



ANDREW STUART & COMPANY LTD

INDEPENDENT FINANCIAL ADVISERS

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Mortgages : Retirement Benefit Options : Investments : Inheritance Tax Planning : Equity Release

Client Service Proposition

Established in 1990 by Stuart Carnall, having practiced in financial services since 1986. During this time we have built up many long term relationships with clients by always working ethically and listening to what you really want from us. Our advice has been fee based since 2004, much earlier than the majority of the market. We believe this indicates an increased level of professionalism, demonstrates truly Independent Financial Advice and is fairer for the client, as the cost for financial advice is much clearer and removes any bias towards a specific provider.

Our core promises are:

- We will show empathy, consideration and not take advantage of you.
- We will offer you the best product that we can.
- We will communicate clearly with you and without the use of over the top jargon.
- We will not place our interests above yours.
- We will strive to give you what you have paid for and inform you of charges before they are incurred.
- We will do our best to resolve any mistakes as quickly as we can.

Services We Offer
Wealth Management, Investments & Savings
Mortgages & Re Mortgages
Equity Release
Inheritance Tax Planning
Tax Planning
Pension Planning
Retirement Options
Pension Analysis & Transfer
Life Insurance

This agreement is made between: **Andrew Stuart & Company Limited**

And:

The Correspondence Address is:

This agreement is supplementary to the Key Facts document and Client Agreement I have already discussed and supplied you with and sets out the basis on which we charge for our services.

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

In order to clarify what we will do for you, to understand your expectations and to provide transparency of charges, this document will show you the services available and associated costs. Please feel free to contact us at any time if you wish to discuss any aspect of these terms.

The Financial Planning Process

There are five stages to our financial planning process. We make things as simple as possible; therefore we charge a flat hourly rate of £123 per hour, although the initial consultation is at our cost:

1. Understanding your situation / Initial consultation
2. Research & Analysis
3. Making the recommendation
4. Implementing and Setting up your plan
5. The ongoing service / reviews / Evaluation



Each of these services are explained below.

Initial Consultation

For new clients there is no charge for this initial consultation

The initial consultation will comprise of:

- An initial meeting with one of our qualified financial advisers
- Understanding your situation by gathering information about your existing financial arrangements and full personal circumstances;
- Understanding of your investment knowledge and attitude and tolerance towards investment risk
- An opportunity to ask questions and understand what we do
- Opportunity for us to establish what your financial needs are
- Discuss our service propositions and costs involved
- An indication of the costs for our services

Research & Analysis

We will carry out an extensive assessment of your financial circumstances at the outset to establish your financial planning requirements. This will include:

- Understanding your situation by gathering information about your existing financial arrangements and full personal circumstances;
- Understanding of your investment knowledge and attitude and tolerance towards investment risk;
- Recommendation of an asset allocation model that matches your investment risk profile and the subsequent assessment and suitability of any existing investments;
- Analysis and design of your investment strategy
- Presentation of your recommendation;

The Recommendation

After we have done all the necessary research & analysis, we will write up our recommendation on what is the best way for you to achieve what you wanted from our advice. This will include:

- Recommendation of an asset allocation model that matches your investment risk profile and the subsequent assessment and suitability of any existing investments.
- The benefits to changing, moving or sticking with your investments as well as the risks associated. This will explicitly tell you the charges of everything so a comparison can easily be obtained.

When we provide you with our suitability report it will be your decision whether to implement our recommendations either completely or in part.

Implementing & Setting up your plan

The arranging and setting up of our investment recommendation includes where appropriate:

- Handling of all fund and policy administration on your behalf
- Regular updates to keep you informed of progress
- Ensure all your documents are issued in line with your expectations
- Confirmation of all actions taken on your behalf in writing

The ongoing service / reviews / evaluation

On-going Service and Reviews

Your financial and personal objectives may change over time due to changes in your lifestyle or circumstances. We believe it is essential to ensure that the investment portfolio we recommend continues to meet your lifestyle and investment objectives. We offer a choice of three service programmes. These are 'Bespoke', 'Comprehensive' and 'Light'.

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 a new fee agreement, at which point you have the choice 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.

Referral's

We hope that you are happy with our advice and that it achieves everything you expected. If so, we hope that you would consider telling your friends and family about us. In return for a client signing up to and instructing us to do work for them from your recommendation, we will give you an hour of chargeable time without charge, whether that's for a review, setting up a different product or for us to look at a completely new area of financial advice for you. We will offset this against fees due.

Fees

We charge transparent initial fees and ongoing fees in relation to the provision of professional advice and the delivery of your service programmes. The base cost of advice is as follows:

Initial Consultation:

No charge

Recommendation report:

Where advice is taken but no investment is made, you will be charged for the time it has taken to do the analysis, research and report. We will give you an estimate of the costs to undertake the task identified during the initial meeting.

