



# MediClub

*Specialist Financial Advisory Service for Doctors and Dentists*

**2 Roberts Mews  
High Street  
Orpington  
Kent BR6 0JP**

## **ABOUT US - Terms and Conditions**

This document provides you with the terms under which we will provide our services to you. Please read this document carefully and if you do not understand any point please ask for further explanation. Please read this in conjunction with our Client Agreement – Our Services and Charges (Fees).

### **Who Regulates Us**

We are authorised and regulated by the Financial Conduct Authority. Our regulated activities comprise advising on and arranging pensions, savings and investment products, non-investment insurance contracts and mortgages. Our Financial Services registered number is **158927**.

**The FCA's contact details are: 12 Endeavour Square, London, E20 1JN, United Kingdom.**

**Tel: 0800 1116768 (Freephone)**

### **Client Categorisation**

We will treat you as a Retail Client unless we agree with you otherwise. Retail clients have the highest level of protection under the regulatory regime. We will communicate to you in English, both verbally and in writing.

### **Client Confidentiality**

We will hold all information about you in line with the requirements of the Data Protection Act 1998. In giving us personal information, you agree to us providing this information to third parties such as product providers and credit reference agencies. This is to allow us to meet the record-keeping and regulatory requirements of the Financial Conduct Authority. The aim is to protect you under the Financial Services and Markets Act 2000. You and your agents can see all information we hold relating to you at any time.

### **Conflicts of Interest**

We will notify you in writing of any conflict of interest that may exist between the work we are doing for you and any of our other clients or ourselves. We will tell you about the extent of any conflict of interest that exists or that may arise and, if necessary, make arrangements for another company to act as your agent.

### **Appointment as Advisers**

Your agreement to appoint us as your advisers will apply from the date that you receive this document and ask us to act for you.

### **Cessation as Advisers**

We may terminate this agreement by giving you at least 20 business days' written notice.

You may terminate this agreement at any time, without penalty. Notice of termination must be given in writing and will take effect from the date of receipt.

Any transactions already initiated will be completed according to this agreement unless otherwise agreed in writing. Termination will not prejudice the completion of transactions already initiated on your behalf or any rights or obligations already arising.

You will be liable to pay for any services we have provided before cancellation and any outstanding fees, if applicable.

### **Your Aims and Our Obligations**

We can offer you a full review service with the aim of making you aware of any shortfall that you may have within the areas of our authorisation. We will give you written details of any recommendations that are suitable or appropriate to meet any needs identified, along with details of any special risks that may be associated with the products or investment strategies we have recommended. This is contained within our Suitability Report. You should let us know about any specific aims that you may have.

Please note that any products we have arranged for you will only be kept under review as part of an agreed ongoing service for which you agree to pay. Any ongoing service will be agreed with you in writing in our fee

and services agreement.

We may contact you in the future by means of an unsolicited promotion (by telephone, email, or post) should we wish to discuss the relative merits of a particular product or service which we feel may be of interest to you.

Investments can fall as well as rise and you may not get back the full amount invested. The price of investments we may recommend will depend on fluctuations in the financial markets, or other economic factors, which are outside our control. Past performance is not necessarily a guide to future performance.

Specific warnings relevant to the investments, investment strategies or other products we arrange are provided in the relevant product literature provided.

We may, where appropriate, recommend holding some, or all, of your investments with a discretionary fund manager (DFM), a professional investment manager appointed to monitor your portfolio and make investment decisions on your behalf. In such cases we will explain the respective responsibilities of ourselves and the DFM in relation to your investments.

In some circumstances we may need to act as your 'agent' in relation to the part of your portfolio you hold with a DFM. This means that you will not have a direct contractual relationship with the DFM and the DFM will instead treat our firm as its client. Before setting up this type of arrangement we will explain the implications to you.

We may occasionally recommend investments that are not readily realisable, for example a Property Fund. We will only do this where appropriate but, if we do, we will draw your attention to the risks associated with the investments in our Suitability Report. This is a restricted market for such investments and in some circumstances, it may not be possible to deal in the investment or obtain reliable information about its value. Examples of this are derivatives, warrants, non-readily realisable security, P2P agreements, or stock lending.

