Ongoing Service Agreement

This agreement is made between: **Money Matters Financial Solutions Ltd** and

Client Name: ....

Client Correspondence Address: ....

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 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 cost:

1. Initial consultation
2. Financial Review and Recommendation
3. Arranging and Setting up your Investment
4. Ongoing Service and Reviews

Each of these services and the associated costs are explained below.

Initial Consultation
The initial consultation will comprise of:

- An initial meeting with one of our qualified financial advisers
- An opportunity to ask questions and understand what we do
- Opportunity for us to establish what your financial needs are
- Discuss our service options and costs involved

There is no charge for this initial consultation.

Financial Review and Recommendation
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;

There is a charge of £495.00 for this service however, this is only payable should you decide not to implement our recommendations as usually we would offset this fee against the adviser charge we receive at the arranging and setting up stage.

When we provide you with our suitability report it will be your decision whether to implement our recommendations either completely or in part. A clear breakdown of what our charges/fees are for setting up your plan are included in our Key Facts about our services and costs document which you are in receipt of.

Arranging and Setting up your Investment

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 you documents are issued in line with your expectations
- Confirmation of all actions taken on your behalf in writing

Our fees for this part of the service are covered in detail within our Key Facts document and client agreement which should be read in conjunction with this document.

Ongoing 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. Where we have agreed an ongoing review service, we will make this available in line with the agreed frequency and will typically offer the following:

- Structured reviews
- Assessment of your current circumstances and any changes to your plans that are needed
- Regular updates and information regarding your investments
- 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 different options 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.

Our fees for an ongoing service and review are set out in the following table:

Service Options	Tier 1	Tier 2	Transactional only
Investment amount	**£100,001+**	**£0 - £100,000**	**N/A**
24-hour access to your portfolio via your own personal client web-site	✓	✓	**£120 per year**
Access to all information on mobile devices	✓	✓	
Secure messaging and updates	✓	✓	**N/A**
Access to our support team	✓	✓	**N/A**
Regular Valuations (number per annum)	**2**	**1**	**£25 per valuation**
On-going access to your adviser	✓	✓	**N/A**
Review Meetings including:	**Annually**	**Annually**	**£250 per review**
Review of Objectives	✓	✓	
Review of Risk Profile	✓	✓	
Review of Asset Allocation	✓	✓	
Review of Tax Changes	✓	✓	
Updates & Valuations	✓	✓	
Regular Portfolio Rebalancing	**Unlimited**	**1**	**£100**
Free fund switches	**Unlimited**	**1**	**0.5%**
Comprehensive Financial Health Check:	✓		**£500 per health check**
Detailed Tax Planning	✓		
Estate Planning	✓		
Income / Expenditure Review and Forecasting	✓		
Cost based on the total value of your investments	**0.5%**	**0.5% ***	**£nil**

Upgrading your service level: You can upgrade to a different service level by paying the minimum service fee for the level required. Some services can be carried out on a transaction basis – please enquire for further information

** Please note, for Tier 1 clients, a minimum fee of £500 per annum applies*

** Please note, for Tier 2 clients a minimum fee of £250 per annum applies, therefore clients with less than £50,000 invested will incur additional fees*

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

Service Option: Transactional only
I/We understand that transactional only does not involve any on-going service and there is no fee for this however, I understand that an initial adviser charge will apply. ☐

Service Option: Tier 1

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 £500 ☐

Service Option: Tier 2
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 £250. ☐

I/We wish for the cost of the ongoing service to be paid by deduction from the policies we hold ☐

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

Signed:

Print Name:

Date:

Signed:

Print Name:

Date:

Signed on behalf of Money Matters Financial Solutions Ltd:

Print Name:

Date: