

14th May 2009

Regulated Salesforce

FA Level Review 2009

The Bank has for some time been looking to realign Financial Adviser Levels to match their actual performance over a rolling three-quarters. Previously this realignment happened automatically with FA's moving up Levels as well as down Levels if their performance improved or deteriorated over a rolling two-quarters. We moved away from that system a few years ago and no one wants to go back to it. Instead the Bank is proposing to undertake a one-off review based on FA performance over the last three-quarters.

The Bank is proposing that:

- **BSM's will identify those FA's who have performed below 75% of their current level over the last three-quarters.**
- **BSM's will then be required to produce detailed coaching and development plans to get their FA's up to the required levels. BSM's will be monitored centrally to ensure that they produce detailed coaching plans, which should aim to get FA's at 100% of target. If at the end of 2009 those FA's who have still not achieved at least 75% of target and a satisfactory risk score will automatically move down to the next Level. LTU and the Bank will review these cases to ensure that proper coaching and development plans were put in place by BSM's.**

It is important that FA's performing at below 75% of their level contact LTU immediately on 01234 262868 and speak to one of our Advisers. Do not assume that the problem will go away or that you can deal with it on your own. Our advice and assistance can be that much more effective if we are approached **before you've had your discussions with your BSM.** We will appoint a Consultant to work with you and your BSM to produce a coaching and development plan that is going to get you up to the desired level within the next 9 months. We will also produce a regular programme of reviews to ensure that FA's are achieving elements of their coaching plans and that BSM's are honouring their commitments as well. If BSM's sit on their hands and do nothing, then we will raise these cases with the Bank centrally.

Service For Members Only

LTU members pay monthly subscriptions and these subscriptions pay for all our services including the Advice Line. Non-members pay nothing and cannot take out membership only when they suspect they have a problem. We will not advise or represent non-members in discussions with BSM's under any circumstances and for that reason members calling the Advice Line may be asked to confirm personal details so that we can validate calls.

If you are not a member when you phone please don't call us. Whilst our members get first class service, non-members have to represent themselves. Members with any questions can contact me on 01234 262868 or e-mail me at Mark.Brown@ltu.co.uk.

Mark V Brown
Assistant General Secretary