### **Ongoing Reviews – Periodic Assessments**

Where we agree to provide you with an ongoing service to include reviews of the suitability of the investments we have recommended, we will carry out this review at least annually. To do this we will need to contact you to assess whether the information we hold about you remains accurate and up to date. We will issue you with a report setting out the results of our assessment and, if relevant, any updated recommendations.

### **Financial Planning and Defined Benefit Pension Schemes**

It may well be that you or your spouse/partner has a Defined Benefit pension scheme in respect of a time when you were employed. These pensions will pay a promised level of retirement income, normally with the option to have a lump sum from the scheme's normal retirement age until you die. Generally, an income will then continue to be paid to a surviving spouse/partner. These are referred to, in legislation, as "safeguarded benefits" in view of the nature of their "promise to maintain income to members". It is possible in some cases to transfer this type of pension to a money purchase arrangement in your own name. Here you give up the promise of a pension income for life in exchange for a transfer payment into a personal pension which you can use to provide a retirement income. However, this is open to investment and other risks.

Our regulator, the Financial Conduct Authority (FCA) sets out the following in its guidance:

"When a firm is making a personal recommendation for a retail client who is, or is eligible to be, a member of a pension scheme with safeguarded benefits and who is considering whether to transfer, convert or opt-out, a firm should start by assuming that a transfer, conversion or opt-out will not be suitable."

**Therefore, if you or your spouse/partner have one or more Defined Benefit pension schemes, we will only prompt you to consider transferring it if it is clear to us that we cannot achieve your retirement objective because of the pattern of benefits provided by the Defined Benefit pension scheme.** If we think you should consider transferring the Defined Benefit pension scheme, we will raise this with you. Equally, you can at any time, ask us to review your defined benefit pension scheme(s) if you think it is something that might be of interest to you.

Whichever is the catalyst for prompting a review of a defined benefit pension scheme, we will explain the costs involved in giving you what is complex advice. We will also give you a generic document which explains why some individuals decide to retain their Defined Benefit pension and others choose to transfer them. This will help you to decide if you wish to engage with us in such a review or to retain your existing pension provision as it is.

In the absence of us providing you with specific advice as to whether you should retain your Defined Benefit pension scheme, we shall base the other financial planning advice that we give you on the basis that these pension benefits are suitable for you. We will model your retirement cashflow based upon the assumption that these benefits come into payment on the scheme's normal pension age in accordance with the scheme's rules. However, you should not see this as us advising you that this is the most appropriate form of pension solution for you.

### **Restrictions**

You have the right to tell us not to make any recommendations or to exclude specific companies, products or market areas from our research where, for example, you have had a previous bad experience. You need to let us know about any specific restrictions that you want to place on us.

### **Best Execution**

Where we send investment applications on your behalf to third parties (e.g. to put an investment into force), we will take all sufficient steps to ensure that we obtain the best possible result for you. This is referred to as 'best execution'.

### **Financial Crime**

We are obliged to put in place Systems and Controls to prevent our business from being used for money laundering and other forms of financial crime. We will verify the identity of our clients to obtain information as to the purpose and nature of the business which we conduct on their behalf and to ensure that the information we hold is up to date. For this purpose, we may use electronic identity verification systems and may conduct these checks from time to time throughout our relationship, not just at the beginning. This check may leave a 'footprint' on your credit file but it will not affect your credit rating.

### **Client Money**

We are not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash. We may accept a cash payment or cheque in respect of an annually renewable insurance contract on behalf of insurers and this payment will be held in a specifically designated trust bank account pending payment to the insurer.

### **Benefits We May Receive**

Under the rules of our regulator, the FCA, as a firm providing independent advice, we are unable to accept or retain payments or benefits from other firms (e.g. product providers) as this would conflict with our independent status.

From time to time we may attend training events funded and/or delivered by product providers, fund managers and investment platforms. These events are designed to enhance our knowledge and enhance the quality of service we provide to our clients. As such this does not affect our obligation to act in your best interests. Please ask us if you require further details.

### **Right to Cancel**

We will tell you about your right to cancel or withdraw from a contract with a product provider before you fill in any application form. We will remind you of these rights to cancel or withdraw in writing before any transaction is completed. We will also let you know if this right to cancel does not exist for an application if, by law, the company must complete the transaction as soon as they receive the application.

