

This is an important document and should be read carefully, so you are clear about the main services and standard charging structures we offer.

### Our Services

We provide a number of services. To ensure you choose the right service we must first establish a clear understanding of your financial needs. We will gather information about you to help define your needs and priorities.

- **Financial/Investment Planning Service:** We'll help you to identify your goals and create a plan for your finances to help you achieve them, using the most appropriate investment products for your circumstances.
- **Retirement Planning Service:** It's important to know whether the money you are saving towards retirement will provide you with sufficient funds to meet your retirement objectives. We can work with you to proactively plan for your retirement and help you decide on the options available once at retirement.
- **Protection Planning Service:** We all need to protect the things that are important to us, our family, business and quality of life. Protection planning can help to provide peace of mind in the event of your income changing due to unexpected events. We can help you plan for the best way to protect you, your family or your business.
- **Home Finance and Equity Release Service:** We will assess your circumstances and provide advice as to the most appropriate mortgage products and lenders. We are able to access the whole market.

We will only commence work once we have agreed our services and charges with you. You will receive a copy of our Terms and Conditions which sets out the services we have agreed to provide and confirm how much this will cost.

### Our advice

We offer **independent** investment advice. This means that we consider a wide range of financial strategies and products. We are constantly reviewing the market to ensure that the services and products we offer are appropriate for our clients.

Where we recommend particular investment strategies and products to you, these will be selected based on your personal circumstances, financial goals and objectives. We'll consider a number of factors, including the services you need, the cost of investing, how much risk you are prepared to accept in an investment product and how much of a drop in its value you could withstand.

The areas we can advise on include:

- Life assurance
- Critical Illness Cover
- Pensions
- Annuities
- Phased retirement & income drawdown
- Term Assurance
- Unit trusts
- Open ended investment companies
- ISAs
- Investment Bonds
- Investment trusts
- Income Protection

We don't provide advice in relation to individual share holdings.

We don't provide advice on options, futures and other derivative contracts as we believe that these are unlikely to be suitable for our clients.

## Insurance

Where we provide general insurance advice and protection planning services we are an insurance intermediary and will provide advice which is based on a fair and personal analysis of the market. This means that we consider a wide range of financial strategies and products. We are constantly reviewing the market to ensure that the services and products we offer are appropriate for our clients.

## Home Finance Products

We offer a comprehensive range of mortgages from across the market, but not deals that you can only obtain by going direct to a lender. We will make a recommendation for you after we have assessed your needs. You have the right to ask for information on the commission paid by different lenders.

## Equity Release Products

Equity Release products are either lifetime mortgages or home reversion plans. We offer a comprehensive range of Equity Release products from across the market, but not deals that you can obtain by going direct to a lender or provider.

## Our Process

- We offer the first meeting at our offices, free – at no cost to you, to discuss your needs and our services.
- We will complete a comprehensive fact find to agree your financial goals and objectives
- We will establish your attitude to and understanding of risks
- We will review your current plans, investment and assets
- We will then help you decide which service is the most appropriate for you.
- We will send you an Engagement Letter confirming the service we will provide to you and the specific fees we will charge.
- We will ask you to sign the Client Authority Form to confirm your agreement to the fees before any work begins.

## Financial/Investment Planning Service

This service is suitable for those who require a review of their financial affairs.

We will:

- Establish and prioritise your goals for the short, medium and long term
- Obtain full details of your assets, including investments, pensions and policies and examine these to ensure we have a full understanding of their structure, tax efficiency and identify whether they are appropriate for your circumstances
- Obtain full details of your liabilities, including loans and mortgages and examine these to identify whether it is in your best interests for these to be retained, restructured or repaid
- Obtain full details of your current income and expenditure
- Identify any areas which require attention
- Meet with you to present our findings and recommend any action that should be taken

## Retirement Planning Service

This service is suitable for those who require a review of their existing pension(s).

We will:

- Investigate your existing pension(s)
- Establish and prioritise your goals leading up to and after retirement
- Identify any areas which require attention
- Recommend any action that should be taken, e.g. switch of pension to consolidate existing pensions
- Undertake any resulting administration

## Protection Planning Service

This service is suitable for those who looking for the best way to protect themselves and/or their family.

We will:

- Establish and priorities your goals for the short, medium and long term
- Investigate your existing protection cover
- Meet with you to present our findings and recommend any action that should be taken

## Home Finance and Equity Release Service – Fixed Fee Basis

This service is suitable for those who looking for the best way to finance the purchase or refinance of a property.

