



ABOUT OUR SERVICES AND FEES

This document forms part of our agreement with you. It explains the service you are being offered and how you will pay for it. For your own benefit and protection you should read this About Our Services and Fees carefully before signing our Client Agreement.

If you do not understand any point, please ask for further information.

Whose products do we offer?

Investment

- ✓ **Independent advice** – We give advice and make a recommendation for you after we have assessed your needs. Our recommendation in relation to investment products will be based on comprehensive research of a fair and 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.

Investments

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.

Advised services

3. 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.
4. 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.
5. **Our Advised Services**

Initial Meeting

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.

Lifestyle Planning.

Our Lifestyle Planning Service it takes a holistic view of your current circumstances and long-term goals. We conduct a financial review, identify any shortfalls in your plans, goals and finances, and issue recommendations on how best to address any shortfalls.

The Lifestyle Plan provides the progressive steps required to achieve the outcomes you want. We research and identify suitable and appropriate financial solutions, products and arrange the investments.

Single Transaction

We conduct a financial review, provide a report summarising an analysis of your current financial, personal and other circumstances, and identify any shortfalls in your financial plans.

When requested to do so we will provide detailed specific recommendations on how best to address any shortfalls, identify suitable financial solutions and arrange the investments or financial product on your behalf.

Crystal Lifestyle Ongoing Review Service

We provide a level of ongoing service. We call our ongoing service Crystal Lifestyle.

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."

We monitor your Lifestyle Plan, policies and investments to make sure that they continue to meet your requirements, aims, goals and needs.

For our Lifestyle Planning Service, an ongoing service agreement will be required to allow for regular assessments to ensure your Lifestyle Plan remains suitable and appropriate to your circumstances, aims and goals.

Where you request and we agree to provide the Crystal Lifestyle planning service, the charge for this is based on the total value of your invested assets. We will confirm the rate, frequency and length of this ongoing service before it starts.

The cost of our services

Our standard charges:

Service	Adviser Charge
<u>Initial Meeting</u>	<p style="text-align: center;">No Charge.</p> <p>We do not charge for an initial meeting to explain our services and how we work.</p> <p>After an initial meeting, we will tell you whether we can assist you.</p> <p>If you would like our assistance, our fees for our advice and services will become payable on completion of our work, whether you buy an investment product or not,</p> <p>We will tell you how many estimated hours we expect to be able to complete our work and the maximum fee we will charge.</p>
<u>Lifestyle Planning</u>	<p style="text-align: center;"><u>Lifestyle Planning Service and Lump Sum Investment Fees</u></p> <p>Our Lifestyle Planning Service fee is £1,200.</p> <p>The Lifestyle Planning Service fee includes the Lump Sum Investment fee (below) for an initial invested amount of £40,000.</p> <p>Our Lump Sum Investment fees are: 3% of the initial amount invested up to £100,000. 1% for amounts invested over £100,000.</p> <p>For example:</p> <p>An initial £40,000 investment would incur a £1,200 Lifestyle Planning Service fee but no Lump Sum Investment fee.</p> <p>An initial £100,000 investment would incur a £1,200 Lifestyle Planning service fee plus a £1,800 Lump Sum investment fee.</p> <p>An initial £250,000 investment would incur a £1,200 Lifestyle Planning fee plus a £3,300 Lump Sum Investment fee.</p>
<u>Single Transactions</u> <u>Lump sum Investments</u>	<p style="text-align: center;"><u>Single Transaction Lump Sum Investment Fees</u></p> <p>Our Lump Sum Investment fees are: 3% of the initial amount invested up to £100,000. 1% for amounts invested over £100,000.</p> <p>For example:</p> <p>If you invest £40,000 our investment fee would be £1200.</p> <p>If you invest £100,000 our investment fee would be £3,000.</p> <p>If you invest £250,000 our investment fee would be 4,500.</p>
<u>Regular Monthly Contribution Fees</u>	<p>20% of the 1st year's contributions.</p> <p>For example:</p> <p>For a monthly contribution of £500, the fee incurred would be £1,200. For a monthly contribution of £1,000, the fee incurred would be £2,400.</p>

Our fees are based on the number of hours work expected to provide our services to you.
VAT may apply in some circumstances. We will tell you if VAT is to be paid.

