

Service & Costs



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Information about our Services and Costs

We are an intermediary that is acting on your behalf when delivering our services to you. You should use the information provided within this document to decide if our services are right for you.

What type of service will we provide you?

Independent advice – We will advise and make a personal recommendation for you after we have assessed your needs. Our recommendation will be based on a sufficient range of retail investment products, financial instruments and structured deposits.

A ‘sufficient range’ means that the products and services that we will advise on and recommend will be sufficiently diverse with regards to their type and issuers or product providers to ensure that our clients investment objectives can be suitably met.

What will you have to pay us for our investment services?

You will pay for our services on the basis of an **adviser charge**

We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

We will discuss with you the basis of our charges, based on the types(s) of work we are asked to undertake for you.

We will discuss with you when you will have to pay our charges, both initial and ongoing.

All charge amounts quoted are exclusive of VAT (and we do not charge VAT), expenses and disbursements; these will be added to the invoice if applicable.

Advised services

If we do not agree a fixed adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

How can we help you?

We have the following three service propositions available to help meet your financial needs: -

Advised services

For our advised services, you will pay us via an adviser charge.

We will confirm the actual adviser charges in writing within our separate ‘Charge Agreement’, before providing our services to you.

Essential

This is an uncomplicated service for clients who recognise the need for specific ONE-OFF expert advice but who don’t require any on-going service, review or advice.

You provide us with instructions on the specific areas where you require advice, and we provide you with a detailed report and recommendations covering only the areas of advice requested. We will then go through our report explaining its contents and by answering any questions you may have.

If you wish to proceed with the recommendations within the report we will, where appropriate and possible, implement these for you.

We will not ensure that any advice remains suitable for you at a later date.

Premier

This service is for clients who are seeking regular contact with their adviser and who’s planning requirements can be achieved through an individual investment or pre-constructed portfolio. This would normally apply to clients with between £100,000 and £250,000 to invest.

Our initial consultation will establish what financial considerations are important to you. We listen to your objectives and concerns and, by doing so, establish a plan that is specific to your needs. We then research across all the appropriate markets to provide an understandable and acceptable solution to these needs.

We provide you with your report and, if you are happy with our strategy, we implement our recommendations, deal with all the paperwork for you, and keep you informed of progress each step of the way.

We then provide you with an on-going service which, among other things, gives you access to your adviser at all times.

Recommended investments - this will be a pre-constructed portfolio of investment funds which meets a specific risk profile, and has a specific mandate, e.g. growth, income, or a combination of the two. The portfolios are constructed, reviewed and maintained by the providers Investment Committee, which meets regularly to ensure that the funds contained within the portfolios are fit for purpose.

Bespoke

This is our complete financial planning service for clients with significant assets who require annual, or more regular, reviews and contact with their adviser. This would normally apply to clients with over £250,000 to invest.

Our initial consultation will establish which financial considerations are important to you. We listen to your objectives and concerns and, by doing so, establish a plan that is specific to your needs. We then research across all the appropriate markets to provide an understandable and acceptable solution to these needs.

We provide you with your report, and if you are happy with our strategy, we implement our recommendations, dealing with all the paperwork and keeping you informed of the progress each step of the way.

We will create a personal portfolio of investments tailored to your individual requirements, appropriate to the level of risk you are prepared to take. Using our expert knowledge of investments and the markets, we will review your investments' performance, in accordance with our review schedule and, where necessary, will contact you to discuss any required changes to your portfolio.