We will charge you a fee of £500.00 payable for researching and recommending a product

For this fee, we will:

- Establish your priorities and your goals for the short, medium and long term
- Investigate your existing mortgage arrangements where applicable
- Establish your ability to borrow and the amount you can afford
- Meet with you to present our findings and recommend any action that should be taken

## Our Fees

Initial advice fee		
Investment amount	Rate applied	Example of costs
For all investment amounts	3% of the first £50,000.00 invested 2% of the next £50,000.00 invested 1% of the next £400,000.00 invested 0.5% of funds invested in excess of £500,000.00  <i>Subject to a minimum fee of £500</i>	For example our charge for an investment of £100,000.00 would be £2,500.00
Ongoing Service		
Up to £200,000	Ongoing fee of £500.00	Minimum ongoing fee of £500.00 payable annually once the pension or investment has been set up.
Above £200,000	Ongoing fee of £750.00	Minimum ongoing fee of £750.00 payable annually once the pension or investment has been set up.
<b>Initial and ongoing fees can be paid from the portfolio or by you directly.</b>		
<b>Additional regular or single payments in the same tax year to a pre-existing portfolio will be charged at an initial fee of 1%, subject to a minimum fee of £100. Any further transfers, changes to funds or new money to be invested not in the same tax year will be charged in line with our standard fees (see table above)</b>		
<b>There may be also initial and ongoing charges levied by product/investment providers, which will be taken from the investment.</b>		
<b>Payments for ongoing services can be made either by standing order or by deduction from your investment on a monthly, quarterly, six-monthly or annual basis. This service can be cancelled at any time by simply informing us in writing.</b>		

The **initial** fee will cover:

- Our initial meetings
- The fact finding process, which will include understanding your objectives and your requirements
- Agreement of planning assumptions and timeframes
- Risk profiling, which will include understanding how you feel about investment risk and loss
- Designing an investment strategy in line with the above
- Arranging and implementing your investment portfolio

The **ongoing** fee will cover:

- Annual reviews – on an annual basis we will reaffirm with you our understanding of your objectives and risk strategy, confirm to you the current portfolio value and performance, undertake a fee review. We will review funds and recommend any rebalancing also. We will confirm ongoing suitability and recommend any changes required.
- Unlimited telephone and email access to your adviser
- Ongoing monitoring of investment funds

Please note that you are able to cease paying our ongoing fees at any time, with no notice period, by confirming this to us in writing. Upon receipt of such notice, we will cease providing an ongoing service to you.

### **Referrals to a discretionary fund manager**

Where we recommend that some or all of your funds are invested with a discretionary fund manager (DFM) we'll help to manage the relationship between you and the DFM.

This work typically includes:

- Undertaking appropriate due diligence and recommending a DFM service that we believe best meets your needs and objectives
- Attending initial meetings with you and the DFM and ensuring that your relationship with the DFM is established correctly

## **Your Payment Options**

### ***Investments.***

#### **Initial charges**

We can be paid for our investment services by an adviser charge, a fee, or a combination of both. Whether you buy a product or not, you will pay us a fee for our advice and services which will become payable either on completion of the service provided or at specific stages where relevant.

### ***Insurance.***

Fees agreed and paid by you or commission payable by the insurance provider, which is a percentage of the total annual premium.

### ***Home Finance Products and Equity Release.***

You will receive an illustration when considering a particular mortgage, which will tell you about any fees relating to it and the remuneration we receive from the provider, if applicable.

If we charge you a fee and your mortgage does not go ahead you will receive no refund.



## Other payment options

### Hourly Rate

Our typical charges are:

Financial Adviser	<b>£250 per hour</b>
Administration	<b>£75 per hour</b>

You may ask us for an estimate of how much in total we might charge. You can also ask us not to exceed a given amount without checking with you first.

### Set fee

We will agree what we will charge you before beginning work. We will tell you if you have to pay VAT.

Our typical charges are:

Full financial review	<b>£1500</b>
Pension review	<b>£500 per pension arrangement</b>
Investment review	<b>£500 per investment</b>
Protection review	<b>£200 per policy</b>
Annuity Purchase	<b>1% of purchase price, subject to a minimum of £350 capped at £2,000</b>
Monthly premium contract (ISA/Pension etc)	<b>£750 per policy</b>

Payments for the above services can be made by deduction from your investment on a monthly, quarterly, six-monthly or annual basis. This service can be cancelled at any time by simply informing us in writing.

## Other charges

### Service costs

If your investments are held on a platform (an online investment administration service) or held with a DFM, the platform provider/DFM will make a charge for administering / managing your investments.

### Investment costs

These are the costs relating to the manufacturing and managing of your investments – for example, fees charged by the investment fund manager, costs relating to investment transactions.

We'll always disclose any third party costs as part of making our recommendations.

## Aggregated costs and charges

Before we provide you with our advice we will add together all the costs and charges payable so that you are able to understand the overall costs of our services and recommendations. This is referred to as aggregated costs and charges information.