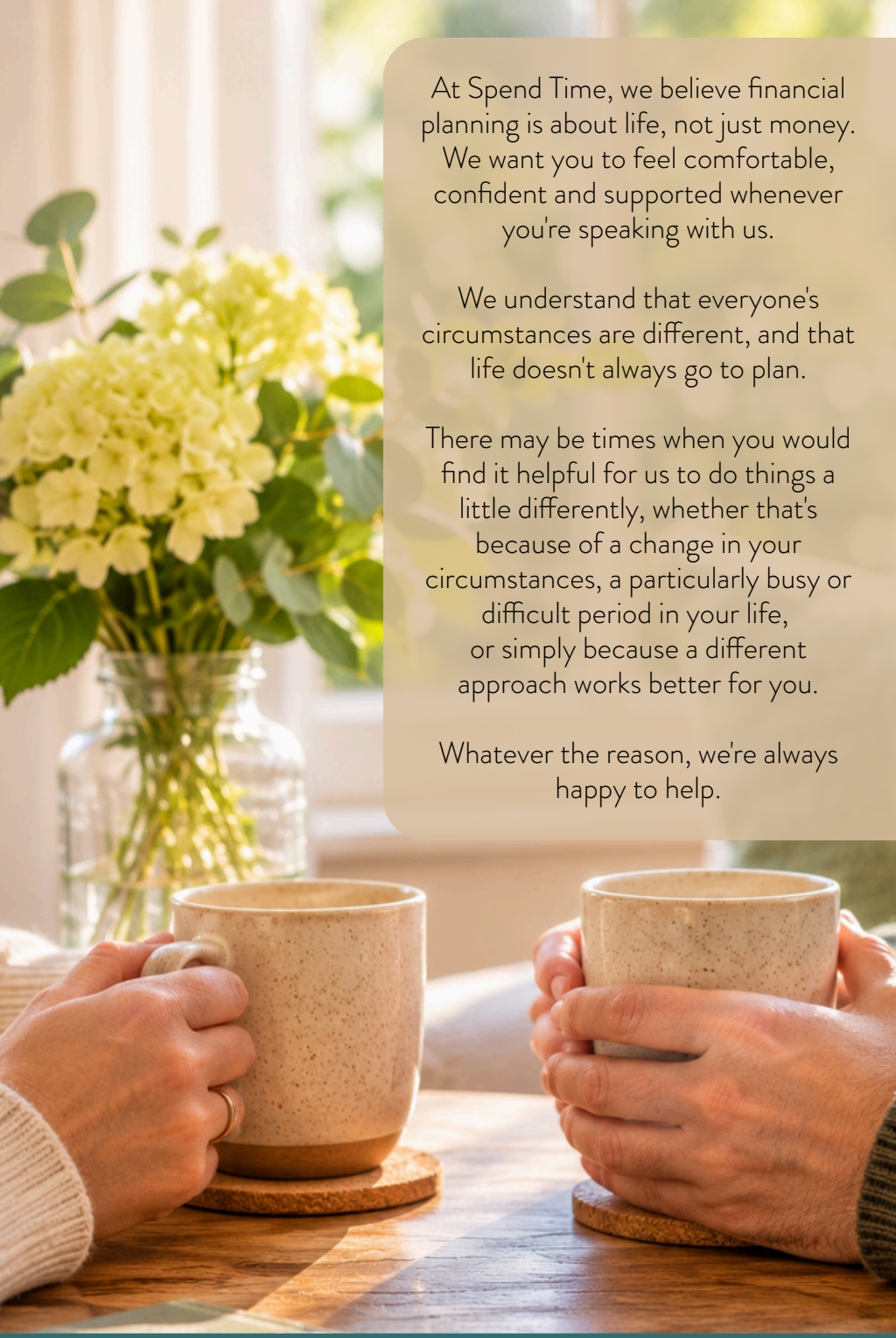

We're here to support you
Financial planning is personal.
So is the support we offer.



At Spend Time, we believe financial planning is about life, not just money. We want you to feel comfortable, confident and supported whenever you're speaking with us.

We understand that everyone's circumstances are different, and that life doesn't always go to plan.

There may be times when you would find it helpful for us to do things a little differently, whether that's because of a change in your circumstances, a particularly busy or difficult period in your life, or simply because a different approach works better for you.

Whatever the reason, we're always happy to help.

How can we help?

If there's anything we can do to make working with us easier or more comfortable, please let us know. This might include:

- More time: Allowing extra time for meetings, conversations or decisions, or spreading things across a number of shorter meetings.

- A different way of communicating: Providing information in a different format, using simpler explanations, or taking things at a slower pace.

- Additional support: Involving a trusted family member, friend or another person in meetings or communications, if you'd like us to.

- Flexibility: Changing meeting arrangements, accommodating your preferred method of contact, or allowing more time to respond to requests.

- A little extra reassurance: Taking time to revisit things, answer questions or explain something again whenever you need us to.

These are just a few examples.
If there's something else that would help, please feel free to ask.



You don't need to explain why

You don't need to share personal details about your circumstances if you don’t feel comfortable to, and you don't need to wait until things become difficult to ask for support.

We won't make assumptions about what you might need based on your circumstances or experiences. Everyone is different, and what works for one person may not work for another.

Equally, please never feel that you're being awkward, asking too much or putting us out. Helping you feel comfortable and making sure you have the time, information and support you need is an important part of the service we provide.





Just let us know

You can speak to any member of our team, whenever you feel comfortable. We can have a conversation about what would help and agree together how best to support you.

You don't have to wait for your next review meeting to tell us something could work better. If there's anything you'd like us to do differently, you can let us know at any time.

And if your needs change over time, that's absolutely fine too. We can revisit things whenever you need us to.

We're here to listen, and we're always happy to help.

Let us know if you'd like to talk anything through.

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