

Information about our services & costs

We are an intermediary that is acting on your behalf when delivering our services to you.

You should use the information provided within this document to decide if our services are right for you.

WHAT TYPE OF SERVICE WILL WE PROVIDE YOU WITH?

Independent advice – We will advise and make a personal recommendation for you after we have assessed your needs. Our recommendation will be based on a sufficient range of retail investment products, financial instruments and structured deposits.

A ‘sufficient range’ means that the products that we will advise on and recommend will be sufficiently diverse with regards to their type and issuers or product providers to ensure that our clients investment objectives can be suitably met.

OR

No advice – You will not receive advice or a 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.

WHAT WILL YOU HAVE TO PAY US FOR OUR INVESTMENT SERVICES?

You will pay for our services on the basis of an adviser charge /a fee /or a combination.

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.

We will discuss with you the basis of our charges, based on the types(s) of work we are asked to undertake for you.

We will discuss with you when you will have to pay our charges, both initial and ongoing.

Advised services

For our advised services, you will pay us via an adviser charge.

Initial advice service

Our initial advice will be appropriate for you, based on your requirements and circumstances at that time. We will not ensure that any initial advice remains suitable for you at a later date, unless you select to receive ongoing services from us.

Ongoing services

In addition to our initial advice services, you could ask us to undertake further services on an ongoing basis. Details of any ongoing services that we offer are detailed later within this document.

You may at any time cancel an Ongoing Advice Service by serving your notification of cancellation to us in writing. Upon receipt of your cancellation notice for an Ongoing Advice Service we will arrange for any future payment of any associated charges to cease.

Our typical adviser charges are noted below. The exact amount may be more or less than this but will be specifically agreed with you based on the work you ask us to do for you.

Please note that as the investment amount increases, your ongoing charge may also increase.

We will confirm the actual adviser charges in writing within our separate 'Service & Payment Agreement', before providing our services to you.

If we do not agree a fixed adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

THE COSTS OF OUR SERVICES

Payment for initial meeting

Before we provide any services to you, we will discuss your circumstances, financial needs and the services we provide.

There is no initial charge for this, however the cost of this will be included in any agreed fees should we provide advice to you.

Payment for research and analysis

We will gather information, research your situation and report back to you with regards to a suggested course of action.

We may make a charge for this dependent on the nature and complexity of the work involved.

Pensions & investments

Typically to research and advise on the options of multiple money purchase pension and investment arrangements would cost in the region of £50 per account.

If we subsequently transact business with you any research and analysis costs will be offset against the cost of initial advice services as set out below.

The services offered are detailed in appendix A.

Payment for initial advice services

A tiered one-off 'adviser charge' is due as a percentage of the initial investment amount as follows:

Investment Amount	Initial Adviser Charge
£0 to £250,000	1% subject to a minimum of £250
£250,001 to £500,000	0.75%
£500,000 plus	0.50%

Examples –

If you invest £15,000 our fee will be £250.

If you invest £150,000 our fee will be £1,500.

If you invest £300,000 our fee will be £2,875 (1% of the first £250,000 and 0.75% of the next £50,000).

If you invest £600,000 our fee will be £4,875 (1% of the first £250,000, 0.75% of the next £250,000 and 0.50% of the next £100,000).

Once agreed, the 'adviser charge' amount will not change, except where your needs or circumstances differ from our initial expectations.

We will tell you how much the total initial 'adviser charge' will be before you complete an investment, but you may ask for this information earlier.

Payment for ongoing services

There will be an additional charge for any ongoing work, such as periodic or ongoing reviews we carry out on your behalf. We will confirm the rate, frequency and length of any ongoing service(s) before commencing that ongoing service.

Ongoing services offered:

- Annual Review of portfolio
- Ongoing meetings
- Reporting
- Investment Management
- Contact
- Administration
- Professional services

More details on the services we offer will be provided separately.

We will agree what will be charged before any service(s) provided and the amount will be confirmed within our 'Service & Payment Agreement'. Our typical charges are, for example:

Type of service: Annual Review or more frequently as agreed.

How much our ongoing charges might cost if based on a percentage of fund value:

Based on a fund value of £100,000, an ongoing charge of 0.75% of this amount would mean that it would cost £750 per annum to provide an ongoing service (£100,000 x 0.75 % = £750). If the fund value increases over time, the ongoing charge then increases accordingly.

The ongoing adviser charge quoted is exclusive of VAT and no VAT will be added to your invoice.

Your payment options

Initial &/or Ongoing Advice Service

- **Settling your adviser charge by a single payment**

Following on from our initial meeting, if you request additional services or accept any recommendations we have made then you will pay us an adviser charge which will become payable on completion of our work.

