

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.

This tab should only be completed where the advice relates to a client that has been treated as an insistent client by the firm.

Screen 3:

The tab defaults to being turned off. It is turned on by completing the relevant box, cell G36 of the information tab. G36 indicates that the client has been treated as 'insistent'. If the tab is grey, you should go back and double check the answer to this box.

Screen 4:

A client is insistent where:

- (a) the firm has given the client a personal recommendation in relation to the transfer of their 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:

The insistent client requirements are set out in Chapter 5 of the DBAAT instructions at [para 5.5 to 5.8]. Refer to these during your assessment.

Screen 7:

Where the firm has treated the client as an insistent client, the assessor should answer a number of questions about the process followed

Based on these answers, the DBAAT will suggest whether the firm's insistent client process is compliant or not compliant with the regulatory requirements

Screen 8:

The DBAAT will only suggest a rating. It is for the assessor to consider the file in the round and make the final assessment, including evidencing their assessment.

Further information on the insistent client section is found from page 114 of the instructions.

Screen 9:

FCA

Financial Conduct Authority