principle director – Jon Willmott.
 - Any breaches of this will require Principles fees to be recovered by both the paraplanner and Partner.
- Ⓟ An update request will be directed to Monday.com where the partner's office can view real-time case information. On occasion we may provide a further update via email, however, this will be considered on a case-by-case basis.



02394 380090



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- Partners must understand and accept we cannot influence a provider's turnaround time, nor can we influence the information provided by a provider. As a result, this may mean on occasion Principle will be required to make multiple requests in order to obtain the required information for Business Assurance Approval.

FEES

- Payment of invoice. All invoices are expected to be paid within 14 days unless prior agreement with the Principle Director.
 - Any fees after this date may incur a late payment fee. This is assessed on a case-by-case basis and the fee will take account of the time taken to chase any outstanding payments but also the time which has passed.
- All fees shown are excluding VAT. VAT will be added at invoice stage.
- A case is considered complete when the Suitability Letter is complete. However, we generally invoice upon approval.
- Please note we may invoice for a case if this does not proceed, and this will depend on the time spent on the case.
- Final Salary cases will be invoiced after each stage is complete.
 - Such as Assessment, Letter of Engagement, Abridged/Abridged Prelim and/or Full advice.

OUR FEES COVER THE FOLLOWING:

- Full data gathering (and/or gathering missing information).
- Review of ceding information, the CFR, and advice.
- Creation of the critical yield calculation and any other relevant analysis required (such as Income Sustainability Calculator, IHT Calculator, Carry Forward and Annual Allowance calculations, etc).
- Requesting any concessions required.
 - We cannot guarantee that all concessions requests will be granted.
- Completion of the Suitability Letter/Report.



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- 📄 Creation of the illustration and advice set.
- 📄 Obtaining BA approval.
- 📄 We may charge for additional work over and above the above. This will be assessed on a case-by-case basis.

COMPLETION OF THE SUITABILITY LETTER

- 📄 We understand from time to time, a change of advice is required.
 - Where possible we will complete an Addendum. (Additional fees may apply)
 - If a new Suitability Letter is required, new case fees will apply unless agreed with Principle in advance.

PROVISION OF SERVICE

- 📄 We cannot guarantee a fault free service. We cannot guarantee that every case we paraplan will be approved by business assurance. However, we will assess the viability of the case in our Triage stage and provide a full assessment of our analysis. If our assessment is that a case does not proceed, we will reach out to discuss. Charges will apply for any work carried out.
- 📄 We will always endeavour to ensure that the service is efficient, accurate, transparent, honest and of a high standard on every case. If we do fall short of your expectations, we will always try and repair any relationship between Principle and the Partner.
- 📄 By providing your email address to access any site information, you give us the right to send you an email to provide updates on the following areas: (You do have the option and right to opt-out of this service and can do so by emailing to confirm you wish to opt-out).
 - Principle Paraplaning Ltd
 - Business Assurance
 - St. James's Place
 - The wider industry for Paraplaning.
- 📄 Our SLA is as follows:
 - Triage (assess viability):
 - Review ceding information, CFR and advice – up to 3 working days starting the working day following receipt of the case.



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- Complete CYCs/assessment/analysis – up to 2 working days starting the working day following confirmation the ceding information is in and complete, the CFR is accurate, and the advice is clear.
- Parapanning:
 - Complete the report/Letter/illustration and advice set – up to 5 working days starting the working day following the assessments.

P We are unable to influence the SLAs of gathering any ceding information. However, we will always endeavour to gather the information as quickly as possible.

P We are unable to influence the SLAs of Business Assurance and/or any other St. James's Place department. However, we will always endeavour to reach out to Business Assurance (and other relevant departments) for case checking, concessions etc to gain approval as quickly as possible.

LIABILITIES

P We are not liable for any harm or damages related to any purchase services, resources, content, or any other transactions made in connection with any third-party. Please ensure you have read and agree with the term set out in this form and reach out if you wish to discuss further. Please reach out to J.willmott@sipp.co.uk before you engage in any transaction. Complaints, claims, concerns, or questions regarding any work completed by Principle – please direct to J.willmott@sipp.co.uk.



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