The advice fees associated with your investment service

> You will not incur any fees for our services until we have agreed what they will be. If you have any questions about your fees or when they start, please speak to your adviser.

This document details the fees you will incur for our financial advice services. Please remember that you may also need to pay charges related to the investment products we recommend, however these charges will be presented to you before you agree to proceed with our recommendations.

Our advice service is designed to be flexible and affordable. When you first receive advice from us, your adviser will explain what your **advice fee** will be for the work you need to optimise your finances. Also referred to as an 'initial fee' by some advisers, your advice fee covers our advice in relation to:

- Reviewing your existing investments and financial affairs.
- Setting up a financial plan for you.
- Where it's in your best interests, making recommendations on investment solutions which are suitable to help you meet your goals.

Many clients also benefit from their adviser regularly reviewing their financial plans to ensure they stay on track.

This can be important as many things can change over the years, including your own circumstances and plans for the future, as well as tax rules, market performance, and the availability of new products and services which could benefit you.

Where your adviser recommends our ongoing service to you and you choose to opt in, we will charge an **ongoing fee for maintaining and monitoring your plans**.

Our fees for these services are as follows:

Advice fee

Once we have assessed your needs and circumstances, we will advise you accordingly and make a personal recommendation for you. If you wish to go ahead with our recommendations, we will implement these for you.

The fee that applies will depend on whether you are making a single payment (otherwise called a 'lump sum'), or whether you are planning to make regular contributions.

For example, a lump sum fee would apply where you seek our advice to invest a one-off inheritance, whereas a regular fee would apply where you ask us to recommend a pension plan which you choose to pay into monthly.

> When you invest a lump sum, our advice fee is tiered. This means the more you invest, the lower the fee rate you pay. As well as offering financial benefits, this can give you greater clarity and peace of mind over how much you'll pay for our services, should you choose to invest any additional sums.

Our fees for this service are as follows:

How the advice fee applies to lump sums

- 4% on new ISA. 3% on top-ups
- 3% of the first £50,000 you invest
- 2.5% on the next £50,000 you invest and
- 2% on amounts you invest above £100,000

Example fees

To make it clear and easy to apply to your own circumstances, we have set out below what our fees would be on different investment amounts:

- £50,000 invested, the fee would be £1,500, which represents 3% of the amount invested
- £80,000 invested, the fee would be £2,250 which represents 2.8% of the amount invested
- £125,000 invested, the fee would be £3,250 which represents 2.6% of the amount invested

If we recommend multiple products but implement these over an extended period, the total investment amount will be used to calculate any advice fees.

How the advice fee applies to regular contributions

If you pay into your investment regularly, the fee you pay will be based on the level of your monthly contributions for the first 12 months. This amount then determines the level of fee as per the lump sums table above.

You can pay your advice fee monthly over the first 12 months.

Our typical fee is 50% of the first year's contributions.

Example fees

As an example, for a regular contribution of £250 per month, your advice fee would be £1,500 subject to our minimum fees. These may be taken over 12 months from your plan.

Financial review - £1,500

This includes:

- ✓ A fully documented review of your assets, liabilities, and net worth.
- ✓ Your current and projected income and expenses (e.g. projected into retirement).
- ✓ Your insurance policies, retirement savings, and other investments.
- ✓ An analysis of your current product and fund features and your estimated inheritance tax liability, with generic recommendations to meet your broad financial objectives.

Your proportionate fees if you cancel your advice service

We always aim to provide you with the highest quality service and advice to help you achieve your financial goals.

However, should a situation occur where you need to ask us to stop work after agreeing fees with us, you will be invoiced proportionately for the work completed up until that point. We will advise you of this amount when you contact us.

Ongoing advice fees for monitoring & maintaining your plans

Where recommended by their adviser, many clients choose to opt into our ongoing advice service to ensure their financial plans remain on-track to meet their financial goals.

Where we recommend that you'd benefit from ongoing advice, the different elements of this service are outlined below.

The service levels we offer are based on the value of assets under our advice. As the value of your assets change over time, you will have the option to consider switching to alternate service levels available to you at your next annual progress check meeting. Our ongoing advice fees will be adjusted accordingly once a new service level is agreed.

	Service Level Exclusive	Service Level Classic
An annual Progress Check meeting to review your plans, current circumstances, and objectives to help ensure that your financial planning remains on track.	✓	✓
You'll receive a consolidated annual report of your plans and investments within the scope of our advice, so that you can see your current position and progress towards your objectives.	✓	✓
Your adviser will recommend any switches to your investment funds where this is suitable and beneficial for you.	✓	✓
We'll confirm in writing whether your plans and investments continue to be suitable based on your stated objectives and risk appetite.*****	✓	✓
Assistance with the administration of your plans and support with any third-party provider interaction, as required.	✓	✓
Telephone and e-mail access to your adviser (and wider support team), allowing you to quickly address any questions or concerns that you might have between regular scheduled progress check meetings.	✓	✓
Advice, support and facilitation on "top ups" to your investments	✓	
Advice, support and facilitation on withdrawals once per tax year	✓	
Meetings with your adviser (as appropriate) in addition to your Annual Progress Check Meeting	✓	
Engagement with your other professional advisers (e.g., accountants/solicitors) on your financial affairs	✓	
Typical Assets under our Advice	**£250,000**	**£50,000 - £250,000**
Ongoing Advice Fee	**0.75%**	**1%**

***Remember, we'll only be able to confirm whether your plans and investments continue to be suitable following your annual progress check meeting. Where you are unable to attend a meeting, we will not be able to confirm whether your plans and investments remain on track.**

** Where Additional Services are available to you, if you do not need them or choose not to use them in any given year, you will not be eligible for a refund of the ongoing advice fees paid for that year. If you have any questions on this at any time or want to understand in more detail what this means in practice, please do not hesitate to contact your adviser so they can help.

