

## **Valued Service Proposition**

**This agreement is made between:**

**Cotswold Financial Planning Ltd**

and: \_\_\_\_\_

of: \_\_\_\_\_

This agreement is supplementary to the 'Keyfacts about our Services and Costs' document, also known as the Initial Disclosure Document (IDD) and Client Agreement I have already discussed and supplied you with, and sets out the basis on which we charge for our services.

### **Who we are**

We set up CFP in 2008 because we enjoy helping people manage their finances to create a less stressful life. Whether it's helping a young couple buy their first home, funding education expenses, planning for retirement or helping a newly retired couple manage their retirement savings - it's what gets us out of bed in the morning! We do all of this on a simple fee basis without the pressure of selling products. Our clients prefer it this way and so do we.

Our mission is to change the way people perceive the Financial Services Industry. We are here to provide a trusted service, not to sell products. We want to leave clients feeling informed, enthusiastic and assured that what we create together will benefit not only them but their family too.

### **What we do**

Our service is built around a comprehensive understanding of your goals and needs, which will enable us to tailor a financial strategy to help achieve your objectives.

After completion of a detailed review (often referred to as Factfinding), we will provide you with a personal report detailing specific recommendations and explain how these might benefit your situation.

If you are happy to proceed with the recommendations, we will assist with implementation, including paperwork and monitoring through to policy stage, and put your financial plan in place.

It is important to continually monitor your objectives and ensure your financial plan is still heading in the right direction. We will agree a review strategy to ensure you stay on track.

## **The process we follow**

### **Getting to know you**

We will cover the cost of the first meeting. This will enable us to get to know you (and you to know us) and establish what you are hoping to achieve. We will ask about your personal circumstances and highlight any particular issues or concerns.

This meeting forms the foundation of future advice and fees. It will enable us to introduce ourselves and provide information about CFP. We will confirm how we work with you, the services we provide and the costs.

Once you have chosen the level of service required, we will agree fee structure prior to commencing any work.

We will not charge you for any work without your prior agreement.

### **Fees**

- **An Engagement fee** - This fee is charged for our initial work and covers cost of producing a full recommendation for your financial needs. Once you have paid the fee, you will receive the full report
- **An Implementation fee** – If you decide that you want us to implement the advice given, we will charge an implementation fee. ***We will deduct the cost of the engagement fee from this work as you have already paid this***
- **An on-going fee** – should you decide to take up our on-going advice service

### **Factfinding**

Once we have agreed the basis of how we will work together, we complete a thorough factfind which collects all the important personal information, including details of any existing policies.

We will assess your attitude to risk in light of term and value of investments relative to overall wealth. We will also ask you to complete a risk profile questionnaire. This approach will help us better understand your capacity for loss.

It may not be possible to meet all your needs at once, however, this process will help you prioritise needs and provide a template to work towards them.

### **Research & Analysis**

Once we have all your information, we assess your current position and how aligned it is to your future goals. We then make recommendation and create a strategy using tax efficient vehicles to achieve these objectives.

## Recommendation and Report

We compile our findings in a personal report which sets out recommendations and strategies to help you get where you want to be.

## Implementation

Once we have agreed recommendations you would like to implement, we will assist with completion of the necessary paperwork. We will monitor progress of the applications through to policy issue stage.

## Fees

Our charge for this service is based on either a **percentage** of the amount you invest and/or transfer, or a **fixed fee**. These charges are typically applied as follows, but are subject to a minimum of £500:

- Up to £100,000 - 3%
- Next £150,000 - 2%
- Next £250,000 - 1.5%
- Above £500,000 - 1%

## On-going reviews (not applicable to Transactional only clients)

We will agree a future review strategy to ensure your plans stay on track.

- Structured Reviews
- Assessment of current circumstances and any changes to your plans that are needed.
- Regular updates and information regarding your investments
- A choice of differing levels of support depending on your need.
- On-going support with correspondence and administration issues
- Regular newsletter covering topical issues

## Fees

- Either a **% of funds under management** or an agreed **fixed fee**

We recognise that not all clients have the same service requirements. Therefore, even though we provide a guideline by way of service propositions, you are **free** to choose the level of service that best suits your needs. It should be noted that it is not compulsory for you to sign up to one of our services and we do offer a **Transactional only** service.

## Transactional only

If you simply wish us to carry out a transaction for you with no further contact from your adviser

## Elementary Service

If you want a 'light touch service', with low-level contact from your adviser

## Targeted Service

If you prefer a 'more involved service' from your adviser on a specific area

## Universal Service

If you require a complete financial planning service and regular on-going contact with your adviser

Service Proposition Schedule	Transactional only	Elementary Service	Targeted Service	Universal Service
Annual statement of holdings	✓*	✓	✓	✓
24 hour access to your portfolio via personal client web-site	✓	✓	✓	✓
Secure messaging and updates	✓	✓	✓	✓
Access to all information on mobile devices	✓	✓	✓	✓
Access to our support team		✓	✓	✓
Professional expertise embedded into our investment processes		✓	✓	✓
Annual Telephone meeting including Review of:		✓		
Annual Face to Face meeting including Review of:			✓	✓
Objectives		✓	✓	✓
Risk Profile		✓	✓	✓
Asset Allocation		✓	✓	✓
Tax Changes		✓	✓	✓
Updates & Valuations		✓	✓	✓
Regular Valuations as requested			✓	✓
On-going Expert Support			✓	✓
On-going access to your adviser			✓	✓
Regular Newsletter			✓	✓
Comprehensive Financial Health Check including:				✓
Detailed Tax Planning				✓
Estate Planning				✓
Income/Expenditure Review & Forecasting				✓
<b>Minimum cost per annum</b>	<b>£nil</b>	<b>£250</b>	<b>£500</b>	<b>£1,000</b>
<b>Typical cost based on the total value of your investments</b>	<b>£nil</b>	<b>0.75%</b>	<b>0.75%</b>	<b>0.75%</b>

\* This will be issued directly from the provider

I/We would like to subscribe to the following service option (please tick as appropriate):

### Elementary Service

I/We understand that the fee for this service is 0.75% of the value of the relevant investments each year, subject to a minimum of £250.

### Targeted Service

I/We understand that the fee for this service is 0.75% of the value of the relevant investments each year, subject to a minimum of £500.

### Universal Service

I/We understand that the fee for this service is 0.75% of the value of the relevant investments each year, subject to a minimum of £1,000.

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I/We wish for the cost of the ongoing service to be paid by deduction from the policies we hold.

and/or

I/We wish for the cost of the ongoing service to be charged directly to me on a monthly/yearly basis.

### Transactional only

I/We understand that transactional only does not involve any ongoing service and there is therefore no fee for this. However, I/we understand that an initial adviser charge will apply.

I/We wish for the cost of the service to be paid by deduction from the policy

I/We wish for the cost of the service to be charged directly to me

Signed:

Date:

Print name:

Signed:

Date:

Print name:

Signed

Date:

(on behalf of Cotswold Financial Planning)

Print name: