



SOUTHERNHAY

FINANCIAL PLANNING

Registered in England and Wales No. 8168055

SERVICE PROPOSITION & ENGAGEMENT

This agreement is made between: Southernhay Financial Planning Ltd.

And:

The Correspondence Address is: 20 Southernhay West, Exeter, Devon, EX1 1PR.

This agreement is supplementary to our Client Agreement 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. Policy arrangement and Implementation
4. Review – Ongoing care and advice through our ongoing Management Service

Stages 1 to 3 are detailed in our Client Agreement. This document confirms the ongoing services we can/will provide you with and the cost to you for the provision of these.

Reviews – Ongoing care and advice through our ongoing Management Service

Your financial objectives may change over time due to changes in your lifestyle or circumstances. We believe it is essential to ensure that your portfolio continues to meet your lifestyle and investment objectives. Our ongoing review and management service offers:

- Structured reviews to give you piece of mind
- Assessment of your current circumstances and any changes to your plans that are needed
- Regular updates and information regarding your holdings
- 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 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 which is free of charge but does provide limited characteristics.

Our fees for our ongoing management service as well as the services we provide are set out in the following table:

SERVICE LEVEL	Premium	Standard	Core
Annual statement of holdings	✓	✓	✓
Access to our support team and administration services	✓	✓	✓
Professional expertise and governance embedded into our investment processes	✓	✓	✓
Monthly Financial Update Newsletters via email plus additional briefing emails (i.e. Budget updates)	✓	✓	✓
Access to our Dynamic Online Portal, including valuations, document store, secure messaging and online assistance, including video conferencing if required	✓	✓	✓
On-going Expert Support	✓	✓	
On-going access to your adviser	✓	✓	
Six-Monthly Review including*	✓		
Annual Review including *:		✓	
<i>*Review of Objectives</i>	✓	✓	
<i>*Review of Risk Profile</i>	✓	✓	
<i>*Review of Asset Allocation, including personalised asset allocation report</i>	✓	✓	
<i>*Review of Tax Changes</i>	✓	✓	
<i>*Updates & Valuations, including personalised portfolio report</i>	✓	✓	
<i>*Comprehensive Financial Health Check:</i>	✓		
<i>*Estate Planning (If required)</i>	✓		
<i>*Liaison with accountant / solicitor (if required)</i>	✓		
Cost based on the total value of your investments	0.75%	0.75%	0.75%
Minimum Annual Cost	£1,000	£500	£250

We list here 3 examples to the above charges to help you understand how these would be applied;

Example 1; if your investments are valued at £40,000 and you have selected our Standard Service (0.75%) the ongoing management fee we would receive is £300. As this is below the minimum ongoing service fee for this service level there would be an additional charge of £200 applied. The total fee payable would be £500 per annum.

Example 2; if your investments are valued at £80,000 and you have selected our Standard Service (0.75%) the ongoing management fee we would receive is £600. As this exceeds the minimum ongoing service fee for this service level no other charges would be applied. The total fee payable would be £600 per annum.

Example 3; if your investments are valued at £180,000 and you have selected our Premium Service (0.75%) the ongoing management fee we would receive is £1,350. As this exceeds the minimum ongoing service fee for this service level no other charges would be applied. The total fee payable would be £1,350 per annum.

Where the value of your investments rises, then the fees for this service will increase, conversely, if the value of your investments falls, the cost of this service will decrease.

Any change to the level of services throughout this agreement will result in pro-rata charge being applied.

You can choose to pay these fees directly or by deduction from the plan(s) you hold. Should you wish to pay directly you can spread the payment over a 12 month period by standing order. At each anniversary of this agreement we will revalue your plan(s) and notify you to any revised annual charges due to any fluctuation of your investment(s) at that time.

When the level of on-going services has been agreed these are deemed to commence immediately and payable (monthly/yearly) in arrears. You can choose to cancel this at any time by providing us with written confirmation of your decision. Payments would then cease within 7 business days or after collection of any due proportion of any period charges if later.

DECLARATION

I / We would like to subscribe to the following ongoing service option:
(Please tick the appropriate boxes and delete as applicable*)

Core Client Service Option

I/We understand that the fee for this service is 0.75% of the value of the relevant investments each year, subject to a minimum of £250.

Standard Client Service Option

I/We understand that the fee for this service is 0.75% of the value of the relevant investments each year, subject to a minimum of £500.

Premium Client Service Option

I/We understand that the fee for this service is 0.75% of the value of the relevant investments each year, subject to a minimum of £1,000.

Facilitation of Payments

- I/We wish for the cost of the ongoing service to be paid by deduction from the plan(s) I/we hold
- I/We wish for the cost of the ongoing service to be charged directly to me/us on a monthly/yearly* basis

Signed:
Print Name:
Date:

Signed:
Print Name:
Date:

Signed on behalf of our firm:
Print Name:
Date: