ONGOING SERVICE REVIEW
CONFIDENTIAL QUESTIONNAIRE

Nexus believes that striving to improve our service is a never-ending journey. Therefore, as part of our review service we ask that you complete and return this short questionnaire. It gives you the opportunity to highlight areas of financial concern or interest, and on receipt our client care team will liaise with you and your adviser ensuring requests are dealt with promptly.

We currently provide you with an ongoing service, a detailed description of these services is contained in Our Ongoing Service Levels & Deliverables document on our website (see www.nexusifa.co.uk/client-docs.html).

Contact Details

To ensure our communications are as efficient as possible, please confirm your most up to date contact details below:

Full Name				
Home Address				
Home Phone				
Mobile Phone				
Best time to call you	9 - 12 ☐	12 - 1 ☐	1 - 5 ☐	5 - 7 ☐
Email Address				
Date Completed				

Personal Circumstances

1. Have you had any changes to any of the following circumstances since our last review;

	Yes	**No**
Health	☐	☐
Employment	☐	☐
Income	☐	☐
Inheritances	☐	☐
Marital Status	☐	☐
Dependants	☐	☐

If you have answered yes to any of the above, this could affect our recommendations. Please provide brief details below (e.g., details of new employment, salary changes, expected inheritances, decline in health, marriage or divorce, birth of child etc):

Attitude to Investment Risk

2. Would you like to review your Attitude to Risk, Capacity and Tolerance for Loss to ensure your existing investments remain in line with your expectations?

Simply put, **do you consider yourself either more cautious or adventurous, when compared with when you made the original investment, or do you require a review of your attitude to investment risk?** (This is how much risk appetite you are willing to take to achieve your savings and investment goals,). The **risk ratings of the investments you hold are highlighted in your recent Ongoing Service Report.**

Yes ☐	No ☐

If NO, you will be indicating that you are happy with the risk profile of your investments and happy for them to remain unchanged.

Reviews Required

3. Do you feel any of the following aspects of your existing financial planning currently requires a review?

	Yes	No	N/A
Investments	☐	☐	☐
Pensions	☐	☐	☐
Protection	☐	☐	☐
Mortgage	☐	☐	☐
I require a full review of my products/portfolio	☐	☐	☐

Investments

4. If you have an ISA, have you used your full ISA Allowance this year?
You may be able to contribute up to **£20,000** into an Individual Savings Account (ISA) in this current tax year **2024/25**.

Used your maximum ISA allowance	☐	☐
Not used any of your ISA allowance	☐	☐
Partially used your ISA allowance	☐	☐

5. Do you wish to discuss ISAs investments with us at this time?

Yes ☐	**No** ☐	**Next Tax year** ☐

6. Have you received, inherited, or set aside any lump sums or capital on which you wish to receive advice regarding investment?

	Yes ☐	**No** ☐
Details/Amount		

Pensions

7. If you are taking income from an existing Personal Pension Plan (not including annuities), are you happy with the current levels you receive?

Yes ☐	**No** ☐	**N/A** ☐

7a. Would you like to discuss any income being taken?

Yes ☐	**No** ☐	**N/A** ☐

8. How likely is it that you will recommend Nexus to a friend, family member or colleague in need of financial advice?

Already Have ☐	**Definitely Will** ☐	**Maybe** ☐	**Unlikely** ☐

9 .Are there any other aspects of your financial planning you would like to discuss at this time?

Investment Planning	
I have cash or cash ISAs I want to work harder for me:	☐
Retirement Planning	
I have pensions that need reviewing:	☐
Protection Planning	
I want to protect my family/loved ones:	☐
Protecting My Income	
I want to ensure my income is maintained in the event of illness or disability:	☐
Inheritance Planning	
I want to make sure the right money passed into the right hands at the right time:	☐
Estate Planning	
I need to make a will or Lasting Power of Attorney:	☐
Investment Review	
I would like to have an investment review completed:	☐
Other (Please state below)	

Please save the completed form before sending it securely to us using the Hightail secure document transfer:
https://spaces.hightail.com/uplink/nexus
Alternatively print & post this questionnaire to: Nexus, 2-4 York Buildings, Cornhill, Bridgwater, TA6 3BS