Ad-hoc where no ongoing service in place

If you do not wish to subscribe to an ongoing service, we provide many services on an 'ad-hoc' basis.

Should you require any services as noted below, or bespoke work to be carried out, we will be able to tailor a specific service. **Please note that implementation fees are in addition to the examples shown below.**

An additional fee may be required, typically calculated in accordance with our hourly rates, as shown at the bottom of the table below.

Prior to any work being agreed and carried out we will give an indication of the approximate amount of time that these tasks might take. These additional fees might be paid by single payment (e.g. by cheque), charged from your investment plan(s) or via regular monthly retainer payments (e.g. standing order).

Fees will depend on individual circumstances, but are typically:

Meeting to review your financial planning, confirm your existing provisions, and identify areas of need and/or concern. This can be in the comfort of your own home, a location which we can arrange or virtual system such as Teams/Zoom	**£750**
Advice and recommendation to address an agreed area of need /concern (e.g. retirement planning, estate planning, investment solution)	**£750**
Additional research fee per existing pension scheme	**£250**
Advice on withdrawing money from your retirement funds	**£500**
Regulatory & taxation updates	**£50 p.a.**
Annual valuation	**£150**
Annual risk profile questionnaire	**£250**
Annual telephone advisory update	**£400**
Additional reviews per session	**£400**
E-Newsletter facility via email	**Free**
Hourly rate	**£150**
Consultancy Fee	**£495**
Estate Administration Services	**£495**
Implementation fees	**Standard fees**

e.g. A client has invested £100,000 and does not wish to be part of our ongoing advice services. Should the client ask for further advice on the original investment in the future, the fees from the table above would apply.

Mortgages

We offer a mortgage advice service on residential, buy to let and lifetime mortgages. As part of this service, we will make a recommendation once we have assessed your needs.

We recommend products from a range of lenders that is representative of the whole-of-market, however we do not consider mortgage products that you can only obtain by going directly to a lender.

Where you are increasing your borrowing, we will consider the merits of both a new first-charge mortgage and by securing an additional mortgage on a second-charge basis.

Full details of any commission we receive will be set out in the mortgage illustration document (issued by the lender) before you take out a mortgage. This illustration will also tell you about any other fees relating to the mortgage.

The fees for our mortgage advice service are as follows:

- **Residential Purchase/Remortgage:** We charge an upfront fee of £295 which is non-refundable. This fee is for advice, research, recommendation, implementation (e.g. application, administration of arranging the loan). This fee will form part of the total adviser fee of £445 and will be deducted from the balance due upon completion of business. We will also be paid by commission from the lender.
- **Lifetime Mortgage and Home Reversion Schemes:** We charge an upfront fee of £345 which is non-refundable. This fee is for advice, research, recommendation, implementation (e.g. application, administration of arranging the loan). This fee will form part of the total adviser fee of £895 and will be deducted from the balance due upon completion of business. We will also be paid by commission from the lender.
- **Buy to let:** We charge an upfront fee of £295 which is non-refundable. This fee is for advice, research, recommendation, implementation (e.g. application, administration of arranging the loan). This fee will form part of the total adviser fee of £545 and will be deducted from the balance due upon completion of business. We will also be paid by commission from the lender.

Complex lending

We reserve the right to charge an additional fee for cases where it involves more complexity due to topics such as:

- Larger loans
- Multiple borrowers / guarantors
- Your personal situation regarding income sources, taxation, residence, and credit rating
- Property type, location, freehold or leasehold variations

If you ask us to refer you to a specialist broker for 2nd charge lending, we will receive a payment from the broker if they arrange a loan for you. The amount of the payment will vary according to circumstances but will typically be 35% of the broker fee amount (The broker fee is 4.00% of the loan amount subject to a minimum of £500 and a maximum of £2,000 (e.g. £2,000 is 4% on a loan of £50,000).

In addition to the above fees, we will also receive a commission from the lender. You will receive a mortgage illustration when considering a particular mortgage, which tells you the actual amount of the fees and commission we will receive, as well as details of any other fees relating to the mortgage.

If we are unable to advise on an appropriate product for you, we may refer you to a third party (such as a specialist broker) which may pay us a fee for the introduction. In these circumstances, either we or the third party will tell you about any fees we receive for the introduction.

We may contact you from time to time to discuss your future mortgage planning needs, for example, when the initial term on your mortgage is due to end.

Insurance

Insurance is an important part of many people's financial plans, either to ensure their family is financially protected, to ensure they would have the funds to pay a loan such as a mortgage if the worst were to happen, to protect key people within a business, or to pay an inheritance tax bill. We will make a recommendation on what insurance services would be suitable for you after we have assessed your needs.

We offer life, critical illness, private medical insurance, income protection, whole-of-life and general insurance from the whole of the market.

We offer private medical insurance based on a fair analysis of the market.

Full details of any commission we receive from the product provider will be set out in your illustration document issued by the product provider before you purchase an insurance policy.

We act as an insurance intermediary for the insurance services that we offer.

We may contact you from time to time to establish whether your protection plans remain appropriate for your needs.