### **What do I do if I have a Complaint?**

If you want to register a complaint, please write to us at the address given at the head of this document or telephone us on 01689 607007. A summary of our procedures for handling complaints is available on request.

If we are unable to settle your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service at: **Exchange Tower, London E14 9SR – Telephone: 0800 023 4567 or 0300 123 9123 (mobile). Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).**

### **The Financial Services Compensation Scheme (FSCS)**

We are covered by the FSCS. You may be entitled to compensation from this scheme if this firm ceases to trade and as a result of our advice you have suffered a financial loss. This depends on the type of business and circumstances of the claim.

## **For Investments**

- Most types of business are covered up to a maximum limit of £85,000

## **For Insurance**

- Insurance advising and arranging is covered for 90% of the claim, without any upper limit
- Mortgage and Equity Release advising and arranging is covered up to a maximum limit of £85,000
- Further information about compensation scheme arrangements is available from the FSCS

## **General Data Protection Regulation**

General Data Protection Regulation (GDPR) came into effect on 25<sup>th</sup> May 2018. Please refer to our Privacy Notice which has been issued to you separately which details what data we collect and store and how we process it.

## **Legal and Accounting Advice**

We are not qualified to provide legal or accounting advice or to prepare any legal or accounting documents. This means that the onus is on you to refer any point of law or accountancy that may arise during discussions with us to a solicitor or accountant.

## **Payment for Our Services**

By signing this agreement, you are agreeing to pay the charges for our services as set out in our Client Authority Form. All fees will be confirmed in writing and we will tell you if you have VAT to pay.

## **Investments**

### Settling your adviser charge in a single payment.

You will be required to settle the payment of your adviser charge on completion of our work within 7 days. This may be paid by cheque but we do not accept payment by cash. Alternatively, if you buy a financial product the adviser charge may be paid through your recommended product. If you choose to have your adviser charge deducted from the product, you do not pay anything up front but that does not mean that our service is free. You still pay us indirectly through a deduction from the amount you pay into your product. This deduction will pay towards settling the adviser charge and could reduce the amount left for investment.

### Settling your adviser charge by instalments (regular premium contracts only)

If you buy a financial product to which you will be making regular payments, you can choose to have your adviser charge deducted from the product through instalments. Although you pay nothing up front, that does not mean that our service is free. You still pay us indirectly through deductions from the amount you pay into your product. These deductions will pay towards settling the adviser charge and could reduce the amount left for investment.

If you fail to keep up with your payments to the product you have bought or cancel the product before the adviser charge is paid in full, we reserve the right to request full payment of any outstanding balance of the adviser charge.

## **Insurance**

We will normally be remunerated by commission from the product provider. Alternatively, you may pay us a fee based on the number of hours worked, in which case we will rebate any commission received from the insurance company or offset these against our fees. You will receive a quotation which will tell you about fees relating to any insurance policy.

In some limited circumstances (for protection planning business only) we may receive a commission payment from the product provider. Typically, the commission payment will be offset against the charges you owe us for our services.

If the commission payments relate to a regular contribution policy and you stop paying premiums on that policy, we may be obliged to refund the commission received back to the policy provider. In such cases, we reserve the right to request from you the full payment of any outstanding balance of charges for our services.

## **Mortgages and Equity Release**

We will normally be remunerated by a procuration fee from the mortgage lender or equity release provider. Alternatively, you may pay us a fee based on the number of hours worked. We will always present you with a personalised illustration before undertaking any work that might be charged for. We may receive a fee

from the mortgage lender in addition to the fee charged to you which will be disclosed on the personal illustration you will receive relating to your chosen mortgage. We will refund to you any fee paid to us by the lender or offset it with what we receive.

You will receive a key facts illustration when considering a mortgage or equity release product, which will tell you about any fees relating to it. You have the right to ask for information on the fee paid by different lenders.

If we charge you a separate fee and your mortgage or equity release does not go ahead, you will not receive a refund.

### **Ongoing Services**

Any products we have arranged for you will only be kept under review as part of an ongoing service for which you have agreed to pay. Our ongoing service is optional but if you agree to purchase an ongoing service, unless otherwise agreed, this will be provided as a follow-up to the initial service.

