



Service Level Agreement

This Service Level Agreement is made between: **IFA Financial Services (UK) Ltd**

And:.....

The Correspondence Address is:

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.

Our Financial Planning Process

1. Free exploratory consultation (with no obligation to engage our services)
2. Fact finding meeting – Data Gathering and establishing your Objectives
3. Analysis of your Situation and Developing your Financial Plan/Report
4. Presentation of Financial Plan and Implementation of Recommendations
5. Review - Ongoing Financial Planning and Review Service

Stages 1 to 4 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 Financial Planning and review 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 Financial Plan continues to meet your lifestyle and investment objectives. Our ongoing review and management service offers:

- A choice of three different service levels depending on your needs
- A structured review agenda to suit your needs and to give you peace of mind
- Assessment of your current circumstances and any changes to your plans that are needed
- Regular updates and information regarding your investments, Savings and Pensions
- Ongoing support with correspondence and administration issues

We recognise that all clients do not have the same service requirements therefore even though we do provide a guideline by way of our bandings you are free to choose the level of service that best suits your needs.

Our fees are based upon a rolling twelve month contract and are guaranteed not to increase within the first twelve 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 and to review the service level option. It should be noted that it is not compulsory to sign up to one of our Ongoing Service Level options and we do offer a Transactional only Service as detailed in the table overleaf.

SERVICE LEVEL	Platinum	Premier	Standard
Annual review meeting including provision of detailed review and performance report.	✓	✓	
Remote annual review/update on your personal circumstances			✓
Interim financial health check	✓		
Review of the suitability of your Investments	✓	✓	✓
Six monthly review of the suitability of your Investments	✓		
Review of risk profile at review date	✓	✓	✓
Help in obtaining State Pension forecast	✓	✓	
Detailed Tax Planning (carry forward pension calculations, Investments which benefit from Business property relief etc.)	✓		
Detailed inheritance tax calculation	✓	✓	
On-going access to your adviser	✓	✓	
Unlimited access to administration staff for ad hoc queries, should they arise.	✓		
Routine administrative support		✓	✓
Income/expenditure review and forecasting via use of simple, clear cashflow modelling system	✓		
Liaison with other professional advisers, either by post or by face to face meetings	✓		
Liaison with other professional advisers, either by post or e-mail.		✓	
Annual Newsletters	✓	✓	
Review of tax and regulatory changes	✓	✓	✓
Monthly Retainer for Provision of Holistic Financial Planning and chosen Service level Benefits	£125 pm Individuals £150 pm couples	£85 pm individuals £100 pm couples	NIL
All service levels			
Annual Management Fee for Managing your Investment Strategy *	As a % of the Total Investments		Fee
	£1 - £500,000		1.00%
	£500,001 - £1,000,000		0.75%
	£1,000,001 +		0.50%
Transactional Clients			
<p>For clients looking for one off/ad hoc advice, who would feel they would not benefit from any of our service proposition, we offer a transactional service. For these clients there is a fee for preparation of the financial planning report and/or an implementation fee will be chargeable.</p>			

***NOTE:** There is a minimum Annual Management fee of £1,000 to provide any of the services stated above.

Missed Review meeting

If you are unable to attend your annual/interim review meeting we send an up to date valuation/review document to you. We will then look to meet with you at your next annual/interim review date.

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 £1,100,000 and you have selected Platinum Service Level the ongoing management fee we would receive is £5,500 plus a monthly retainer of £125 or £1,500 per year.

Example 2: if your investments are valued at £600,000 and you have selected Premier Service Level, the ongoing management fee we would receive is £4,500 plus a monthly retainer of £85 pounds or £1,020 per year.

Example 3: If your investments are valued at £200,000 and you have selected Standard Service Level the ongoing management fee we would receive is £2,000 per year.

It should be noted that the minimum annual service charge is £1,000, please see example below:

Example 4: If your investments are valued at 50,000 and you and you have selected our Standard Service level the ongoing management charge would be £500. As this is below our minimum annual fee of £1,000 therefore an additional £500 would be payable to take the annual fee to £1,000.

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 policy(ies) 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 policy(ies) and notify you to any revised annual charges due to any fluctuation of your investment(s) at that time.

We offer a flexible choice of three different payment routes:

1. Direct from your Investment/Pension/Savings.
2. Direct from you Personally
3. Direct from your Company/Business

Please note that these have different Tax Implications and we will provide you with some guidance and involve your other professional advisers such as Accountant, where appropriate.

When the level of on-going services has been agreed these are deemed to commence immediately and payable monthly 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, any fees (please tick the appropriate box):

Transactional only Client Service Option

I/We understand that the fee for this service is Nil% of the value of the relevant investments each year. Only available at initial client consultation and not for ongoing service level options i.e. Standard, Premier or Platinum

Standard Client Service Option

I/We understand that the fee for this service is 1% / 0.75% / 0.5% of the value of the relevant investments each year, subject to a minimum of £1,000 per annum.

Premier Client Service Option

I/We understand that the fee for this service is 1% / 0.75% / 0.5% of the value of the relevant investments each year, plus £85 per month individuals/£100 per month for couples.

Platinum Client Service Option

I/We understand that the fee for this service is 1% / 0.75% / 0.5% of the relevant investments each year, plus £125 per month for individuals/£150 per month for couples.

Please note the Platinum and Premier Service Level Options are available on a rolling 12 month contract and provide the flexibility to switch between service levels or to cancel the same

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

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

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

When the level of on-going services has been agreed these are deemed to commence immediately and payable monthly/quarterly in arrears.

Signed:

Signed:

Print Name:

Print Name:

Date:

Date:

Signed on behalf of our firm:

Print Name:

Date:

IFA Financial Services (UK) Ltd

Stablegate, Sworders Yard, 19A North Street, Bishops Stortford, Hertfordshire, CM23 2LD
Tel: 01279 655200 Email: info@ifaonline.net Website: www.ifaonline.net

**IFA Financial Services (UK) Ltd is authorised and regulated by the Financial Conduct Authority.
FCA Register Number: 447432**

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