Payment for Initial Advice services - Lump sum investment

Step 1	Initial Meetings and Advice - Before we provide you with any services we will offer an Initial Consultation where we will discuss your needs, for which there will be no charge. At this meeting we will agree on whether a generic report is required or whether we will proceed directly to a detailed recommendation.
Step 2	Generic Report (if required) - After the initial meeting we gather information about your current circumstances and financial planning needs, We will then prepare a generic report, without a detailed recommendation. Our charge for this is £1250 .
Step 3	<p>We make a detailed recommendation and transact business. This will include, but not exclusively, the following;</p> <ul style="list-style-type: none"> • Researching the market to establish a suitable investment option. • Recommend any suitable investment products by preparing a detailed report. • Where possible, will act between you and the relevant product provider, with the view of arranging the agreed investment product. <p>The charge for a detailed recommendation is as follows</p>

For Annuities - a one-off total 'adviser charge' of	£1,500
For new ISA investments (not top ups) - a one-off total 'adviser charge' of	£1,250
For Investments below £200,000 - a one-off total 'adviser charge' of	£2,750
For Investments between £200,000 - £400,000 - a one-off total 'adviser charge' of	£3,750
For Investments of £400,000 and above - a one-off total 'adviser charge' of	£4,750

Initial charges can be paid in a variety 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. It is important to maintain sufficient funds in the platform cash account to cover our charges as they become payable.

If a generic report has been prepared prior to a specific recommendation the cost of this (£1250) will be deducted from this 'adviser charge'. *For example: If you make an investment of £150,000 the charge payable on completion of the work will be £2,750 - £1,250 = £1,500*

If there is a joint recommendation for example Husband and Wife, and the advice can be covered in one recommendation only one charge will be made. If two recommendations need to be made, then there will be full charge made for the largest investment and a 50% discount given on the second. *E.G. If one person takes out an investment for £250,000 (charge £3,750) and at the same time the other party takes out a different type of investment for £50,000 (charge 50% x £2750) the overall adviser charge would be £5,125 (£3,750 + £1,375).*

IN ALL CIRCUMSTANCES we will tell you how much any initial and/or on-going charge will be before you complete an investment. You may ask for this information earlier if you wish.

Payment for initial advice services - regular premium contracts

Step 1	Initial Meetings and Advice - Before we provide you with any services we will offer an Initial Consultation where we will discuss your needs. We will make no charge for this meeting. At this meeting we will agree on whether a generic report is required or whether we will proceed directly to a detailed recommendation.
Step 2	Generic Report (if required) - After the initial meeting we gather information about your current circumstances and financial planning needs and then prepare a generic report without a detailed recommendation. Our charge for this is £1260 .
Step 3	<p>We make a detailed recommendation and transact business. This will include, but not exclusively, the following;</p> <ul style="list-style-type: none"> • Researching the market to establish a suitable investment option • Recommend any suitable investment products by preparing a detailed report • Act between you and the relevant product provider with the view of arranging the agreed investment product <p>The charge for a detailed recommendation is as follows</p>

Pensions	£1800
Non-Pension regular premium investments	£1260

For pension recommendations the fee can be paid by you upon completion of the work or taken monthly by the product provider. We will either issue an invoice or the product provider can deduct it from the amount invested over a 3-month period. This basis of remuneration will be agreed before any work is undertaken.

For non-pension regular investments, the fee is to be paid by you but can be spread over three months

E.G. If you contribute £1000 a month net into a personal pension plan we would charge £1800. We can either invoice you in full for this amount or it can be taken over 3 months by the product provider (£600 x 3 months).

If a generic report has been prepared prior to the product specific recommendation, the cost of this (£1,250) will be deducted from this 'adviser charge'. *E.G. if you make a non-pension regular investment of £500 the charge payable on completion of the work will be £1,260 - £1250 = £10*

Where there is a recommendation for both a lump sum and regular premium plan the charge will be the greater of the lump sum adviser charge or regular premium adviser charge.

E.G. If you take out a regular premium contract at £500 a month (charge £1,260) and at the same time we recommended a lump sum investment for £175,000 (charge £2,750) the overall adviser charge would be £2,750.

If there is a joint recommendation, for example Husband and Wife and the advice can be covered in one recommendation, only one charge will be made. If two recommendations need to be made, then there will be full charge made for the largest investment and a 50% discount given on the second.

