

Transcript for DBAAT video

Completing the insistent client tab

Screen 1

DBAAT training

Completing the insistent client tab

Screen 2

This video provides an overview of the insistent client tab, including how to complete it.

You should only complete this tab if the advice relates to a client that has been treated as an insistent client by the firm.

Screen 3

The tab is turned off by default. It is only turned on if you complete the relevant box, cell G26 of the information tab. G26 indicates that the client has been treated as 'insistent'. If the tab is grey, go back and double check the answer to G26.

Screen 4

An insistent client is where:

- A. The firm has given the client a personal recommendation in relation to the transfer of safeguarded benefits
- B. The client decides to enter into a transaction which is different from that which the firm has recommended
- C. The client wishes the firm to facilitate the transaction and
- D. The firm arranges the transaction for the client

Screen 5

You are most likely to see an insistent client scenario when:

The firm recommends that the client remain in their scheme and

The client requests to transfer anyway

Screen 6

Where the firm has treated the client as an insistent client, you should answer questions about the process followed.

Based on these answers, the assessment tool will suggest whether the firm's insistent client process complies with the regulatory requirements.

Screen 7

The assessment tool will only suggest a rating. It is for you to consider the file and make the final assessment, including providing evidence.

Further information on the insistent client section is found in section 4 of the instructions.

Screen 8

FCA

Financial Conduct Authority