

Service Proposition & Engagement

This engagement is supplementary to our Client Agreement and sets out the basis on which we charge for our services.

We recognise that all our clients have different financial needs and objectives and we will build a plan appropriate to the needs of each client.

In order to clarify the expectations of all parties and to provide transparency of charges we set out in this document the services available and associated costs. Please feel free to contact us if you wish to discuss any aspect of these terms.

The Financial Planning Process

There are four stages to the financial planning process, each of which is separately costed, although the initial consultation is at our expense:

1. Initial Consultation
2. Financial Review and Recommendation
3. Policy Arrangement and Implementation
4. Review – Ongoing care and advice through our ongoing Management Review Service

Stages 1 to 3 are detailed in our Client Agreement. This document confirms the ongoing services we can/will provide you with and the cost to you for the provision of these.

Reviews - Ongoing care and advice through our ongoing Management Review Service

Your financial objectives may change over time due to changes in your lifestyle or circumstances. We believe it is essential to ensure that your portfolio continues to meet your lifestyle and investment objectives. Our ongoing review and management service offers:

- Structured reviews to give you peace of mind;
- Assessment of your current 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.

We recognise that all clients do not have the same service requirements, therefore, even though we do provide a guideline by way of our bandings, you are free to choose the level of service that best suits your needs. Our charges are guaranteed not to increase within the first 12 months of your contract with us. Should we need to increase our charges after this period, you will be given notice of this fact and the opportunity to decide whether to continue with the revised level of charges. 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 which is free of charge but has service limitations.

Our fees for our ongoing management service, as well as the services we provide, are set out below:

We offer 4 levels of service as follows –

Level 1

This service is designed for clients who have at least £200,000 to invest and would like us to take on the management and advice associated with a portfolio of that size. The service would include –

- Ongoing access to advice via your allocated adviser and the support staff, either by email, telephone or face to face
- Professional expertise and governance embedded into our investment process
- Review meetings conducted every 6 months to include the following –
 - (a) valuation of investments
 - (b) review of personal circumstances and objectives
 - (c) overview/rebalance of risk profile, asset allocation, funds and tax changes
 - (d) liaison with other advisers e.g. accountant/solicitor
 - (e) detailed tax and estate planning service (where this is required)

Ongoing fee: 0.5% per annum, subject to a minimum of £1,000

Clever Adviser

This service is for clients who have at least £100,000 to invest.

As well as all of the points highlighted for Level 1 above, we will review your portfolio remotely every month and communicate with you by email where we believe changes are required. We have engaged a third party to provide this service, namely Clever Adviser. The service can only be provided via an investment platform and currently there are 12 platforms with which this service is compatible. Therefore, this service won't be available for every type of investment and we will discuss your own personal requirements with you before proceeding with this service.

Ongoing fee: 1% per annum, subject to a minimum of £1,000

Level 2

This service is aimed at clients who have smaller amounts to invest and require a lighter touch service. You will have up to £100,000 to invest and wish us to take on the management and advice associated with a portfolio of that size. The service would include –

Ongoing access to advice via your allocated adviser and the support staff, either by email, telephone or face to face

- Professional expertise and governance embedded into our investment process
- Review meetings conducted every 12 months to include the following –

(a) valuation of investments

(b) review of personal circumstances and objectives

(c) overview/rebalance of risk profile, asset allocation, funds and tax changes

Ongoing fee: 0.75% per annum, subject to a minimum of £750

***Where the value of your investments rises, then the fees for this service will increase, conversely, if the value of your investments falls, the cost of this service will decrease.**

Any change to the level of services throughout this agreement will result in pro-rata charge being applied.

You can choose to pay these fees directly or by deduction from the policy(ies) you hold. Should you wish to pay directly you can spread the payment over a 12 month period by standing order. At each anniversary of this agreement we will revalue your policy(ies) and notify you to any revised annual charges due to any fluctuation of your investment(s) at that time.

When the level of on-going services has been agreed these are deemed to commence immediately and payable monthly/yearly in arrears. 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.

Transactional

This service is most suited to clients who wish us to be involved in a one off piece of work, which may or may not result in recommendations to purchase a financial product, are looking for a one-off piece of advice and do not require ongoing service from us. This would involve us carrying out stages 1 to 3 of the Financial Planning Process set out at the beginning of this document.

There would be no ongoing service provided and we would not be reviewing your financial situation or any investments we recommend following our recommendation, although you could request further ad-hoc advice which would be charged for at the time

DECLARATION

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

Transactional only Client Service Option

I/We understand that the fee for this service is 0% of the value of the relevant investments each year, subject to a minimum of £0.

Level 1 Client Service Option

I/We understand that the fee for this service is 0.5% of the value of the relevant investments each year, subject to a minimum of £1,000.

Clever Adviser Service Option

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

Level 2 Client Service Option

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 £750.

Facilitation of Payments

I/We wish for the cost of the ongoing service to be paid by deduction from the policy(ies) which I/ we hold

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

Client 1 Name Client 2 Name

Client Signature Client Signature

Date of Issue Date of Issue

Signed on behalf of
Martin Aitken F.S. Ltd

Print Name

Date