You will be required to settle the payment of your adviser charge on completion of our work within 20 business days. We accept cheques. We do not accept payment by cash. You will be provided with a receipt upon payment.

- **Paying your adviser charge via your investment products**

In some circumstances we may be able to take our charge from the investment products that you hold. This could be from the investment products we might recommend, or investment products that you currently hold. If you decide on this method of payment bear in mind that the amount of your investment will be reduced.

- **A combination of the above**

You may split the way in which you wish to pay your fee. For example, you may wish to pay the fee for any initial service directly, and then have the fee for any ongoing services taken directly from the recommended investment product.

'Non advised' services

You will pay for our services on the basis of an adviser charge /a fee /or a combination.

The cost of our services

We will tell you how we get paid and the amount before we carry out any business for you.

INFORMATION ABOUT OTHER COSTS AND ASSOCIATED CHARGES

Minor Non-Monetary Benefits

We advise and arrange on a range of products from a variety of firms; we may receive certain support from these firms, which is used to enhance the quality of service we provide to you. This year we expect to receive in total 35 hours' worth of training from some or all of these firms. Some of the cost of this training may be passed to you as part of the total product charges you pay these firms. Other support that we may receive includes access to technical services, information technology support or the supply of product literature. Further information regarding any of these arrangements is available on request.

Aggregated Costs and Charges

We will also provide you with an Aggregated Costs document in relation to certain investment types. This will provide you with information on the total costs to you of the financial products and services that have been recommended for these investment types and illustrate the impact of those costs on your investment returns. This will include all third party product and service costs as well as our firms' own adviser charges. This will be provided to you before any investment transactions take place and on an ongoing basis where you have selected to take ongoing services.

Other third party costs

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

Appendix A

Service	Charge Basis	What we will provide	Example cost (£)
<p><u>Investment Advice</u></p>	<ul style="list-style-type: none"> • Fixed charge or • Percentage of amount invested as described on page 2 or • £250 per hour 	<ul style="list-style-type: none"> • Establishing your financial planning goals/objectives • Obtaining full details of your assets, liabilities, income, and expenditure • Establishing the amount of investment risk you are comfortable taking and your ability to absorb any potential investment losses • Designing an appropriate investment strategy • Provide a report detailing our investment recommendations and arranging and implementing any investment solutions 	<ul style="list-style-type: none"> • A charge of between £250 and £5,000 depending on the complexity of your circumstances. Please note that we agree the specific charge with you before we undertake any chargeable work • For example, based on an investment of £250,000 our charge would equate to £2,500 ($£250,000 \times 1\% = £2,500$) • Typically an investment review will take between 8 and 12 hours, depending on the complexity of your circumstances. This equates to a charge of between £2,000 and £3,000
<p><u>Pension Planning</u></p>	<ul style="list-style-type: none"> • Fixed charge or • Percentage of amount invested as described on page 2 or • £250 per hour 	<p>We will undertake a full review of your current retirement provision including:-</p> <ul style="list-style-type: none"> • Establishing your target retirement income and retirement age. • An analysis of your existing pension provision and identification of any potential shortfall at retirement • A review of your existing plans/policies, including pensions, investments, and protection policies to see if they are still appropriate for your needs • A report outlining our findings and recommended actions 	<ul style="list-style-type: none"> • A charge of between £250 and £5,000 depending on the complexity of your circumstances. Please note that we agree the specific charge with you before we undertake any chargeable work • For example, based on an investment of £250,000 our charge would equate to £2,500 ($£250,000 \times 1\% = £2,500$) • Typically a pension planning review will take between 10 and 14 hours, depending on the complexity of your circumstances. This equates to a charge of between £2,500 and £3,500

<p><u>Retirement Options Advice</u></p>	<ul style="list-style-type: none"> • Fixed charge or • Percentage of amount invested as described on page 2 or • £250 per hour 	<p>We will provide advice and recommendations on your retirement income options, including:-</p> <ul style="list-style-type: none"> • Gathering full details of your savings, investments, pensions, and other assets which could be used to meet your income needs • Consider any specific requirements or preferences you may have • Provide a report detailing our recommendations on how to meet your needs. • Arrange any appropriate plans or policies if you accept our advices 	<ul style="list-style-type: none"> • A charge of between £250 and £5,000 depending on the complexity of your circumstances. Please note that we agree the specific charge with you before we undertake any chargeable work. • For example, based on an investment of £250,000 our charge would equate to £2,500 ($£250,000 \times 1\% = £2,500$) • Typically a retirement options review will take between 10 and 14 hours, depending on the complexity of your circumstances. This equates to a charge of between £2,500 and £3,500
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