

Client Service Proposition

There are six stages to our financial planning process

- 1. Initial Consultation**
- 2. Fact Finding Meeting**
- 3. Research and analysis**
- 4. Preparation of the financial plan**
- 5. Implementation of recommendations**
- 6. Review. On-going financial management and advice service**

1. An initial discussion of up to 1 hour is provided to all new clients at our expense.

- This can either be face to face or telephone conversation with a qualified financial planner
- It's a chance for us to answer any questions and help you understand our services.
- An opportunity for us to find out what help you require.
- A discussion on our menu of services and associated charges

2. Fact Finding Meeting

- We will identify current needs and future objectives as well as details of any existing plans
- Attitude to Risk profiling to identify the suitability of the different asset classes in our recommendations
- An initial general recommendation of areas that you should consider.

3. Research and analysis

- Research existing funds to ensure a match with your current risk profile
- Calculate any shortfalls in your planning that we need to address
- Research the market to identify the appropriate solutions

4. Preparation of the Financial Plan

- Recommendation of asset allocation and funds to match your risk profile
- Collate all illustrations and documentation required for our recommendations
- A further meeting to present our findings and recommendations
- Agree which of our recommendations you wish to proceed with

5. Implementation of Plan

- Assist with completion of all applications and documentation
- Deal with all initial investment fund and policy administration
- Liaise with product providers and investment institutions to completion
- Check completion documents issued by providers
- Establish access to any online valuation systems required.

Our Initial Charges

Option 1. Fixed Fee

We will agree a total fee for the work involved and this fee will be invoiced to you on completion.

Option 2. Fund based

If we are required to arrange an investment on your behalf, the scale of fees is as follows:-

Up to £200,000 4% of funds invested
Further amounts 1% of funds invested

Example 1

For an investment of £50,000:
£50,000 @ 4% = £2,000

Example 2

For an investment of £600,000:
First £200,000 @4% = £8,000
Next £400,000 @ 1% = £4,000

Total fee = £12,000 or 2.0% of funds invested

For all occupational pension transfers our fees are 4% of the transfer value subject to a minimum fee of £1,200. For arranging the purchase of an annuity our standard fees are 2% of the funds subject to a minimum fee of £500.00

6. Reviews and on-going servicing

Standard service level charged at 0.6% pa of funds includes;

- Telephone and email access to your adviser and our admin team
- General enquiries or amendments you request to your plan
- Liaise with investment and product providers on your behalf
- Annual confirmation of your risk profile and fund rebalancing where required. **EG. For a fund valued at £30,000 the annual charge would be up to £180.00.**

Enhanced Service Level for funds in excess of £50,000 available at 1.2% pa;

- An update by you, to us, on any areas of concern that require attention
- Strategic review by your adviser on recommended changes to strategy
- Investment review – looking back at the last 12 months and updating your attitude to risk and capacity for loss.
- Investment Action Plan – looking forward and implementing any required changes to strategy
- Debt Review – as required
- Taxation Update – options and threats created by changes to tax law
- Pensions Update – options and threats created by changes to pensions law
- Insurance Review – Check on on-going suitability of existing covers
- Estate Planning Review
- Paperwork Review – sorting through any paperwork received that confuses you
- Family Review – discussing any financial issues affecting your family
- Professional Update – providing required updates to your accountant and other advisers.
- **For example, for a fund valued at £80,000 the annual service charge would be up to £960.00**

For funds in excess of £120,000 the option of a further bi-annual meeting will be made available. **Clients are able to alter or cancel the annual service agreement at any time by providing us with one months' notice.**

Insurance

If you buy a non investment insurance contract we will normally receive commission on the sale from the product provider.

Mortgage research and recommendation

We will provide advice on suitable mortgage products and research the whole of the market for available competitive products. We will produce a report for you with our recommendation and arrange for a decision in principle from the lender. **Our standard charge for this work is £125.**

Mortgage Administration Fees

In addition to the above, we will assist with the completion of application forms. This will be completed online by us where available. We will liaise with the lender and your legal representatives to help ensure a speedy completion to the transaction. We will deal with any queries that you have and assist you with any aspect of the mortgage that requires additional work. **Our standard charge for this work is £150.**

Arranging a mortgage

We will be paid a **procurator fee** direct from the lender on completion of the mortgage in the region of **0.3% of the amount of your loan**. For example a typical procurator fee for an £80,000 mortgage would be £240.00

In addition to the above we may charge a fee on a different basis for a specific transaction or project but we will agree this with you in advance.