Hourly Rate: £123 Inc VAT subject to a minimum of £500

Implementation of recommendations:

If you wish to instruct us to implement your recommendation

Amount to be Invested	Fee as a % of sum being invested
Up to £100,000	1.9%
Excess above £100,00 to £250,000	0.6%
Excess above £250,000	0.5%

For example: An initial investment of £200,000 would incur an advice and implementation fee of £2,500 (£100,000 at 1.9% + £100,00 at 0.6%) an effective rate of 1.25%.

Please note: When an implementation fee is in excess of £1,000, the report fee will be waived.

Service Programme Fees:

Each of our three service programmes are subject to their own level of minimum annual fee. These minimums are as follows:

- Bespoke: £1,200
- Comprehensive: £500
- Light: £200

Howeve not withstanding these minimums, the actual amount charged will be based upon a percentage of the current valuation at the time the fees become due. The percentage rate that applies varies with each service programme as follows

- Bespoke: 0.6% per annum
- Comprehensive: 0.8% Per annum
- Light: 1.00% Per annum

For example: A client has opted for the comprehensive service programme with an investment with a curret value of £100,000 would incur service programme Fee at an annualised rate equivalent to £800

'Bespoke' Service Proposition

Beyond setting up an appropriate personal investment strategy, we believe that the key to a successful financial plan is its ongoing maintenance.

It is essential that we continue to monitor the underlying investment managers and product providers to ensure they remain appropriate parties with whom to entrust your investments. It is also vital that we're aware of any changes to your personal circumstances, attitudes and objectives so that we can reaffirm that what has been arranged is still appropriate to your needs.

When we believe that the underlying investment managers or product providers are no longer meeting your best interests, or if we believe that your requirements are no longer matched by the strategy that has been put in place, we may recommend alternative solutions.

This particular Service Programme is designed for clients with relatively large investment portfolios and those with more complicated financial requirements. As the name suggests, it can be tailored to meet your personal service requirements, but will typically include:

Access

- You will be provided with your Financial Planner's email address and telephone number
- You will access to our administrative team to assist with day to day queries.
- Priority response. Your phone calls and/or emails will be responded to within 24 hours of receipt.
- You will be provided with a unique client website to view your investment portfolio 24/7
- Communication will be tailored to you requirements

Financial Plan and Portfolio Construction

- We will help you draw up a wealth management plan, individually designed to help meet your personal and financial goals.
- We will carry an in-depth assessment of your attitude to risk and your capacity for loss before agreeing an appropriate investment approach/strategy.
- The investment managers chosen to manage the underlying investments within your strategy will be identified via our robust and comprehensive due diligence programme.

Proactive Portfolio Management

Depending upon the structure of your investment portfolio, we will carry out a number of tasks aimed at ensuring:

- Your holdings remain appropriate for your attitude to risk and capacity for loss
- Removing investment managers/funds which we believe are not acting in accordance with their mandates
- Introducing alternative managers/funds which we believe may enhance your investment portfolio
- Strategic asset allocation, using investment funds which have been rigorously researched. These funds are not restricted by cost and are included based on their pedigree.

Keeping You Informed

- A quarterly valuation and breakdown of your portfolio
- Ad-hoc insights into key events affecting the investment markets
- Annual budget commentary and how it may affect you

Review Service

- We will contact you on a 6 monthly basis to offer a full review of your affairs (We recommend that we should meet at least once a year)
- You may request ad-hoc review meetings as you see fit
- We will regularly seek to reassess your "Attitude to Risk" (At least annually).

Proactive Tax Advice

- We will contact you to help ensure you take advantage of certain tax breaks:
 - Annual ISA allowance utilisation
 - Annual pension allowance utilisation
 - Annual CGT allowance/exemption utilisation
 - Annual IHT exemption utilisation

Working with other Professional Advisers

- As directed by you, we will liaise on your behalf with your accountant and solicitor to provide “joined up thinking” with regards to tax mitigation and estate planning

The annual fee for the Bespoke Service Programme is the higher of £1200 or an annualised rate of 0.60% of the current value of your investments at the time the fees become due.

For example, if your investment has a current value of £300,000 you would incur a Service Programme Fee at an annualised rate equivalent to £1800 per annum.

This fee will be payable monthly in arrears from the cash account. Alternatively should a cash account not be available, the cost for your services will be deducted from the investments we hold.

Signed:

Signed:

On behalf of Andrew Stuart & Company Limited

Client of Andrew Stuart & Company Limited

Date:

Date:

'Comprehensive' Service Programme

Beyond setting up an appropriate personal investment strategy, we believe that the key to a successful financial plan is its ongoing maintenance.