Our charges for ongoing servicing will start one month after the initial charge. Our charges are payable within 30 days of the end of the relevant period.

Ongoing services can be cancelled at any time by informing us in writing but please note that we do reserve the right to charge you for services we have provided before cancellation.

Where our charges are based on a percentage of your investments, the amount of our ongoing charges may increase as the size of your fund grows.

In some circumstances we may receive ongoing payments (fees) from product providers relating to existing investments you hold. Such payments may be considered when determining the charges for ongoing services. We will discuss and agree this with you where relevant.



# MediClub

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## BACKGROUND:

Chantler Kent Investments understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our Clients and will only collect and use personal data in ways that are described here and in a way that is consistent with our obligations and your rights under the law.

### 1. Information About Us

Chantler Kent Investments

Address: 2 Roberts Mews, High Street, Orpington, Kent BR6 0JP

Data Protection Officer: Claude Carletide

Email address: [claude@cki.london](mailto:claude@cki.london)

Telephone number: 01689 607007

Chantler Kent Investments is authorised and regulated by the Financial Conduct Authority.

Our Financial Services Register number is **158927**.

### 2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

### 3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details; however, it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

### 4. What Are My Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know; however, you can always contact us to find out more or to ask any questions using the details in Part 11
- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more
- e) The right to restrict (i.e. prevent) the processing of your personal data
- f) The right to object to us using your personal data for a particular purpose or purposes
- g) The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another service or business in many cases
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11. Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau. If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

## 5. What Personal Data Do You Collect?

We may collect some, or all, of the following personal data (this may vary according to your relationship with us):

- Name:
- Date of birth:
- Gender:
- Address:
- Email address:
- Telephone number:
- Business name:
- Job title:
- Profession:
- Payment information:
- Income and Expenditure:
- Assets and Liabilities:
- Investment, pension and life products you may have:
- Information about your preferences and interests:
- Marital Status and Dependants:
- Any other information gathered from our Fact Find Questionnaire:

## 6. How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you as you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Providing protection, mortgage, financial and retirement advice
- Providing taxation advice
- Supplying our services to you. Your personal details are required for us to enter into a contract with you
- Personalising and tailoring our services for you
- Communicating with you. This may include responding to emails or calls from you
- Supplying you with information by email AND/OR post that you have opted-in to (you may unsubscribe or opt-out at any time by writing to us via email or by post)

## 7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary considering the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- Pension Transfer Advice will be kept indefinitely due to our FCA regulatory requirements
- Any other advice we provide you with will be kept for 20 years

## 8. How and Where Do You Store or Transfer My Personal Data?

We may store or transfer some or all of your personal data in countries that are not part of the European Economic Area (the "EEA" consists of all EU member states, plus Norway, Iceland, and Liechtenstein). These are known as "third countries" and may not have data protection laws that are as strong as those in the UK and/or the EEA. This means that we will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR.

## 9. Do You Share My Personal Data?

We may share your information with third party service providers such as insurance providers, banks and lenders, compliance, and other agents relevant to the business activity.

In some limited circumstances, we may be legally required to share certain personal data, which might

include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that this is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

We contract with third parties (as described above) and those third parties may sometimes contract with third parties (as described above) that are located outside of the European Economic Area (the "EEA" consists of all EU member states, plus Norway, Iceland, and Liechtenstein). If any personal data is transferred to a third party outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR.

#### 10. **How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form; however, it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 30 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

#### 11. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request or to withdraw consent, please refer to section 1. above for the attention of Claude Carletide.

#### 12. **Changes to this Privacy Notice**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes or if we change our business in a way that affects personal data protection.

Any changes will be made available in writing to you.

#### 13. **Use of data processors**

Data processors are third parties who provide elements of our service for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct. Our Data processors/Third parties that we use include:

- Banking arrangements: Coutts
- Legal opinion where required: Tinklin Springall
- Regulatory and Compliance opinion where required: Millen Compliance Ltd and Threesixty
- Sanctions and PEPs checking (Anti Money laundering): Smart Search
- Client Money and Audit requirements: RSM Accountants
- Back Office Systems: Adviser Office
- Research Software Tools: O&M, Exchange, Cash Calc, FE Analytics
- Other Software storing client data: Sage



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## CLIENT AGREEMENT - Our Services and Charges (Fees)

This is an important document and should be read carefully, so you are clear about the main services and standard charging structures we offer.

