

About our services and costs

1. *The Financial Conduct Authority (FCA)*

The FCA is the independent watchdog that regulates financial services. This document has been designed to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. *Which service will we provide you with?*

Investments – we offer an independent advice service. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. We will however only make a recommendation when we know it is suitable for you.

Non-investment protection contracts – we are an intermediary and offer non-investment protection contracts e.g. term assurance, income protection and critical illness from a range of insurers.

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

Insurance

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

Investments

You will pay for our services on the basis of a fee. The fee is based on a percentage of the amount you invest.

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.

In some circumstances you may require us to assist you with a specific requirement for which a one-off transactional charge can be agreed based on our hourly rate. A separate fee agreement will be signed by both parties prior to commencement of any work.

Initial Consultation

We provide you with an initial consultation (without charge) at which we will describe our services more fully and explain the payment options. This will also help us to understand your financial objectives and will confirm how we can support you in working towards these. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you.

Financial Review and Recommendation

This can be a continuation from the initial discussion, where agreed, or a further appointment. This process covers the:

- Gathering of information about your existing financial arrangements and full personal circumstances
- Understanding of your investment knowledge, attitude and tolerance towards investment risk
- Recommendation of an asset allocation model that matches your risk profile and the subsequent assessment and suitability of any existing holdings
- Preparation of our recommendations to you
- Arranging a further appointment to explain and discuss our recommendations in detail

If you decide not to proceed to the Policy Arrangement & Implementation we will charge you a fixed fee for the advice, research undertaken and production of the recommendation report(s).

The fee will be charged according to the work involved as per the examples below (please note this list is not exhaustive):

Advice Type	Case Examples	Fixed Fee Payable
Basic Advice	New Regular Pensions and Regular ISAs	£250
Standard Advice	Existing Personal Pension Plan and Investment Fund Analysis with 3 schemes or less	£500
Intermediate Advice	Pension and Investment Fund Analysis with more than 3 schemes or high value of holding individual funds, IHT Planning etc.	£750
Complex Advice	Lifetime Allowance, Annual Allowance calculations, NHS pension advice, at Retirement recommendations, Final Salary or Occupational Pension Scheme transfers	£1,250
Defined Benefit (DB) Schemes	Advice & Report* – first scheme Each additional scheme thereafter	£3,000 £1,000
	Advice Implementation* <i>*IFM Clients will receive a 50% discount on the fees quoted</i>	£1,000

To assist us with the delivery of our Investment Services we use a questionnaire by eValue. Their tool allows us to analyse our clients' attitude to risk using a range of psychometric questionnaires, and providing clients with a view of the consequences of their decision through the production of expected gains and losses based upon clients' risk choices.

Your Payment Options

You have two options to settle the charges as follows:

Option 1 - you can pay this directly on commencement of the policy by cheque or BACs. You will be required to settle the payment of your adviser charge on completion of our work in 7 days.

Option 2 - you can pay the implementation fee through your policy. The payment will be deducted from your investment upon receipt by the policy provider.

Policy Arrangement & Implementation

Should you instruct us to proceed with any of our recommendations, you will become liable for the adviser charges detailed below and we will act for you in the following ways:

- Handle all fund and policy administration on your behalf~
- Provide regular updates to keep you informed of progress
- Ensure all your documents are issued in line with your expectations
- Provide confirmation of all actions taken on your behalf in writing

Lump Sum Investments or Transfers

Our charge for this service is based on a percentage of the amount you invest and/or transfer. These charges are applied as follows but are subject to a minimum of £600.

- The first £100,000 – 3 % up to £3,000
- The next £100,000 – 2 % up to £2,000
- Any additional amount – 1 % maximum

Examples of charges

Example 1; if we arrange an investment on your behalf for £10,000, the policy arrangement and implementation fee would be £300. As this is less than the minimum quoted above, a charge of £600 would be payable.

Example 2; if we arrange investments on your behalf totalling £150,000, the policy arrangement and implementation fee would be £4,000.

Defined Benefit Transfers – Implementation Fee

Our charge for this service is a flat fee of £1,000 and is **not** based on a percentage of the amount you invest and/or transfer. Existing IFMS clients receive an automatic discount of 50 %.

