

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 for a range of insurance products (personal and business insurance, term assurance, whole of life assurance, income protection, building and contents insurance) on the basis of an unrestricted 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.

Home Finance Products

- We give advice on regulated mortgage contracts from the whole market.
- We give advice on regulated mortgage contracts from a limited number of companies. A list of lenders we do not use is available upon request.
- We give advice on regulated mortgage contracts from a single lender.
- We give advice on consumer buy to let mortgage contracts.
- We give advice on business buy to let mortgage contracts.
- We do not give advice on deals that you can only obtain by going direct to a lender.

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.

Advised services

3. You will pay for our services on the basis of the work undertaken for you. Generally this will relate to advising on and arranging of financial products on your behalf.
4. 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

5. Our standard charges are broken down as follows:

Service	Adviser Charge	Notes				
EXPLORATION & DISCOVERY MEETING Initial meeting during which we obtain information about you and ask a series of structured questions specifically aimed to help us identify and understand your priorities and goals.	This meeting is offered at our expense.	You should allow up to 2 hours.				
ANALYSIS & PRESENTATION Detailed analysis of your current financial position from which we produce your projected cash flow, highlighting any shortfalls in your financial plans. Provision of a report detailing our recommended course of action on how best to address any shortfalls in your plans and identify the terms of any appropriate financial products.	<p>We are confident about the quality of our analysis and recommendations so the preparation cost will normally be offset against any implementation fee.</p> <p>In the event you decide not to proceed with our recommendations we reserve the right to charge for any work undertaken and/or financial report provided. This charge would be in line with our hourly rates as laid out below in the hourly charges section and as illustrated in the adjacent section.</p>	<p>We rely on you providing us with all the information we need on a timely basis.</p> <p>For example, a fee based on 12.5 hours work could amount to £2,025 (broken down as follows: 3.5 hours adviser costs at £250 per hour - £875, 5 hours technical support at £150 per hour - £750, 4 hours administrative support at £100 per hour - £400, which would equate to a pro-rated hourly rate of £162).</p>				
IMPLEMENTATION Implementation of any agreed personal recommendations.	<p>For a single premium, charged on a tiered basis as a percentage of the total amount invested, subject to a minimum of £2,000, as follows:</p> <table border="1" data-bbox="550 1433 997 1512"> <tr> <td>First £500,000</td> <td>1.5%</td> </tr> <tr> <td>Amount above £500,000</td> <td>1.0%</td> </tr> </table> <p>For regular premiums, a set-up fee based on our hourly charges and agreed with you in advance, subject to a minimum of £750 (although this charge may be waived if we are undertaking any other work on your behalf). This fee can either be deducted from the premiums or paid directly.</p>	First £500,000	1.5%	Amount above £500,000	1.0%	<p>Examples of implementation costs on different investment amounts:</p> <p>£75,000 - £2,000 (minimum) £150,000 - £2,250 £350,000 - £5,250 £650,000 - £9,000</p> <p>As an example, a minimum set-up fee of £750 could arise as follows: 2 hours adviser costs at £200 per hour - £400, 1 hour of technical support at £150 per hour - £150, 2 hours administrative support at £100 per hour - £200, amounting to 5 hours work and a pro-rated hourly rate of £150.</p>
First £500,000	1.5%					
Amount above £500,000	1.0%					
ONGOING REVIEW SERVICE Ongoing review service to monitor your plans and products to ensure 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 "ongoing services" section of this document for more details and before making a decision.					

Hourly Charges

Where applicable, we may implement time charges for additional work or if you prefer to opt for your initial charges to be applied on a time charged basis. Where we use or refer to hourly rate fees our typical charges are:

- Senior Adviser £250 per hour
- Adviser £200 per hour
- Technical analysis, research and financial planning £150 per hour
- Administration £100 per hour

Time will be chargeable in 15 minutes units.

We will always confirm the amount we charge in writing before undertaking any work but you may ask us for an estimate of the number of hours our work will take. You may also ask us not to exceed a given amount without checking with you first and we will always agree any additional fees with you before we undertake any chargeable work.

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

Please note that in the event you decide not to proceed with our recommendations there may be a charge for any work undertaken and/or financial report provided.

Your payment options

Settling your adviser charge through a single payment

6. If you ask us to implement our recommendations, you will be required to pay us an adviser charge for our advice and services, which 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 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

7. 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 take payment by instalments through a standing order agreement.

Keeping up with your payments

8. 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

9. Any ongoing service is optional. The service will include, but is not limited to, an annual review with your adviser, statements from the investment providers, an annual consolidated valuation, rebalancing as required, access to the client portal, email and telephone support, annual budget reviews and tax tables, quarterly newsletters.
10. There will be an additional charge where you request and we agree to provide an ongoing service to you. We will confirm the rate, frequency and length of this ongoing service before it starts. We provide the same level of ongoing service to all clients. The fee varies according to the level of investable assets.

ONGOING REVIEW SERVICE	Payment direct from client or facilitated product funds	Minimum payment	Examples of costs on different investment amounts
Ongoing review service to monitor your plans and products to ensure they continue to meet your requirements and needs.	The amount we charge for an ongoing service is a percentage of the value of your investments on which we advise. If the overall value is less than £500,000 the charge will be 0.75% per annum. If the overall value is more than £500,000 the charge will be 0.5% per annum."	£1000 per year	<ul style="list-style-type: none">• For investable assets of up to £133,333 the annual charge would be £1000 (the minimum)• For investable assets of £350,000 the annual charge would be £2,625• For investable assets of £700,000 the annual charge would be £4,750

11. 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.
12. The ongoing service charge can be paid by way of a deduction from your investments, or by payment from you by direct debit or standing order on an annual or monthly payment schedule. Any payments will be payable in advance of us providing the review service in each period.
13. 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.
14. 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 and non-investment insurance.
15. 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.
 16. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Home Finance Products

- No fee. We will be paid by commission from the lender.
- A broker fee of £495 payable immediately (this fee is not applicable for a rate switch). We may also receive commission from the lender.

If there is no commission payable, an additional fee of 0.25% of the loan secured will be payable on completion. For example, for a loan amount of £150,000, the amount payable on completion would be £375. This fee is in addition to the broker fee of £495.

17. Where the chosen lender pays us commission for introducing you to them for the mortgage, we will tell you the amount we will receive.

18. You will receive a European Standardised Information Sheet (ESIS) when considering a particular mortgage or home purchase plan, which will tell you about any fees relating to it.

Refund of fees

19. If we charge you a fee and your mortgage does not go ahead, you will receive:

- A full refund
- No refund, but there will be no new fee on your next mortgage.

Indemnity

20. If a fee for our services has been deducted or a commission paid from a recommended product and the product does not proceed or is cancelled resulting in a clawback of all or part of the fee or commission, the amount outstanding will be payable by you directly. The length of the clawback period will be detailed in the information you are given before deciding whether to proceed with the product.