

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.
- X **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
- X **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.
- X 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.
- X We give advice in relation to contracts of insurance from a single insurer.

Home Finance Products

- ✓ We give advice in regulated mortgage contracts from the whole market.
- X We give advice in regulated mortgage contracts from a limited number of companies. A list of lenders we use is available upon request.
- X We give advice in regulated mortgage contracts from a single lender.
- ✓ We give advice in consumer buy to let mortgage contracts.
- ✓ We give advice in business buy to let mortgage contracts.
- X We do not give advice in deals that you can only obtain by going direct to a lender.

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 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 product provider. If you choose for us to be paid by commission, this does not mean you are not paying us, as the commission paid will be reflected in the charges that the provider makes against your transaction.
4. 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 we will receive. If we are to be paid for implementing a transaction by a fee payable by you 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

5. 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.
6. 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

1. Our standard charges are broken down as follows:

Service	Adviser Charge
Initial meeting to explain what we do and to obtain information about you that will allow us to establish if we can assist you and indeed that you would like our assistance.	No Charge. We do not charge for an initial meeting to explain our services and how we work
Conducting a financial review and a full analysis of your current financial, personal and other circumstances. Identifying any shortfalls in your financial plans or goals. Issuing a recommendations report on how best to address any shortfalls. Researching and identifying suitable and appropriate financial products. Implementation of agreed personal recommendations and arranging the investment into the identified products.	For single premium investments, 3% of the amount invested up to £100,000 1% for the amount invested over £100,000 For example; For an investment of £100,000 we would charge £3,000 For an investment of £300,000 we would charge £5,000 For regular premium investments, 20% of the 1 st year's premiums For example, for a monthly premium of £100 we would charge £240
Conducting a financial review and providing a report containing a full analysis of your current financial, personal and other circumstances and identification of any shortfalls in your financial plans. When requested, provision of detailed specific recommendations on how best to address any shortfalls in your financial plans, and identifying suitable and appropriate financial product or products.	£995
Bespoke service. We can also provide a bespoke service where there is a need to provide a financial service that is not covered by the above client need.	By negotiation
Ongoing review service to monitor your policies and products to make sure that they continue to meet your requirements and needs.	Engaging us to provide you with an ongoing service is OPTIONAL. If you wish to receive an ongoing service there will be an additional charge. Please see the "Payment for ongoing services" section of this document for more details before making a decision.

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

- 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.
 - 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 upfront, 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.
 - Paying by other arrangements**

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

Keeping up with your payments

- 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

- Any ongoing service is optional.
- We provide a level of ongoing service. We call our ongoing service Crystal Lifestyle. 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
Crystal Lifestyle	0.75% of investable assets on which the ongoing service is being provided	No minimum	<ul style="list-style-type: none">For investable assets of £200,000 the annual charge would be £1,500
We can also arrange Bespoke Services	By negotiation	By negotiation	Not applicable

- 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.
- 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 an annual or monthly payment schedule. Any payments will be payable in advance of us providing the review service in each period.
- 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.
- 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.
11. 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.
 12. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Home Finance Products

- No fee. We will be paid by commission from the lender.
13. Where the chosen lender pays us commission for introducing you to them for the mortgage, we will tell you the amount we will receive.
 14. You will receive a key facts illustration when considering a particular mortgage or home purchase plan, which will tell you about any fees relating to it.

Indemnity

15. 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.