E.G. If one of you takes out a regular premium contract at £500 a month (charge £1,260) and at the same time the other party takes out a regular premium contract at £300 a month (charge £1,260) the overall adviser charge would be £3,000 (£1,875).

IN ALL CIRCUMSTANCES we will tell you how much any initial and/or on-going charge will be before you complete an investment. You may ask for this information earlier if you wish.

Payment for Initial Advice services – Safeguarded Benefits (Final Salary Pension Scheme Transfers)

Step 1	<p>Initial Meetings and Advice - Before we provide you with any services, we will offer an Initial Consultation where we will discuss your needs and the reasons why you wish to consider giving up your safeguarded benefits. We will provide you with factual information on value of the safeguarded benefits within a pension scheme, together with information on the advantages and disadvantages of transferring to an alternative arrangement. This will not be specific to your scheme and we will not provide advice at this stage and you will be under no obligation to proceed with advice. We will explain what the advice process is and what information we will require in order to advise you. Should you still wish to proceed with advice we will arrange a subsequent meeting in order to gather information on your scheme in order to provide you with detailed recommendations as required.</p>
Step 2	<p>We will gather information from you on your full financial position and your needs and goals. This will not be limited to the scheme you have asked for advice on as the impact on this advice will potentially affect all aspects of your future financial position.</p>
Step 3	<p>We make a detailed recommendation and if advised transact business. This will include, but not exclusively, the following;</p> <ul style="list-style-type: none"> • A full analysis of your scheme benefits at the time of your leaving the scheme • Calculation of what those benefits might be at your chosen retirement age and normal retirement age of the scheme. • Review of the schemes current financial position and that of the sponsoring employer if relevant. • A 'Transfer comparison' that illustrates the value of the benefits within your scheme • A comparison illustration of what the alternative benefits may be should you transfer away. • A comparison of the benefits should the scheme enter the pension protection fund • A recommendation as to whether we believe a transfer is in your best interest. • If the advice is to transfer we will also advise on a suitable scheme and investments to transfer the fund to. • Where possible, will act between you and the relevant product provider, with the view of arranging the agreed Pension. <p>The charge for a detailed recommendation is as follows</p>

For Defined benefit pension scheme advice Total of all pension assets less than £900k (cost per scheme)	£4,750
For Defined benefit pension scheme advice Total of all pension assets in excess of £900k (cost per scheme)	£5,750

Initial charges can be paid in a variety of ways:

- Cheque or electronic transfer (unfortunately, we cannot accept payments by cash).
- A deduction from your pension fund if the facility is available (It is unlikely you will be able to pay for the cost of advice from a final salary pension fund that has not been transferred)

IN ALL CIRCUMSTANCES we will tell you how much any initial and/or on-going charge will be before you complete an investment. You may ask for this information earlier if you wish.

Payment for on-going services

There will be an additional charge for any on-going work, such as periodic or on-going reviews, that we carry out on your behalf. We will confirm the rate, frequency and length, of any on-going service(s) before beginning that service.

Our on-going charges are as follows;

Total Assets under management	Premiere	Bespoke
Up to £99,999	0.75% £675 per annum based on a fund value of £80,000	1% £800 per annum based on a fund value of £80,000
Between £100,000 and £499,999 a month	0.50% £1,000 per annum based on a fund value of £200,000	0.75% £1,500 per annum based on a fund value of £200,000
£500,000 and above	0.35% £2,100 per annum based on a fund value of £600,000	0.5% £3,000 per annum based on a fund value of £600,000

Ongoing charges can be paid in several ways:

- A regular fee paid by standing order
- By deduction from your investment(s) on a monthly, quarterly, six-monthly or annual basis, where the product / platform provider can 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. It is important to maintain sufficient funds in the platform cash account to cover our charges as they become payable.

You may at any time cancel an Ongoing Advice Service by serving your notification of cancellation to us in writing. Upon receipt of your cancellation notice for an Ongoing Advice Service we will arrange for any future payment of any associated charges to cease.

Please note as the investment amount increases, your ongoing charge will also increase.