### Our Services

We provide several services. To ensure you choose the right service we must first establish a clear understanding of your financial needs. We will gather information about you to help define your needs and priorities.

- **Wealth Management Service:** This is our comprehensive service incorporating a full financial and retirement planning review. As a business we believe that our role is to help you create, maintain and review a plan to help you achieve your short, medium and long-term objectives. To do this we listen to your needs and construct a suitable financial plan, making use of the most appropriate financial products and tax wrappers, in the most tax-efficient way possible according to your individual circumstances. Within the Wealth Management process, we constantly review the investment procedure in order to ensure that our clients receive portfolios that are 'fit for purpose' and represent value for money. We have chosen to receive the information that allows us to design the portfolios on an 'advisory' basis, which means the costs are borne by Chantler Kent Investments within our normal annual management fee. The actively risk managed portfolios are provided by Hymans Robertson.
- **Annual Review Service:** This service is designed to provide annual reviews to ensure the recommended products remain relevant to your circumstances. You will receive an annual consolidated portfolio valuation and an invitation for a telephone or personal meeting with your adviser to discuss your financial planning
- **Financial Planning Service:** It is important to identify what you wish 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. This service is suitable for those who do not see the need for an ongoing service or are simply looking to fulfil a one-off requirement. We can accommodate this on an ad-hoc basis, with no ongoing service agreement. This type of arrangement tends to work better for a transaction-based relationship as opposed to long term financial planning
- **Retirement Planning Service:** It is 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 at retirement. Pensions underwent a radical change from 6 April 2006 with the introduction of Pensions Simplification and the March 2014 Budget announced a further suite of changes which have revolutionised the retirement market. We will guide you through the technical and tax implications to enable you to reach the best possible outcome
- **Protection Planning Service:** 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 commence work once we have agreed our services and charges with you. You will receive a copy of our Terms and Conditions which set out the services we have agreed to provide and confirm how much this will cost.

### 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 will 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 significant a drop in its value you could withstand.

The areas we can advise on include:

- Life assurance
- Phased retirement and income drawdown
- Pensions
- Annuities
- Investment bonds
- Long term care
- Term assurance
- Unit trusts
- Open ended investment companies (OEICs)
- ISAs
- Investment trusts
- Critical illness cover
- Income protection

We **do not** provide advice in relation to individual shareholdings. We **do not** provide advice on options, futures and other derivative contracts as we believe these are unlikely to be suitable for our clients.

### **Insurance**

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

### **Home Finance Products**

We offer a comprehensive range of mortgages from across the market; however, this does not include facilities that you can only obtain by going direct to a lender. We will make a recommendation for you after we have assessed your needs. You have the right to ask for information on the commission paid by different lenders.

### **Equity Release Products**

Equity Release products are either lifetime mortgages or home reversion plans. We offer a comprehensive range of Equity Release products from across the market but not facilities that you can obtain by going direct to a lender or provider.

### **Our Process**

- We offer the initial meeting **at our cost** to discuss your needs and our services
- We will complete a comprehensive Fact Find to agree your financial goals and objectives
- We will establish your attitude to and understanding of risks
- We will review your current plans, investments and assets
- We will then help you decide which service is the most appropriate for you
- We will ask you to sign the Client Authority Form to confirm your agreement to the fees before any work begins

### **Financial Planning Service – Fixed Fee Basis**

This service is suitable for those who require a review of their financial affairs.

A fee of between £1,500 and £5,000, depending on the complexities involved
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For this fee, we will:

- Establish and prioritise your goals for the short, medium and long term
- Obtain full details of your assets, including investments, pensions and policies and examine these to ensure we have a full understanding of their structure, tax efficiency and identify whether they are appropriate to your circumstances
- Obtain full details of your liabilities, including loans and mortgages and examine these to identify whether it is in your best interests for these to be retained, restructured or repaid
- Obtain full details of your current income and expenditure and project what these might be in the future
- We will send you an Engagement Letter confirming the service we will provide to you and the specific fees we will charge
- Build a net worth profile which incorporates your assets and liabilities, together with an in-depth analysis of your income and expenditure
- Produce a lifetime cashflow analysis

- Examine the impact a catastrophe, such as death or disability, is likely to have on your projected lifetime cashflow position
- Identify any estate planning issues
- Identify any tax planning strategies
- Identify any areas which require attention
- Meet with you to present our findings and recommend any action that should be taken

### Retirement Planning Service – Fixed Fee Basis

This service is suitable for those who require a review of their existing pension(s).

