

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:

You will always know our fees before any chargeable work is undertaken. We don't hide our costs and we have a transparent charging structure. The underlying hourly rate that supported our fee structure is:

- Chartered Financial Planner £200
- Administrator £75

For example

- For a £20,000 ISA recommendation you would need 2 hours from a Chartered Financial Planner and 5 hours Administrator time. This is therefore $3 \times £200$ plus $5 \times £75 = *£775$ initial advice fee.
- For a joint £40,000 ISA recommendation you would need 4 hours from a Chartered Financial Planner and 7 hours of Administrator time. This is therefore $4 \times £200$ plus $7 \times £75 = *£1,325$ initial advice fee.
- For a joint £100,000 ISA and investment recommendation you would need 6 hours from a Chartered Financial Planner and 10 hours of Administrator time. This is therefore $6 \times £200$ plus $10 \times £75 = *£1,950$ initial advice fee.

*These hours are estimates and depend on the complexity of each recommendation. Where the area of advice is more complex (pensions, inheritance tax planning and trusts) greater time will be needed from the Chartered Financial Planner. In addition, if you need to change a recommendation due to a change of circumstance additional hours spent will be chargeable. If you wish to pay on an hourly basis I will quote for the amount of time we expect it to take. However, please be aware that the quote is only an estimate and the actual hours spent in all likelihood will be different.

Fees take into account

- The provision of our qualified and professional expertise
- The time taken to analyse your circumstances and devise an appropriate strategy going forward
- The design of an appropriate summary report to communicate this strategy to you
- The time taken to implement recommendations
- Our exposure to regulatory, commercial and financial risk
- The time, expertise and research capabilities required to provide ongoing services

Alternatively, we can charge a fixed percentage fee based on the value of the funds that we are advising on.

Service	Adviser Charge Note
Initial meeting to explain what we do and to obtain information about you that will allow us to establish if we can assist you and indeed that you would like our assistance.	At our own expense
Fees for research, analysis and implementing initial advice	3% for the first £100,000 (subject to a minimum investment amount of £20,000) 2% on the next £400,000 1% on £500,001 and above Example £50,000 to invest £1,500 Example £200,000 to invest £5,000 VAT is not payable for financial intermediation

If you confirm that you would like us to undertake work on your behalf but later decide that you do not wish to proceed we will only charge for the hours of work already spent in preparing the recommendation for you to the point of cancellation. As a minimum we will recoup the cost of the administration staff time at a rate of £75 per hour. If you instructed us to work on a fixed percentage fee basis, the hourly cost will not exceed the fixed fee that was agreed at outset. We will raise an invoice for the work undertaken for you and you will need to arrange for payment by cheque or bank transfer.

Note: Financial Intermediation (recommending an investment) is currently VAT exempt but financial advice not leading to a recommendation of a product is subject to VAT. We will tell you if VAT is to be paid.

Your payment options

Settling your adviser charge through a single payment

8. 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

9. 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 upfront, 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

10. 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

11. Any ongoing service is optional and no service can be selected and no ongoing fee is payable. With this approach advice would be treated on an ad hoc basis and charged for separately as and when required. As stated before VAT may be chargeable on this fee where the advice does not lead to a financial recommendation.
12. We provide 3 levels 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 investable amount	Examples where the fee is based upon a % of the fund value
Ongoing Financial Planning and advice where the Investment management solution has been outsourced	0.50% of investable assets on which the ongoing service is being provided.	£60,000	<ul style="list-style-type: none">For investable assets £60,000 the annual charge would be £300For investable assets of £150,000 the annual charge would be £750
Ongoing Financial Planning and advice where the Investment management is being provided through our in house Portfolio Service	0.75% of investable assets on which the ongoing service is being provided.	£66,667	<ul style="list-style-type: none">For investable assets of £66,667 the annual charge would be £500For investable assets of £150,000 the annual charge would be £1,125
Bespoke	By negotiation	Not applicable	N/A

13. 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.

-
14. 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.
 15. 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.
 16. 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.
17. 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.
 18. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.
 19. Where the chosen lender pays us commission for introducing you to them for the mortgage, we will tell you the amount we will receive.
 20. You will receive a key facts illustration when considering a particular mortgage or home purchase plan, which will tell you about any fees relating to it.

Indemnity

21. 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.