



Client Disengagement Letter

Client Disengagement Letter

Date

Name
Address

Dear [Salutation]

Important Changes to Your Service

I am writing to inform you of some important changes to the service we provide. Please take a moment to read this letter as it does require some action on your part.

What's happening?

As you know, [Insert business name here] is a financial planning firm that has periodically provided you with some financial advice and looked after your investments and pensions for a number of years.

However, we are changing the way we charge for our services. As a result, **our minimum fees are about to rise and I don't believe that the higher charges will be good value for you**; hence this communication.

New fees

All clients that elect to benefit from a formal ongoing service agreement with [Insert business name here], will need to meet our minimum annual fee of [Insert new minimum here] £xxxx. A portion of that may already be covered by some ongoing commission that we receive for looking after your existing insurance plans, investments or pensions; however, what we typically receive is well below our new minimum requirement.

Your options

Obviously, we hope that you have valued [Insert business name here]'s service and the advice you have been given over the years.

There are two options for moving forward:

1.) You can simply do nothing:

If we don't hear from you we will assume you are happy to look after your own financial affairs from xx/xx/20xx, or you will go and seek advice from another adviser who charges fees more in line with your needs.

If we have not heard from you (via letter, email or telephone) by close of business on xx/xx/20xx we will be resigning as your adviser from that date. You will then be responsible for your own affairs.

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Our feeling is that for many clients who are receiving this letter, this is a sensible and viable option.

2.) You can contact us to remain as a client and pay the new minimum fee:
If you would like to remain as an active **[Insert business name here]** client please notify us (via letter, email or telephone) and we will calculate your new monthly direct debit. This amount will top you up to the new minimum threshold and will need to be paid from **xx/xx/20xx**.

If you are unsure of your best option feel free to give us a call and talk to one of our team, who will be happy to explain the ramifications of either choice to you.

If our relationship does end at this point we would like to thank you for the opportunity to have served you in the past.

Regards,

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