A fee of £850 per pension policy, capped at £1,500.

Therefore, if there are three pension policies to investigate, the fee will be £1,500.

For this fee, we will:

- Investigate your existing pension(s)
- Recommend any action that should be taken, e.g. pension transfer to consolidate existing pensions
- Undertake any resulting administration

### Final Salary Schemes (Defined Benefit) – Fixed Fees

**Pension Scheme Review – Full Advice £10,000 (£5,000 per additional scheme) or Abridged Advice £1,500.**

For these fees, we will:

- Investigate and analyse your existing final salary pension scheme(s)
- Recommend and report on any actions that should be taken, e.g. transfer to a new pension scheme
- Undertake any resulting administration

These actions will only be completed by a fully trained Pension Transfer Specialist, who holds the appropriate Qualifications to meet that role. Our business has three such individuals at present. We also use the services of an external Pension Transfer Specialist as an impartial opinion on each case. The difference between Full and Abridged Advice, as well as the resultant outcomes, will be discussed with you by the Pension Transfer Specialist as part of our Triage Service, the initial stage in the review process.

### Wealth Management Service – based on a tiered percentage of investment fee

This service is suitable for those who wish to put in place an investment and pension portfolio.

Initial advice fee			Fee	
Investment amount	Rate applied	Example of costs	£	%
Up to £150,000	2.50% <b>(minimum fee of £850)</b>	Investment of £100,000 £100,000 @ 2.50% = £2,500 <b>Initial fee £2,500</b>		
£150,000 to £250,000	1.50%	Investment of £200,000 £150,000 @ 2.50% = £3,750 £ 50,000 @ 1.50% = £ 750 <b>Total Initial £4,500</b>		
£250,000 to £500,000	0.75%	Investment of £400,000 £150,000 @ 2.50% = £3,750 £100,000 @ 1.50% = £1,500 £150,000 @ 0.75% = £1,125 <b>Total Initial £6,375</b>		
£500,000 to £750,000	0.65%	Investment of £600,000 £150,000 @ 2.50% = £3,750 £100,000 @ 1.50% = £1,500 £250,000 @ 0.75% = £1,875 £100,000 @ 0.65% = £ 650 <b>Total Initial £7,775</b>		
£750,000 upwards	0.50%	Investment of £900,000 £150,000 @ 2.50% = £3,750 £100,000 @ 1.50% = £1,500 £250,000 @ 0.75% = £1,875 £250,000 @ 0.65% = £1,625 £250,000 @ 0.50% = £1,250 <b>Total Initial £9,500</b>		
Total				
<b>Minimum Fee £850</b>				
<b>Maximum Fee £15,000</b>				

## Ongoing Service

### Payment for Ongoing Services

We can offer you two levels of ongoing service designed to provide periodic reviews to ensure that recommended products remain relevant to your circumstances. Details of what is included in each of these services are provided on Page 1 of this document. Our charges relating to ongoing services are as follows:

<b>Ongoing Service</b>	<b>Ongoing Charges</b>
<b>Annual Review Service</b>	<i>Up to 0.75% pa (For example, on a fund value of £50,000 the total annual charge would be up to £375).</i>
<b>Wealth Management Service</b>	<i>Up to 1% pa (For example, on a fund value of £50,000 the total annual charge would be up to £500).</i>

- The amount of the annual ongoing fee will increase as the portfolio value grows (and vice versa)
- Initial and ongoing fees can be paid from the portfolio or by you directly from Month 1
- Additional regular and single payments to a portfolio will be subject to an initial fee of 1% and, if you are receiving an ongoing service, an ongoing fee of 1% will be payable monthly once the contribution is set up, but **NOT** subject to a minimum fee
- There may also be initial and ongoing charges levied by product/investment providers, which will be taken from the investment
- Payments for ongoing services can be made either by standing order or by deduction from your investment on a monthly, quarterly, six-monthly or annual basis. This service can be cancelled at any time by simply informing us in writing

