



## ABOUT OUR SERVICES

The document sets out the standard costs and charges that apply to the advice and service that it provides to clients. The actual amount that will be payable will be confirmed to you in writing before any liability for these costs and charges arises.

You need to read this important document. It explains the service you are being offered and how you will pay for it.

---

### 1 Whose products do we offer?

---

#### Investment

Please refer to section 2 of this document

---

#### Insurance

- We offer products from a range of insurers for non-investment pure protection, personal general, household and commercial general insurance contracts.
  - We only offer products from a limited number of insurers. Ask us for a list of the insurers we offer insurance from.
  - We only offer products from a single insurer.
- 

### 2 Which service will we provide you with?

---

#### Investment

- Independent advice** – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.
- Restricted advice** – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.
- No advice** - You will not receive advice or a 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 will advise and make a recommendation for you after we have assessed your needs for non-investment pure protection and personal general insurance.
- You will not receive advice or a recommendation from us for household or commercial general insurance. 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.

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

#### Investments Based Products

##### Non-advised services

1. We do not have a set cost or charge in relation to non-advised services. The amount you will pay will be dependent upon the type of transaction and value of the transaction that you engage us to implement. We can be paid in the form of a fee payable by you or by commission paid by the institution. If you chose the latter, this does not mean you are not paying us as the commission paid will be reflected in the charges that the institution makes against your transaction.
2. We will discuss your payment options with you and answer any questions you have. If we are to be paid by commission we will tell you the amount before we carry out any business for you. If we are to be paid by a transaction charge we will not complete any business until we have agreed with you how much this will be and how we are to be paid.

##### Advised services

3. You will pay for our services on the basis of the work undertaken for you. Generally this will relate to the arrangement of financial products on your behalf, but where this is not appropriate or you choose to receive advice only, different charges will apply.

We will discuss your payment options with you and answer any questions you have. We will tell you the amount before we carry out any business for you. Our standard charge is broken down as follows:

Service	Advice Charge	Note
Initial meeting to explain what it is we do and to obtain information about you that will allow us to establish if we can assist you and indeed that you want our assistance.	No charge	At the end of the meeting we will agree how you wish to proceed.
A financial review report containing a full analysis of your current financial, personal and other circumstances and identification of any shortfalls in your financial plans.	As stated below:	Subject to certain conditions, the value of any implementation fee may be used to offset these fees.  VAT may apply in circumstance where no transaction takes place.
Provision of a detailed specific recommendation or recommendations report on how best to address any shortfalls in your financial plans, and identify the terms of an appropriate financial product.	Portfolio value related fee: <£50,000 - 3.0% £50,001 - £150,000 - 2.5% £150,001- £250,000 - 2.0% £250,001 - £500,000 - 1.5% £500,001 - £1,000,000 - 1.0% £1,000,000 + - 0.75%	
Provision of a detailed report and recommendation in relation to Long Term Care provisions or Home Purchase Plans, and identify the terms of an appropriate financial product.	£250 per hour Average: 2½ hours	
Provision of a detailed report and recommendation in relation to Occupation Pension Scheme Transfers, and identify the terms of an appropriate financial product.	As stated above and subject to minimum of £1,890.	
Implementation of any agreed personal recommendations	Implementation fee included within the above charges.	
Provision of report for monthly savings plans	Less than £100 per month - £350 £100 or over per month - £500	

50% of the above fee will be charged if implementation stage is not reached due to the work carried out to provide the recommendations. VAT will automatically become due if this situation arises as HMRC only apply VAT to our services if no intermediation of products has taken place.

## Your payment options

### **Settling your adviser charge through a single payment**

4. 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 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**

5. 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.

Whilst 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**

6. It is important that where you have decided to pay your adviser charge by way of instalments that you keep up with your payments. Where you do not keep up with your instalments payment, the outstanding amount will become immediately payable on demand.

### **Payment for ongoing services**

We provide two 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 commences.

Service Level	Payment Direct from Client or paid through product funds	Notes on payment through product funds
Full Annual Review	0.75% of investable assets on which the ongoing service is being provided.	Subject to a minimum of £450 per year
Annual Statement From provider and Review letter from Shore Financial Planning	0.5% of investable assets on which the ongoing service is being provided.	No minimum

1. Please note that if you pay for ongoing services on a percentage basis, that the amount we receive may increase as the fund value increases and conversely reduce if the fund value falls.
2. 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, direct debit or standing order as a single payment or instalments. Any payments will be payable in advance of us providing the review service in each period.

3. An ongoing service can be cancelled by either party having issued the other party 30 days written notice of cancellation and subject to the delivery of any outstanding items by the Second Party and any settlement of any outstanding monies due to the Second Party by the First Party.
4. Please note that VAT may apply to our ongoing service fees. We will tell you if VAT is to be paid.

#### **Insurance Based products**

- A fee.
  - No fee. We will receive commission from the insurance company selected for non investment pure protection and personal general insurance.
1. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

**Message from the Financial Conduct Authority**

**Think carefully about the product and services you need.**