Settling your adviser charge in a single payment

The payment can either be taken from your investment upon receipt by the policy provider or paid directly by you on commencement of the policy by cheque or BACs. You will be required to settle the payment of your adviser charge on completion of our work in 7 days.

Regular Premium savings or investments

Our charge for implementing a regular contribution savings or investment plan is 35 % of the first years' contributions subject to a minimum charge of £600 and maximum charge of £2,500.

Examples of charges

Example 1; if your monthly contribution is £100, the policy arrangement and implementation fee would be £420. As this is less than the minimum quoted above, a charge of £600 would be payable.

Example 2; if your monthly contribution is £500, the policy arrangement and implementation fee would be £2,100.

Settling your adviser charge in a single payment

You can pay this directly commencement of the policy by cheque or BACs. You will be required to settle the payment of your adviser charge on completion of our work in 7 days

Settling your adviser charge through your recommended product

The payment will be deducted proportionally from each monthly contribution during the first year up to a maximum of 12 months. This payment option does not relate to an ongoing service.

Example 1; if your monthly contribution is £150 our implementation fee would be £630 ($£150 \times 12 \times 35\%$) This will be collected by deducting £52.50 from your monthly contribution for 12 months.

Example 2; if your monthly contribution is £800 our implementation fee would be £3,360 ($£800 \times 12 \times 35\%$). As this exceeds the maximum charge, the total cost of advice is £2,500 which will be collected by deducting £208.33 from your monthly contribution for 12 months.

Keeping up with your payments

Should you decide to pay this charge through your policy and payments to the policy subsequently cease, we will calculate the total payments received to date and charge you the balance against the minimum implementation fee.

For example, if you invest £100pm and have agreed to pay over the full 12 months the total charge will be £600. We will deduct £50 from each monthly contribution until paid in full. Should payments cease after month 6 (and £300 has been collected) the difference between this and the minimum implementation fee of £600 would be charged i.e. £300.

Ad Hoc Review

Where you request an ad hoc review of your financial plan and/or investment holdings and are not paying for an ongoing service, we will charge of fee of £800 to complete the review, undertake research and provide advice via a recommendation report. This charge is due and payable regardless of whether you proceed with any recommendations and can only be paid in full by either cheque or BACS. Should you instruct us to proceed with any of our recommendations; you will become liable for the adviser charges detailed on Page 2 under the **Policy Arrangement and Implementation** section.

Payments for ongoing services

Ongoing Reviews and Changes to Existing Investments

We will discuss the full range of our on-going services during our initial consultation. These services include, but are not limited to, providing you with:

- Structured reviews to give you peace of mind
- An assessment of your circumstances and any changes to your plans that are needed
- Regular updates and information regarding your holdings
- A choice of differing levels of support depending on your needs
- Ongoing support with correspondence and administration issues

Details of these levels of services are contained in our Integrated Financial Management brochure. We will agree separately the level of ongoing services at the time of, or prior to, making our recommendation(s) to you. The charge depends on the level of service you require

Premium Service - 1 % per annum (subject to a minimum of £800)

The charge is based on the value of your investment(s) at each 12 month anniversary, and paid pro-rata in arrears. Therefore, if the value of your investment(s) totalled £150,000 our yearly fee for the Premium Service would be £1,500. The amount you pay will fluctuate with the value of your investment; if your investment increases in value the amount you pay us will also increase and if your investment falls in value the amount you pay us will reduce. Any change to the level of services throughout this agreement will result in pro-rata charge being applied.

The charge listed above can be deducted from your investment or paid directly by you. You should note that when paid through the investment it may reduce your personal tax thresholds and/or exemption levels. Where this happens we will discuss it with you and confirm it in your personal recommendation report.

If you wish to pay directly you can spread the payment over a 12 month period we can arrange for a standing order to be set up on a monthly basis at 1/12 of the fee agreed. At review this figure will be reassessed based on the current value of your investment.

Where we agree to provide ongoing services you can choose to cancel this at any time by providing us with written confirmation of your decision. Payments would then cease within 7 business days or after collection of any due proportion of any period charges if later.

4. *Are we covered by the Financial Services Compensation Scheme (FSCS)?*

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme.

Investment business will normally be covered up to a maximum limit of £85,000.

If your pension provider fails you are protected for 100 % of a claim with no upper limit. If your SIPP operator fails you are protected for 100 % of a claim with no upper limit.

Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>