

Consumer Duty

How Timeline can help



Background

To comply with the new Consumer Duty a firm **MUST** act to deliver good outcomes for retail customers.

Firms must

1. Act in good faith towards clients.
2. Avoid causing foreseeable harm to clients.
3. Enable and support clients to pursue their financial objectives.

Focus on four consumer outcomes

- Products and services.
- Price and value.
- Consumer understanding.
- Consumer support.

Firms are expected to:

- Monitor and review the outcomes their customers are experiencing.
- Review the products/services to ensure these continue to meet the expectations of the Consumer Duty.
- Identify and address any poor outcomes or harm to the consumer



Timeline supports adviser firms to adhere to the Consumer Duty and deliver good outcomes for retail customers.

Here's how:

TIMELINE PLANNING

With Timeline Planning, Advisers can create a financial plan for clients and stress test it against 100+ years of capital markets data to ensure it will be a successful plan for that client's specific needs.

Our unique blend of innovative, science and data driven insights, truly engages clients in their financial planning meetings. Advisers can run the entire planning process from factfind through risk profiling and portfolio allocation right the way to modelling a range of factors including taxes, longevity, sustainable withdrawal and investment mapping - against 100+ years of data - to ensure clients will not run out of money in retirement.

Engage clients with clear, compelling, data-driven visuals that easily explain key retirement risks, demonstrate the sustainability of various income strategies, and empower them to make informed decisions.

- ✓ **Factfind**
- ✓ **Risk Profiler**
- ✓ **Cashflow**
- ✓ **Livetrack Realtime monitoring**
- ✓ **Portfolio Analytics**
- ✓ **Switch Reports**

Clarity & confidence through clear communication

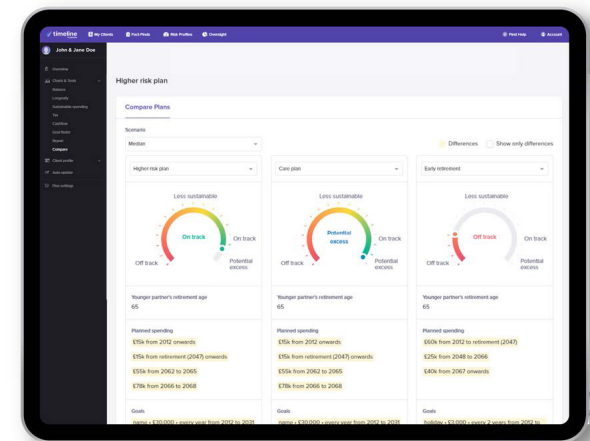
A key emphasis for the Consumer Duty is on the need to evidence that the adviser has explained things in a way that the client can understand, and there is evidence that the client has engaged in this process and understood.

Here's how Timeline Planning can help:

1

DYNAMICALLY DEMONSTRATE THE IMPACT OF DIFFERENT RETURNS OR INFLATION SCENARIOS, OR COSTS:

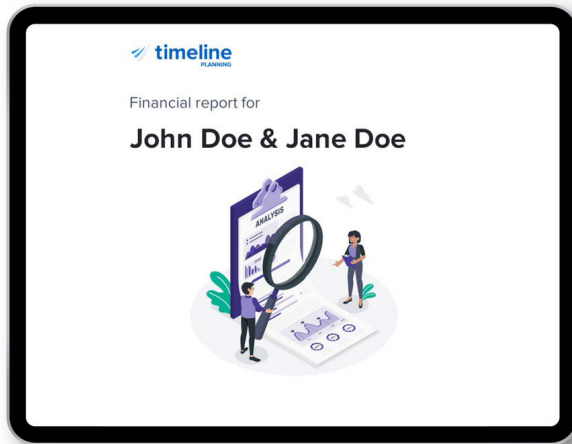
The Compare Plans section allows you to show different options for your client, making sure the outputs are easy to understand.



2

REPORTS CAN BE PRODUCED TO HOLD ON FILE:

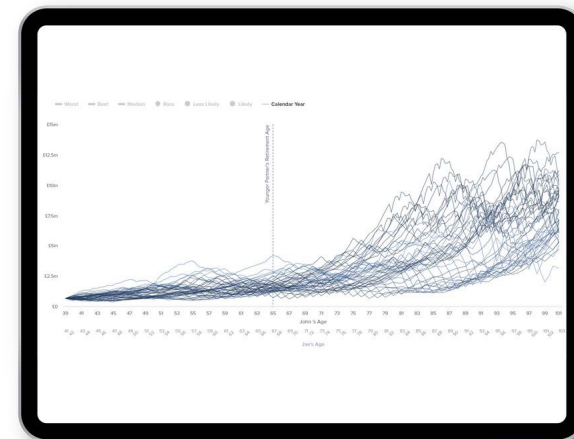
In the report that Timeline automatically generates, it explains each chart with client-friendly words for every chart, making sure your client understands.



3

RETIREMENT MODELLING SHOW CLIENTS THE RANGE OF POSSIBLE OUTCOMES:

The balance chart shows you all the scenarios we build in Timeline based on income sources, spending, contributions, and all your inputs. We consider war events, big market crashes, and hyperinflation.