Our financial review service consists of three service propositions

SERVICES	Essential	Premier	Bespoke
Initial Meetings and Advice			
Initial Consultation	✓	✓	✓
Preparation of Personal strategy report	✓	✓	✓
Explanation of report	✓	✓	✓
Implementation of strategy	✓	✓	✓
Ongoing contact & meetings			
Telephone / email direct to adviser		✓	✓
Main annual review meeting <£500k			✓
Six monthly review meetings <£500k			✓
Ad hoc meetings up to 2 per year			✓
Ad hoc meeting 1 per year		✓	
Reporting			
Access to provider portal	✓	✓	✓
Valuation / strategy report (1 per year)		✓	✓
Main review meeting report (1 per year)			✓
Provider reports		✓	✓
Ad hoc report			✓
Investment management			
Auto re-balancing		✓	
Personal Portfolio Administration			✓
Contact			
Telephone / email direct access to adviser		✓	✓
Telephone / email assistance via the office			
Administration			
Client file retention & maintenance	✓	✓	✓
Forward Provider correspondence		✓	✓
Professional services			
Liaising with 3rd party professionals		✓	✓

Full details of each of these services are shown on the following pages

Initial meetings and Advice

Initial Consultation	We explain how we work and the costs involved. We encourage you to ask questions regarding the service and options available. You provide us with an understanding of your personal circumstances and requirements, and we assist in trying to identify your objectives and priorities. By understanding your needs, we will be able to advise you on a personal basis.	Before committing to anything it is important that you are fully aware of the service we offer, how we are remunerated and what we can actually do for you – this meeting covers all of these areas.
Preparation of a 'Personal Strategy Report'	We prepare a 'Personal Strategy Report' that covers every aspect of your finances including any pre-existing portfolios/plans and your income and expenditure etc. It also includes researching what options are available and creating an overall strategy by taking account of your objectives, risk profile and tax position. Please note that any taxation advice is not regulated by the Financial Conduct Authority	It is very important that you have, in writing, a detailed explanation of what options are available. It is impossible (and very unwise) for you to decide based solely on verbal discussions, and you need to be able to absorb any recommendations that are made. There may be some instances where this is not required, if we are able to agree upon the type of investments you require, without the need of an initial report.
Explanation of strategy	We explain the full rationale for the recommended strategy and answer any queries you might have. We then help you to reach an informed decision on how best to proceed, based on this report	Before implementing any recommendations (and after you have had chance to review it) it is very important that you are comfortable with what we are recommending. It is unwise to proceed if you are unsure of any advice that we have given.
Implementation of strategy	Once decisions are made, we implement our recommendations and deal with everything for you. We keep you apprised of the progress every step of the way, and provide you with all the necessary paperwork. We also submit, and track, any applications and confirm finalisation of the strategy.	Once you are happy to proceed it is important that you aware of what needs to be done to complete the application. It is unwise to have a detailed strategy and then to not follow through the recommendations made.

On-going Contact and Communications

Telephone / email direct access to adviser	You can telephone or email your adviser at any time during working hours for assistance. Where appropriate, we may suggest an ad hoc meeting for more complex queries / needs.	This will help ensure that you understand how the advice we have given you and the plans we have put in place continue to benefit and/or protect you. It will also give you the comfort to know your financial affairs are in safe hands.
1 annual review meeting per year < 500k Six monthly review meetings > 500k	We will offer you a face to face meeting during which we will complete a review your circumstances, needs and priorities. We will also establish whether your current investments remain suitable and, at your request, we can also consider any other financial needs you may have.	This enables us to consider any changes in your circumstances and ensure your financial arrangements continue to meet your needs. It also gives you the opportunity to ask any questions you may have.
Ad hoc meeting	In addition to the annual review meetings you can request extra meetings at any time. This may be because your requirements or circumstances change, to discuss your current investments or to establish if you have any other needs.	This gives you the opportunity to flag up any changes in circumstances as soon as they happen, ensuring your financial arrangements remain the most appropriate for you.
Implementation of strategy	Once decisions are made we implement our recommendations and deal with everything for you. We keep you apprised of progress every step of the way and provide you with all the necessary paperwork. We also submit and track any applications and confirm finalisation of the strategy.	Once you are happy to proceed it is important that you aware of what needs to be done to complete the application. It is unwise to have a detailed strategy and then to not follow through the recommendations made.