The initial fee will cover:

- Our initial meetings
- The Fact Find process, which will include understanding your objectives and your requirements
- Agreement of planning assumptions and timeframes
- Risk profiling, which will include understanding how you feel about determining your attitude to risk and capacity for loss
- Designing an investment strategy in line with the above
- Arranging and implementing your investment portfolio

The ongoing fee will cover:

- Annual reviews – on an annual basis we will reaffirm with you our understanding of your objectives and risk strategy, confirm to you the current portfolio value and performance and undertake a fee review. We will also review funds and recommend any rebalancing. We will confirm ongoing suitability and recommend any changes required
- Online access to portfolio valuations
- Unlimited telephone and email access to your adviser
- Ongoing monitoring of investment funds

Please note that you can cease paying our ongoing fees at any time, with no notice period, by confirming this to us in writing. Upon receipt of such notice, we will cease providing an ongoing service to you.

### Referrals to a discretionary fund manager

Where we recommend that some or all your funds are invested with a discretionary fund manager (DFM) we will help to manage the relationship between you and the DFM. This work typically includes:

- Undertaking appropriate due diligence and recommending a DFM service that we believe best meets your needs and objectives
- Attending initial meetings with you and the DFM and ensuring that your relationship with the DFM is established correctly

## Protection Planning Service

This service is suitable for those who are looking for the best way to protect themselves and/or their family.

We will normally be remunerated by commission from the product provider.  
You will receive a quotation which will tell you about any other fees relating to any insurance policy.

For the commission we will:

- Establish and prioritise your goals for the short, medium and long term
- Investigate your existing protection cover
- Meet with you to present our findings and recommend any action that should be taken

## Your Payment Options

### Investment - Initial charges

We can be paid for our investment services either by an adviser charge deducted from the product, a fee, or a combination of both. Whether you buy a product or not, you will pay us a fee for our advice and services which will become payable either on completion of the service provided or at specific stages where relevant.

### Insurance

We will normally be remunerated by commission from the product provider. You will receive a quotation which will tell you about other fees relating to an insurance policy. Any commission is based on a percentage of the total premium paid.

### Home Finance Products and Equity Release

We will charge you a fee of £500, payable when you apply for a mortgage, unless you are an existing client of the business. We will also receive a procuration fee from the lender.

We will charge you a fee of £500 for Equity Release applications unless you are an existing client of the business. We will also receive a procuration fee from the lender for this.

You will receive an illustration when considering a mortgage, which will tell you about any fees relating to it. If your mortgage does not proceed, you will not receive a refund of our fees.

## Other Payment Options:

### Hourly Rate

Our typical charges are:

Financial Adviser	<b>£200 per hour</b>
Paraplanner	<b>£185 per hour</b>
Administration	<b>£50 per hour</b>

You may ask us for an estimate of how much in total we might charge. You can also ask us not to exceed a given amount without checking with you first.

### Set fee

We will agree what we will charge you before beginning work. We will tell you if you must pay VAT. Our typical charges are:

Full financial review	<b>£1,500 minimum fee (Maximum £5,000)</b>
Pension review	<b>£850 per pension arrangement (Maximum £1,500)</b>
Investment review	<b>£850 per investment arrangement (Maximum £1,500)</b>

Should you proceed with our recommendations/transfers within 30 days of receiving your report, these fees will be offset against our initial fees as shown under Your Payment Options.

## Other charges

### Service costs

If your investments are held on a platform (an online investment administration service) or 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 managing of your investments – for example, fees charged by the investment fund manager, costs relating to investment transactions. We will always disclose any third-party costs as part of our recommendations.

## Aggregated costs and charges

Before we provide you with any advice, we will combine 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.