Timeline Portfolios

Timeline is the UK's premier turnkey model portfolio service offering evidence-based investing exclusively to financial planning firms. We use technology to cut out unnecessary costs, inefficiencies and anxiety for advisers, while improving the long term investment returns for their clients.



DRIVEN BY EMPIRICAL EVIDENCE

We design portfolios that capture capital market returns, based on decades of empirical data and research by Nobel-Prize winning economists. We don't chase fads, engage in market-timing, or other behaviours that damage returns.



TRANSPARENT, LOW-COST PRICING

We charge a percentage fee for discretionary model portfolio management of just 0.09%. We also work with the fund groups to negotiate competitive rates to bring down the cost to the underlying fund charges. This gives your clients the best possible chances of meeting their goals, at the least possible cost.



POWERED BY TECHNOLOGY

Control Centre is our one-stop digital portal for everything you need to manage your centralised investment proposition. This includes the ability to compare portfolios, client-friendly analysis, investment process documents, performance data and branded portfolio factsheets.



PUTS THE ADVISER IN CONTROL

Investment management is a commodity. Financial planning is where clients get the real value. That's where you, and your strategy, come in. We can also create bespoke portfolios to service your financial plans. The plan leads, the portfolio follows.

WE OFFER GLOBALLY DIVERSIFIED PORTFOLIOS WITH EXPOSURE TO KEY ALTERNATIVE BETA FACTORS SUCH AS THE SMALL AND VALUE PREMIA.

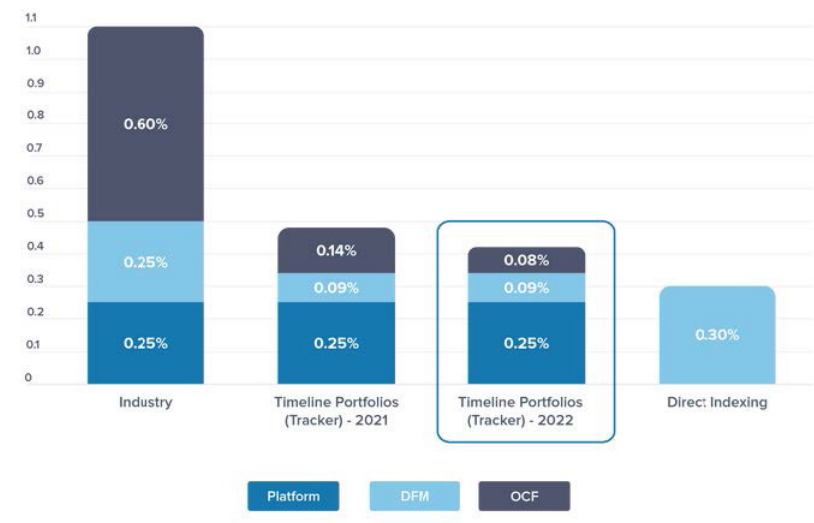
THE PORTFOLIOS RANGE FROM 0% TO 100% EQUITY ALLOCATION, WITH AN OCF RANGING FROM 0.08% - 0.27%.

Show value for money

With a market average cost of 0.3%, most MPS providers charge the equivalent of a third (and as much as half) of advice and planning fees. This flies in the face of reality in the digital age.

Thanks to technology, investment management is now a commodity. Personalised financial planning is where the real value for clients lies. MPS providers seem not to have acknowledged this in their charging structure and business model.

What separates Timeline from traditional MPS is that we use technology and our deep collaboration with financial planners to provide a comprehensive range of services that extend beyond managing money, at a significantly lower cost. So, advisers can demonstrate real value for money with Timeline.



Rebalancing

One of the key aspects of investing is to ensure that the portfolio stays within its risk parameters and in line with its goals.

Each asset within a diversified portfolio performs differently over time, drifting away from its initial target that was set to achieve the desired risk/reward balance. This difference between the target allocation and the actual allocation to a particular asset is known as portfolio drift.

Rebalancing is an important aspect of managing risk. It may appear counterintuitive because it involves selling assets that have performed well and buying assets that have performed less well.

This is the exact opposite of what many investors do - they pile in on assets that have performed well recently and sell those that have underperformed, unwittingly increasing risk within the portfolio.

Rebalancing requires a disciplined and structured approach. We monitor drift and carefully reset the portfolio back to its targets when drift breaches acceptable limits. It's important not to let emotions get in the way. Time-based rebalancing has historically sufficed for many investors, but this is not the most efficient method.

Rebalancing on a tolerance basis provides better returns and pays closer attention to risk profile. We can customise rebalancing rules at the client level.

Rebalancing is essentially a process of buying low and selling high, to improve the potential risk-adjusted return. In finance, as in life, there's no free lunch. Rebalancing may be the closest you get. In the long run, it tends to pay great dividends, compared to the efforts required.



Monitoring & Reporting

Advisers can give clients confidence and demonstrate the value of your service with our cutting-edge financial plan tracker. Livetrack helps clients to see how their savings and retirement journey evolves over time. By tracking the real-time portfolio balance, withdrawals and asset allocation, it provides ongoing monitoring and actionable alerts throughout the customer's savings and retirement journey.





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