

ABOUT OUR SERVICES AND FEES

This document forms part of our agreement with you. For your own benefit and protection you should read About Our Services and Fees carefully before signing our Client Agreement. If you do not understand any point please ask for further information.

1. Whose products do we offer?

Investment

- Independent advice** – We give advice in relation to investment products based upon research of a sufficiently diverse range of products available within the market.
- Restricted advice** – We give advice in relation to investment products based upon research of a range of products available in the market, but we do not consider all providers or products in the market.
- Non-advised service** - You will not receive a personal recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

Insurance

We are insurance intermediaries and we act for you, the customer.

- We give advice in relation to contracts of insurance on the basis of an unlimited analysis of the market.
- We give advice in relation to contracts of insurance from a limited number of insurers. We will provide the list of the insurers we offer insurance from upon request.
- We give advice in relation to contracts of insurance from a single insurer.

2. What will you have to pay us for our services?

Investment

1. You will pay for our services on the basis of the work undertaken for you. We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.
2. Please note that depending on the type of product, there may be other costs or taxes that are not paid through us or imposed by us.

Non-advised services

3. We do not have a set cost or charge in relation to non-advised services. The amount you will pay will be dependent upon the type of transaction and value of the transaction that you engage us to implement. We can be paid in the form of a fee payable by you or by commission paid by the product provider. If you choose for us to be paid by commission, this does not mean you are not paying us, as the commission paid will be reflected in the charges that the provider makes against your transaction.
4. We will discuss your payment options with you and answer any questions you have. If we are to be paid by commission we will tell you the amount we will receive. If we are to be paid for implementing a transaction by a fee payable by you we will not complete any business until we have agreed with you how much this will be and how we are to be paid.

Advised services

5. You will pay for our services on the basis of the work undertaken for you. Generally this will relate to the advising on and arranging of financial products on your behalf.
6. We will discuss your payment options with you and answer any questions you have. We will tell you the specific amount payable before we carry out any chargeable work for you.

The cost of our services

7. Our standard charges are broken down as follows:

8. Service	Adviser Charge	Note
Initial meeting to explain what it is we do and to obtain information about you that will allow us to establish if we can assist you and indeed that you want our assistance.	At our cost if on the phone. If in person then a minimum £250 fee applies.	Phone meetings are at our discretion. £250 is per session capped at one hour. A session lasts typically 30 minutes to one hour. Meetings that last over 1.5 hours will have further charges applied at a rate of £250 per hour. Journey time to locations of over 1 hour away from the office will also be charged at a rate of £250 per hour. This will be clarified with you before any journey is made.
A financial review report containing a full analysis of your current financial, personal and other circumstances and identification of any shortfalls in your financial plans.	The free report is done at our discretion and cost. If you wish to pay for it after a free report is declined, the minimum fee is £1,200.	Where the plan information combined with your circumstances mean the case is more complicated, we have the right to decline a free report. We will still be happy to proceed with the report for £1200 or the % charging structure mentioned below – whichever is higher. The report is typically free when we believe we can improve on your current investments. Where we think the reasons are marginal or not justified or we believe you have no plans or interest to improve on your plan regardless of report then we will decline to do a free report. Final decision rests with us. In the cases mentioned above, were we decline, you will know there is a fee to pay as we will clearly tell you and you will need to sign a fee agreement form for £1200 or % fee, whichever is higher.
Provision of a detailed specific recommendation or recommendations report on how best to address any shortfalls in your financial plans, and identify the terms of an appropriate financial product.	The report is done at our discretion and cost. If a recommendation is declined, then the table above applies.	The report is typically free when we believe we can improve on your current investments. Where we think the reasons are marginal or not justified or we believe you have no plans or interest to improve on your plan regardless of report then we will decline to do a free report. Final decision rests with us. In the cases mentioned above, were we decline, you will know there is a fee to pay as we will clearly tell you and you will need to sign a fee agreement form for £1200 or % fee, whichever is higher
Implementation of any agreed personal recommendations.	For single premiums, charged at 4% of amount transferred for the first £50,000, An additional 3% for the next £150,000, An additional 2% for the next £300,000, And a further 1% for any additional balance. Subject to a minimum charge of £1,200*.	For example: For an investment of up to £30,000, the charge would be £1,200 (the minimum) For £40,000 the charge would be £1,600 For £100,000 the charge would be £3,500 For £250,000 the charge would be £7,500
Ongoing review service to monitor your policies and products to make sure that they continue to meet your requirements and needs.		Engaging us to provide you with an ongoing service is OPTIONAL . If you wish to receive an ongoing service there will be an additional charge. Please see the "Payment for ongoing services" section of this document for more details and before making a decision.

Note: VAT may apply in some circumstances. We will tell you if VAT is to be paid.