It is essential that we continue to monitor the underlying investment managers and product providers to ensure they remain appropriate parties with whom to entrust your investments. It is also vital that we're aware of any changes to your personal circumstances, attitudes and objectives so that we can reaffirm that what has been arranged is still appropriate to your needs.

When we believe that the underlying investment managers or product providers are no longer meeting your best interests, or if we believe that your requirements are no longer matched by the strategy that has been put in place, we may recommend alternative solutions.

This particular Service Programme is designed for clients with significant sums invested and those that have a variety of financial planning needs. It is likely that these clients would benefit from having their affairs fully reviewed on at least an annual basis. This programme provides:

Access

- You will be provided with your Financial Planner's email address and telephone number
- You will have access to our administrative team to assist with day to day queries.
- Your phone calls and/or emails will be responded to within 48 hours of receipt.
- You will be provided with a unique client website to view your investment portfolio 24/7

Financial Plan and Portfolio Construction

- We will help you draw up a wealth management plan, individually designed to help meet your personal and financial goals.
- We will carry an in-depth assessment of your attitude to risk and your capacity for loss before agreeing an appropriate investment approach/strategy.
- The investment managers chosen to manage the underlying investments within your strategy will be identified via our robust and comprehensive due diligence programme.

Proactive Portfolio Management

- Depending upon the structure of your investments we will carry out a number of tasks aimed at ensuring:
- Your holdings remain appropriate for your attitude to risk and capacity for loss
 - Strategic asset allocation using passive investments in conjunction with several actively managed funds, asset allocation reviewed quarterly.
 - Removing investment managers/funds which we believe are not acting in accordance with their mandates
 - Introducing alternative managers/funds which we believe may enhance your investment portfolio

Keeping You Informed

- A half yearly valuation and breakdown of your portfolio
- Ad-hoc insights into key events affecting the investment markets

Review Service

- We will contact you on an annual basis to offer a full review of your affairs
- We will regularly seek to reassess your "Attitude to Risk" (At least annually).

The annual fee for the Comprehensive Service Programme is the higher of £600 and an annualised rate of 0.80% of the current value of your investments at the time the fees become due.

For example, if your investment has a current value of £100,000 you would incur a Service Programme Fee at an annualised rate equivalent to £800 per annum.

This fee will be payable will be payable monthly in arrears from the cash account. Alternatively should a cash account not be available, the cost for your services will be deducted from the investments we hold.

Signed:

Signed:

On behalf of Andrew Stuart & Company Limited

Client of Andrew Stuart & Company Limited

Date:

Date:

'Light' Service Programme

Beyond setting up an appropriate personal investment strategy, we believe that the key to a successful financial plan is its ongoing maintenance.

It is essential that we continue to monitor the underlying investment managers and product providers to ensure they remain appropriate parties with whom to entrust your investments. It is also vital that we're aware of any changes to your personal circumstances, attitudes and objectives so that we can reaffirm that what has been arranged is still appropriate to your needs.

When we believe that the underlying investment managers or product providers are no longer meeting your best interests, or if we believe that your requirements are no longer matched by the strategy that has been put in place, we may recommend alternative solutions.

This particular Service Programme is designed for clients with smaller sums invested and those who do not anticipate needing to have a full review of their affairs on an annual basis. This programme provides:

Access

- You will be provided with your Financial Planner's email address
- You will have access to our administrative team to assist with occasional queries.

Financial Plan and Portfolio Construction

- We will help you draw up a financial plan, designed to help meet your personal and financial goals.
- We will carry an in-depth assessment of your attitude to risk and your capacity for loss before agreeing an appropriate investment approach/strategy.
- Strategic asset allocation using mainly passive investment funds
- The investment managers chosen to manage the underlying investments within your strategy will be identified via our robust and comprehensive due diligence programme.

Keeping You Informed

- A half yearly valuation and breakdown of your portfolio
- Asset allocation reviewed yearly.
- A half yearly overview of the investment markets
- Ad-hoc insights into key events affecting the investment markets

Review Service

- We will contact you on an annual basis to offer an explicitly charged, full review of your affairs
- We will annually seek to reassess your "Attitude to Risk".

The annual fee for the Light Service Programme is the higher of £200 and an annualised rate of 1.00% of the current value of your investments at the time the fees become due.

For example, if your investment has a current value of £30,000 you would incur a Service Programme Fee at an annualised rate equivalent to £300 per annum.

This fee will be payable monthly in arrears from the cash account. Alternatively should a cash account not be available, the cost for your services will be deducted from the investments we hold.

Signed:

Signed:

On behalf of Andrew Stuart & Company Limited

Client of Andrew Stuart & Company Limited

Date:

Date: