

Client Agreement – Investment & Protection

(What We Do & How We Charge)

If you would like this document in larger print or in another format, please contact us.

We are a financial planning business, focused on helping you understand and plan for your financial future. This information is designed to give you an idea of:

- **What we do and how we do it (our services)**
- **What it's likely to cost and how you can pay us**

Please read this document fully. If there is something you don't understand please ask us to explain it.

1. Our Services

Whatever financial decisions you have to make, the first step towards making the right decisions is to establish a clear understanding of your financial needs.

People seek financial advice for many different reasons so it's important that we understand exactly who you are and what you want to achieve. At our first meeting we'll gather information about you to help define your needs and priorities.

Our services include:

- **Financial planning:** It's important to identify what you might want to achieve and how you can do this. We can help you to identify your goals and create a plan for your finances to help you achieve them.
- **Retirement planning:** It's important to know whether the money you are saving towards retirement will provide you with sufficient funds to meet your retirement objectives. We can work with you to proactively plan for your retirement and help you decide on the options available once at retirement.
- **Protection planning:** Most of us want to protect the things that are important to us, our family, business, and quality of life. Protection planning can help to provide peace of mind in the event of your income changing due to unexpected events. We can help you plan for the best way to protect you, your family, or your business.

We will only start work once we have agreed our services and charges with you. We'll give you a copy of our **Client Agreement (Terms & Conditions – Investment & Protection)** which will set out the services we have agreed to provide and confirm how much this will cost.

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2. Our Advice

We offer **independent** investment advice. This means that we consider a wide range of financial strategies and products. We are constantly reviewing the market to ensure that the services and products we offer are appropriate for our clients.

Where we recommend particular investment strategies and products to you, these will be selected based on your personal circumstances, financial goals and objectives. We'll consider a number of factors, including the services you need, the cost of investing, how much risk you are prepared to accept in an investment product and how much of a drop in its value you could withstand.

The areas we can advise on include:

Pensions	Phased retirement & income drawdown	Annuities
ISAs	Open ended investment companies	Investment trusts
Unit trusts	Investment bonds	Structured products, incl. structured deposits
Exchange traded funds	Enterprise investment scheme	Venture capital trusts
Term assurance	Critical illness cover	Income protection
Long term care		

We don't provide advice in relation to individual share holdings. If this is something you need assistance with, we can refer you to a stockbroker.

We don't provide advice on options, futures, and other derivative contracts as we believe that these are unlikely to be suitable for our clients.

Where we provide protection planning services, we are an insurance intermediary and will provide advice which is based on a fair and personal analysis of the market.

3. Our Charges

The way we are paid for our services may depend on the type of advice given. Typically, this will be:

- **Investment business:** fees agreed and paid by you.
- **Insurance business:** fees agreed and paid by you or commission payable by the insurance provider, which is a percentage of the total annual premium.
- **Mortgage business:** this is detailed in our other client agreement.

More details on these options and how they are paid is found in the following sections on initial and ongoing charges.

Our charges fall into the following categories:

- a. **Initial charges:** these are the upfront costs of our services. We offer several types of initial service depending on your needs.
- b. **Ongoing charges:** once your financial plan is in place it is important to keep it under review so it can be adapted, where necessary, as your circumstances change. Our ongoing services are designed to do this.

Our actual charges and fees (in pounds and pence) will be agreed with you before we do any work, and we'll explain your payment options too. We'll also let you know where any fees are subject to VAT.

Initial Charges

Service Description	Charges
<p>Financial and Retirement Planning</p> <p>This service includes:</p> <ul style="list-style-type: none">• An initial meeting to find out more about you (we don't charge for this initial meeting)• Agreeing your financial goals and objectives• Establishing your attitude to and understanding of risks• Reviewing your current plans, investment, and assets• Undertaking research to identify appropriate plans and solutions.• Assessing the potential impact of key events on your plans (cash flow modelling)• Providing a personalised report and recommendations• A face-to-face meeting to discuss our recommendations• Implementation of agreed	<p>We charge fixed fees for the initial services that we provide to our clients.</p> <p>Fee estimates are provided in advance of any work being undertaken, they will be tailored to each client and dependent on the level of work to be carried out.</p> <p>Our initial fees will cover the cost of our advice and to set up the recommended investments/pensions.</p> <p>As an example, a full review of a client's financial situation and audit of their existing investments, pensions and savings arrangements and cash flow forecasting would typically cost between £1,500-£3,000, depending on the complexity of the work undertaken.</p>