* The minimum charge of £1,200 applies when a client already has pensions or ISAs in place. When a new pension is started with no existing pensions on the client's name, then a fee of £800 will apply. When a new ISA is started and there is no existing ISAs in place then a fee of £500 will apply.

All fees will apply on amount transferred and consolidated, not amount invested via Direct Debit.

Cash lump sum investments from a personal bank account into an investment we have already started will incur a % charge as per table above but with a reduced minimum charge of £125.

Your payment options:
Settling your adviser charge through a single payment

9. Whether you buy a product or not you will be required to pay us an adviser charge for our advice and services, this will become payable on completion of our work. You may decide to settle your adviser charge by way of a single payment either by cheque, debit card, credit card or bank transfer. Where you have purchased a product you may also have the option of paying our adviser charge by a single deduction from the product.

Settling your adviser charge by instalments

10. In the case of regular premium products, you may have the option of paying our adviser charge over an agreed period of time but within 12 months of our advice. We will agree with you the amount and timescale of payment that is best for you. The instalments only cover the adviser charge and will not cover the cost of any ongoing service, which will be agreed with you separately.

a. **Paying by instalments through your recommended product**

Some regular premium product providers will accept your specific instruction to pay our adviser charge from the product you have purchased. They will require you to instruct them of the amount to be paid for each instalment and the number of instalments to be made. While this option means that you will not pay us up front, it does not mean that you are not paying us. Our adviser charge will be paid indirectly through the product deductions. These deductions could reduce the amount left for investment.

b. **Paying by other arrangements**

We can facilitate payment by instalments through a direct debit or standing order agreement.

Keeping up with your payments

11. It is important that where you have decided to pay your adviser charge by way of instalments, you keep up with your payments. Where you do not keep up with your payments, the total outstanding amount will become immediately payable on demand.

Payment for ongoing services

12. Any ongoing service is optional.
13. We provide four levels of ongoing service. Where you request and we agree to provide an ongoing service to you there will be an additional charge for this. We will confirm the rate, frequency and length of this ongoing service before it starts.

Service Level	Payment Direct from Client or paid through product funds	Minimum payment if applicable	Examples where the fee is based upon a % of the fund value
Financial Awareness Service	1% of the first £100,000, then 0.5% for the remainder of investable assets on which the ongoing service is being provided.	N/A	<ul style="list-style-type: none"> For investable assets of £100,000 the annual charge would be £1,000 For investable assets of £200,000 the annual charge would be £1,500
Financial Planning Service	1% of the first £100,000, then 0.65% for the remainder of investable assets on which the ongoing service is being provided	£750 per year	<ul style="list-style-type: none"> For investable assets up to £75,000 the annual charge would be £750 (the minimum) For investable assets of £100,000 the annual charge would be £1,000 For investable assets of £200,000 the annual charge would be £1,650
Wealth Management Service	0.8% of investable assets on which the ongoing service is being provided	£1000 per year	<ul style="list-style-type: none"> For investable assets up to £125,000 the annual charge would be £1000 (the minimum) For investable assets of £400,000 the annual charge would be £3,200
Bespoke	By negotiation	Not applicable	

14. Please note that if you pay for ongoing services on a percentage basis the amount we receive may increase as the fund value increases, and conversely reduce if the fund value falls.
15. The ongoing service charge can be paid by way of a deduction from your investments or by direct payment from you under a bank transfer, direct debit or standing order as an annual or monthly payment schedule. Any payments will be payable in advance of us providing the review service in each period.
16. An ongoing service can be cancelled by either party by providing 30 days written notice of cancellation. This will be subject to the delivery of any outstanding items by us, and any settlement of monies due for the ongoing service by you.
17. Please note that VAT may apply to our ongoing service fees. We will tell you if VAT is to be paid.

Insurance

- A fee.
- No fee. We will receive commission from the insurance company selected for life assurance & non-investment insurance.

Insurance Commission Liability

If you agree to pay our costs by using commission only and we are required to pay all or part of this amount back because you have cancelled or otherwise ended the policy, we reserve the right to require you to reimburse any money we have to repay. Examples of the amounts we can ask you to pay are set out below.

Examples of commission liability

Liability Period	Cancellation period						
	1 month	3 months	5 months	12 months	20 months	30 months	40 months
24 months	96%	87%	80%	50%	17%	N/A	N/A
36 months	97%	91%	86%	66%	44%	16%	N/A
48 months	98%	93%	90%	75%	58%	38%	17%

As an example if a policy has a 48 month liability and is cancelled after 30 months and the initial commission was £500 the approximate amount that will be payable will be £190.

18. Where the chosen provider pays us commission for introducing you to them for life assurance or non-investment insurance, we will tell you the amount we will receive which may be a percentage or a flat fee of the total annual premium.
19. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Indemnity

20. If a fee for our services is to be deducted or a commission paid from a recommended product, should the product not proceed or be cancelled and this results in the non-payment of the fee or commission, the amount outstanding will be payable by you directly.