Reporting		
Access to provider portal	If required, we will give you access to the provider portal, this will enable you to view details about your investments at any time.	This enables you to have up to date information about your investments at a time convenient to you.
Main review meeting	After your review we will provide a detailed report summarising our discussions and any recommendations we may make.	This provides a written record that you can refer to at your leisure, so you know exactly what was discussed and agreed.
Ad hoc meeting - report	If you choose to have an extra meeting, we will provide a report summarising our discussions and any recommendations we may make.	This provides a written record that you can refer to at your leisure, so you know exactly what was discussed and agreed.
Quarterly Reports	You will receive a quarterly report outlining how the fund has performed and confirming any changes that have been made.	This provides a written record that you can refer to at your leisure.

Investment Management		
Personal portfolio administration	Having thoroughly established your circumstances, objectives and goals, we will create a personal portfolio of investments tailored to your individual requirements and appropriate to the level of risk you are prepared to take. Using our expert knowledge of investments and the markets, we will review your investments' performance, in accordance with our review schedule. Where necessary will contact you to discuss any required changes to your portfolio.	This gives you the peace of mind that your Investment strategy remains appropriate to your needs, and your appetite for risk and reward.

Administration		
Client file retention & maintenance	As and when you provide us with updates to your circumstances, we update your file and will hold it securely at our offices for as long as you remain a client of ours. This will, obviously, be in accordance with our Data Protection Policy.	This gives you the peace of mind that your records are kept securely and up to date.
Forward provider correspondence	We will forward any correspondence concerning your investments to ensure you are kept up to date with their performance and current value.	This means that you are always up to date with information regarding your investments, enabling you and us to consider whether any actions or changes are needed or appropriate.

Professional services		
Recommending 3rd party professionals	Where required we can recommend any 3rd party professionals to you such as Accountants and Solicitors.	This will ensure that all your financial circumstances are being coordinated by people who are connected and trust each other
Liaising with 3rd party professionals	Where required we will liaise with your other professional advisers, e.g. solicitor and accountant, to co-ordinate your affairs, ensure consistency of approach in related matters and provide relevant updates.	This will ensure that all your financial circumstances are being coordinated by one person to achieve your objectives and not using your valuable time by dealing with many different firms.

INFORMATION ABOUT OTHER COSTS AND ASSOCIATED CHARGES

Minor Non-Monetary benefits

We advise and arrange on a range of products from a variety of firms; we may receive certain support from these firms, which is used to enhance the quality of service we provide to you. This year we expect to receive in total [XX] hours' worth of training from some or all of these firms. Some of the cost of this training may be passed to you as part of the total product charges you pay these firms. Other support we may receive includes access to technical services, information technology support or the supply of product literature. Further information regarding any of these arrangements is available on request.

Other third party costs

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

Aggregated costs and charges

We will also provide you with an Aggregated Costs document in relation to certain investment types. This will provide you with information on the total costs to you of the financial products and services that have been recommended for these investment types and illustrate the impact of those costs on your investment returns. This will include all third party product and service costs as well as our firms' own adviser charges. This will be provided to you before any investment transactions take place and on an ongoing basis where you have selected to take ongoing services.

This is our standard Service Proposition Document upon which we intend to rely. For your own benefit and protection, you should read the contents carefully before signing, because by signing, you consent to understanding the content within. If there are any terms within this document that you do not understand, please ask for further information.

I/we further confirm that having read, and understand, the information contained within this Service Proposition Document, and I/we have been made fully aware of the following.

Full Name	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>

Full Name	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>