## Protecting your personal information

- To provide our services properly we will need to collect information about your personal and financial circumstances. We take your privacy seriously and will only use your personal information to deliver our services
- Processing of your personal data is necessary for the performance of our contract for services with you and in meeting our obligations to preventing money laundering or terrorist financing. Generally, this is the lawful basis on which we intend to rely for the processing of your data. (Please see the reference to special categories of data below). Our policy is to gather and process only that personal data which is necessary for us to conduct our services appropriately with you and to prevent money laundering or terrorist financing
- We adopt a transparent approach to the processing of your personal data. Sometimes, we may need to pass your personal information to other organisations. If you apply to take out a financial product or service, we will need to pass certain personal details to the product or service provider
- We may engage the services of third-party providers of professional services to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. Your personal information may be transferred electronically (e.g. by email or over the internet) and we, or any relevant third party, may contact you in future by what we believe to be the most appropriate means of communication at the time (e.g. telephone/email/letter etc.)
- The organisations to whom we may pass your details also have their own obligations to deal with your personal information appropriately. Sometimes a product or service may be administered from a country outside Europe. If this is the case, the firm must put a contract in place to ensure that your information is adequately protected
- We will issue you with our Privacy Notice. This is a separate document which provides more information about the nature of our personal data processing activities and includes details of our retention and deletion policies as well as your rights of access to the personal information that we hold on you
- As part of this agreement we will ask you to consent to the transfer of personal information in accordance with the protections outlined above
- **Special categories of personal data:** there are certain categories of personal data that are sensitive by nature. The categories include:
  - 1) data revealing racial or ethnic origin,
  - 2) political opinions, religious or philosophical beliefs,
  - 3) trade union membership
  - 4) and data concerning health.
- Depending on the nature of the products and services that you engage us for we may need to obtain your sensitive personal data particularly in relation to health. Our policy is that should we require any special category of personal data we will only gather this with your explicit consent
- If you are concerned about any aspect of our privacy arrangements, please speak to us



# CLIENT AUTHORITY FORM

PRODUCT(s) \_\_\_\_\_

Agreed Service	Tick to confirm	Initial Charge Fee or % (state monetary amount also)	Ongoing Charge Fee or % (state monetary amount also)	Remuneration Method Cheque/ From Product/ Wrap Cash Account
Annual Review Service				
Financial Planning Service				
Wealth Management Planning Service				
Retirement Planning Service				
Protection Planning Service				
Sundry Services	Tick to confirm	Details of agreed fee		
Financial Planning Report (Only)				
Other – specify details of work				
General Insurance				
Advice relating to non-investment Protection Contracts		Pay by commission	Y/N	
		Agreed fee (if applicable)	£	
Mortgages and Equity Release				
Advice relating to Mortgage Advice relating to Equity Release		Pay by commission	Y/N	
		Pay by fee and commission	Y/N	
		Agreed fee (if applicable)	£	

## Your consent

The Terms and Conditions, our Client Agreement – Our Services and Charges (Fees) and our Privacy Notice already issued to you are our standard terms of business upon which we intend to rely. For your own benefit and protection, you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

I authorise the transfer of information on a confidential basis, when warranted, between such parties as described in the Data Protection section above.

I also confirm that I am happy to give Chantler Kent Investments my express consent to contact me by telephone to discuss advising on or arranging financial or insurance products in future.

Client Name \_\_\_\_\_ Client Name \_\_\_\_\_

Signature \_\_\_\_\_ Signature \_\_\_\_\_

Date signed \_\_\_\_\_ Date signed \_\_\_\_\_

# CLIENT AUTHORITY FORM

PRODUCT(s) \_\_\_\_\_

Agreed Service	Tick to confirm	Initial Charge Fee or % (state monetary amount also)	Ongoing Charge Fee or % (state monetary amount also)	Remuneration Method Cheque/ From Product/ Wrap Cash Account
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Financial Planning Service				
Wealth Management Planning Service				
Retirement Planning Service				
Protection Planning Service				
Sundry Services	Tick to confirm	Details of agreed fee		
Financial Planning Report (Only)				
Other – specify details of work				
General Insurance				
Advice relating to non-investment Protection Contracts		Pay by commission	Y/N	
		Agreed fee (if applicable)	£	
Mortgages and Equity Release				
Advice relating to Mortgage Advice relating to Equity Release		Pay by commission	Y/N	
		Pay by fee and commission	Y/N	
		Agreed fee (if applicable)	£	

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Signature \_\_\_\_\_ Signature \_\_\_\_\_

Date signed \_\_\_\_\_ Date signed \_\_\_\_\_