Our Ongoing Charges

Ongoing Service	Adviser Charge
<u>Crystal Lifestyle</u>	<p>0.75% of the total amount of invested assets on which the ongoing service is being provided, with a minimum annual fee of £750.</p> <p>For example: For the total amount of invested assets of less than £100,000 the ongoing services fee would be £750.</p> <p>If your invested assets are £100,000 our annual ongoing service fee would be £750.</p> <p>If your invested assets are £250,000 our annual ongoing service fee would be £1,875.</p>
<u>Crystal Legacy</u> Available for clients who joined Crystal Life before 1 st March 2020	<p>0.5 % of investable assets on which the ongoing service is being provided.</p> <p>There is no minimum fee.</p> <p>Crystal Legacy clients may upgrade to our Lifestyle Planning Service.</p>

Please note that the amount we receive increases as the fund value increases, and conversely reduces if the fund value falls.

Your Payment Options

Settling your adviser charge through a single payment

1. 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

2. 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.

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.
 - b. ***Paying by other arrangements***
We can facilitate payment by instalments through a direct debit or standing order agreement.

Keeping up with your payments

3. 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

4. The Crystal Lifestyle 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 reviews in each period.
5. Our 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.

Insurance

- X A fee.
 - ✓ No fee. We will receive commission from the insurance company selected for life assurance & non-investment insurance.
6. 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.
7. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Home Finance Products

Mortgages

- ✓ No fee. We will be paid commission by the lender.
- ✓ A minimum fee of £995. Where the commission we receive from the lender is less than £995, we will charge you the balance.
- ✓ Where the chosen lender pays us commission for introducing you to them for the mortgage, we will tell you the amount we will receive.
- ✓ You have the right to see the potential commission payable to us by different lenders, which will be made available upon request.
- ✓ You will receive a European Standardised Information Sheet (ESIS) when considering a particular mortgage or home purchase plan, which will tell you about any fees relating to it.

Refund Of fees

If we charge you a fee and your mortgage product does not go ahead, you will receive

- ✓ A full refund if the lender / company rejects your application. .
- ✓ No refund if you decide not to proceed.

Indemnity

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.

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Equity Release Products

Whose products do we offer?

- ✓ We offer lifetime mortgages, equity release products and home reversion schemes from the whole market.
- ✗ We only offer lifetime mortgages, equity release products and home reversion schemes from a limited number of companies. Ask us for a list of the companies we deal with.
- ✗ We give advice in regulated mortgage contracts from a single lender.
- ✗ We only offer lifetime mortgages, equity release products and home reversion schemes from a single lender.

Which service will be provided to you?

- ✓ We will advise and make a recommendation for you on lifetime mortgages, equity release products and home reversion schemes after we have assessed your needs.
- ✗ You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of lifetime mortgages, equity release products and home reversion schemes that we will provide details on. You will then need to make your own choice about how to proceed.

All of the above services involve the arranging and bringing about of a contract between you and another party, should you instruct us to proceed with our recommendation.

What will you have to pay us for our services?

- ✓ No fee. We will be paid by commission from the lender/company that buys your home.
 - ✗ A fee in respect of our advice service. Where you accept an offer to purchase we may also receive commission from the lender/company that buys your home. Where we receive commission we will tell you of the amount to be received.
1. Where the chosen lender pays us commission for introducing you to them for the mortgage, we will tell you the amount we will receive.
 2. You will receive a key facts illustration when considering a particular mortgage, equity release product or home purchase plan, which will tell you about any fees relating to it.

Refund of fees

3. If we charge you a fee, and your lifetime mortgage, equity release product or home reversion plan does not go ahead, you will receive:
 - ✗ A full refund
 - ✓ No refund if you decide not to proceed