<p>Investment Management</p> <p>Were we to recommend that some or all of your funds are invested with a discretionary fund manager (DFM).</p> <p>This work typically includes:</p> <ul style="list-style-type: none"> • Undertaking appropriate due diligence and recommending a DFM service that we believe best meets your needs and objectives. <p>Attending initial meeting with you and the DFM and ensuring that your relationship with the DFM is established correctly</p>	<p>There is no additional charge for this service.</p>
<p>Existing Client, New Business</p> <ul style="list-style-type: none"> • Topping up of existing investment product <p>Transferring money within platform</p>	<p>If the new business relates to the original advice, then no charge will be incurred (excluding transfers from other products)</p>
<p>Protection Planning</p> <p>As above for the financial planning service, but with a focus on protection planning</p>	<p>Our fee will be subject to a minimum fee of £750.</p> <p>Where we are paid by commission, we'll tell you the amount before we carry out any business for you. Any commission we receive from the product provider can be used to offset this fee.</p>
<p>One Off Advice Service</p>	<p>We appreciate that sometimes you may just be looking for help in a particular area on a one off /ad hoc basis. For example, you may just want us to review your current pension plan(s) to provide a snapshot of your current retirement provision. You may just want a second opinion on advice provided by a third party. You may be nearing or at retirement and want help considering your retirement options.</p> <p>This service may be suitable if you're looking for a specific piece of one-off advice, limited to a particular area. Our charge will be based on the amount of work required to meet your needs.</p>

Payment Options

Initial charges can be paid in a number of ways:

- Cheque, or electronic transfer (unfortunately, we cannot accept payments by cash).
- Payment via deductions from the financial product(s) you invest in. Most product providers offer this facility but using it will reduce the amount you have left to invest and may, depending on your circumstances, have other consequences (we'll discuss this with you beforehand).
- For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable.

In some limited circumstances (for protection planning only) we may receive commission from a product provider in relation to an insurance product we have arranged for you. The amount of commission is a percentage of the total annual premium, and we'll tell you the amount before we carry out business for you.

Ongoing Charges

Our ongoing services are optional. If you agree to purchase an ongoing service, unless otherwise agreed, the service will be provided as a follow up to the initial service.

Ongoing Service	Ongoing Charges
Stonehill Wealth Two face-to-face reviews offered per annum Dedicated relationship contact, from Stonehill Director Director telephone support Quarterly portfolio valuation report Quarterly remote/telephone update at valuation point Enhanced cashflow analysis and financial planning 1:1 introduction and support for using online system Centralised Investment Process	Our annual ongoing charge for this service is 0.5% of the total market value of the investments funds that we manage on your behalf subject to a minimum fee of £2,000 per annum. For a fund of £400,000, our fee would be our minimum fee = £2,000 per annum For a fund of £1,000,000 our fee would be 0.5% = £5,000 per annum For a fund of £2,000,000 our fee would be 0.5% = £10,000 per annum

Stonehill Lifetime Annual face to face review offered. Dedicated (named) relationship contact from Stonehill team. Team telephone support Quarterly portfolio valuation report (Basic) cashflow analysis and financial planning Introductory support to on-line portals	As per the above but subject to a minimum fee of £750
Stonehill Legacy Annual remote/telephone review offered. Email support from Stonehill team Annual portfolio valuation report	As per the above but subject to a minimum fee of £500
Payment Options	
Ongoing charges can be paid in a number of ways: <ul style="list-style-type: none"> • By deduction from your investment(s) on a monthly basis, where the product / platform provider is able to offer this facility. • For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable. Please note that our charges will increase as the value of your investment funds increases	

4. Other Charges

Depending on the services we provide, there may be costs and charges (including taxes), not charged by us, but related to the financial products we arrange for you. These charges may be one-off charges (payable up front) or charges payable on an ongoing basis. For example:

- **Service costs:** If your investments are held on a platform (an online investment administration service) or held with a DFM, the platform provider / DFM will make a charge for administering / managing your investments.
- **Investment costs:** These are the costs relating to the manufacturing and managing of your investments – for example, fees charged by the investment fund manager, costs relating to investment transactions.
- We'll always disclose any third-party costs as part of making our recommendations.

Aggregated Costs and Charges

Before we provide you with our advice, we will add together all the costs and charges payable so that you are able to understand the overall costs of our services and recommendations. This is referred to as aggregated costs and charges information.