

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 accept business on a non-advised or insistent client basis

Advised services

4. 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.
5. 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

6. Our standard charges are broken down as follows:

The first stage of our service includes the arrangement and preparation for meetings, fact finding, analysis, on-going study and initial advice in the form of a personalised report. For this we charge a fixed fee detailed below. Should you decide not to proceed with the implementation stage no further fees will be payable.

Preparing a detailed report usually requires us to transfer the agency on any existing plans that you have. This enables us to obtain up to date information on these plans in order to provide advice. We do not charge any additional fees for transferring the agency on existing plans, but any ongoing fee or commission currently being paid to your previous adviser will be paid to us instead.

Type of Report Required	Fixed Fee
Lifetime Cash Flow Modelling	£475
Retirement, IHT or Investment Planning Report	£950
Enhanced Annuity or Long Term Care Planning Report	£675
Pension Consolidation or Defined Benefit Transfer Report	£1500

The second stage of our service includes detailed research, preparation of full recommendations and application paperwork, a detailed written suitability report, implementation and administration of our advice.

Fees for this are detailed below and can either be paid following an invoice in the form of a cheque or bank transfer or collected from any policy or investment. Where you have purchased a product you also have the option of paying our adviser charge by a single deduction from the product. We will use implementation fees to reduce or remove any initial report fees above (subject to the implementation fees being higher).

Lump Sum Investment and Pension Contribution Fees

We have a minimum fee of £1,000 for our service and our typical charges for advice and implementation of lump sum investments and pensions are detailed in the table below;

Amount Invested	Fee	Example in £'s
£1 - £19,999	Minimum Fee Applies	£ 1,000
£20,000 - £74,999	5%	e.g. £50,000 x 5% = £ 2,500
£75,000 - £249,999	4%	e.g. £100,000 x 4% = £ 4,000
£250,000 - £499,999	3%	e.g. £300,000 x 3% = £ 9,000
£500,000 - £999,999	2%	e.g. £650,000 x 2% = £13,000
£1,000,000 and over	1%	e.g. £1,500,000 x 1% = £15,000

We take previous existing investments into account when calculating fees for additional investments so a client with £249,999 already invested adding a further £10,000 would be charged 3% (£300) and not subject to our minimum fee amounts.

Regular Premium Investment and Pension Contribution Fees

Regular premium investment and pension contributions do not incur any initial fees if set up at the same time as any lump sum investment. However, if regular premiums are set up separately then fees are charged at 100% of the first three months' premiums.

Premium per month	Fee	Example in £'s per month
£100.00	£500 minimum applies	£166.66 x 3 months
£250.00	£750	£250.00 x 3 months
£500.00	£1,500	£500.00 x 3 months

Fees for Whole Life Plans

We have a minimum fee of £1,000 for whole of life policies and our typical charges for advice and implementation of whole of life policies are detailed in the table below;

Sum Assured on Policy	Fee	Example in £'s
£1 - £19,999	Minimum Fee Applies	£ 1,000
£20,000 - £74,999	5%	e.g. £50,000 x 5% = £ 2,500
£75,000 - £249,999	4%	e.g. £100,000 x 4% = £ 4,000
£250,000 - £499,999	3%	e.g. £300,000 x 3% = £ 9,000
£500,000 - £999,999	2%	e.g. £650,000 x 2% = £13,000
£1,000,000 and over	1%	e.g. £1,500,000 x 1% = £15,000

For existing clients we take any previous existing investments with us into account when calculating fees for whole of life plans so a client with £249,999 already invested adding a whole of life policy with a sum assured of £25,000 would be charged 3% (£750) and not subject to our minimum fee amounts.

Fees for ad-hoc reviews

Our standard fee for carrying out review meetings for clients using our service is £1,250. This would apply where additional reviews are required or where you do not already have an ongoing servicing agreement in place. VAT will apply.

Hourly Fees

We try to make sure that our fees are fixed wherever possible in accordance with the previous tables. However, there may be occasions where this is not practical and we agree between us that work will need to be undertaken on an hourly basis. If this is the case, then our standard rate is £175 per hour and a time sheet will be provided with any invoice raised.

Hourly Rate	Number of hours	Fee
£175	e.g. 8 hours	£1,400

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

Your payment options

Settling your adviser charge through a single payment

- 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

8. 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 facilitate payment by instalments through a direct debit or standing order agreement.

Keeping up with your payments

9. 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

10. Any ongoing service is optional.
11. We provide three 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 payment if applicable	Examples where the fee is based upon a % of the fund value
Quartz Service	1% of investable assets on which the ongoing service is being provided	£750 per year	<ul style="list-style-type: none">For investable assets up to £75,000 the annual charge would be £750 (the minimum)For investable assets of £249,999 the annual charge would be £2,499.99
Perpetual Service	1% of investable assets on which the ongoing service is being provided	£3000 per year	<ul style="list-style-type: none">For investable assets up to £300,000 the annual charge would be £3,000 (the minimum)For investable assets of £500,000 the annual charge would be £5,000
Perpetual Lite Service	0.75% of investable assets on which the ongoing service is being provided	£2250 per year	<ul style="list-style-type: none">For investable assets up to £300,000 the annual charge would be £2,250 (the minimum)For investable assets of £500,000 the annual charge would be £3,750

12. 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.
13. 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, 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.
14. 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.
15. 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.
16. 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.
17. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Indemnity

18. 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.