



## Client Agreement for Investments & Insurances Including our Service Proposition & Engagement Document

### Authorisation Statement

Crown Wealth Management Limited is Authorised and Regulated by the Financial Conduct Authority. The Financial Conduct Authority (FCA) regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0800 111 6768.

### Our services

Crown Wealth Management Limited is able to act on your behalf in advising you on investments and non-investment insurance contracts. We offer products and services as follows:

- **Investments** - we offer an Independent advice service. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. However, we will only make a recommendation when we know it is suitable for you.
- **Non-investment protection contracts** - we offer non-investment protection products e.g. Term Assurance, Income Protection and Critical Illness from a range of insurers.
- **General Insurance Contracts** - we offer General Insurance contracts e.g. Buildings and Contents from a range of insurers.

We offer you an initial discussion (without charge) at which we will describe our services more fully and explain the payment options. If you decide to go ahead, we will:

- Gather and analyse personal financial information about you, your aims and objectives.
- Recommend and discuss any action we think you should take and, with your agreement, arrange relevant solutions for you.

You should be aware that investments carry varying degrees of risk and, as their underlying value can fall as well as rise; you may not get back the full amount invested.

### Your aims and objectives

Unless we notify you in writing to the contrary, we will be treating you as a "retail client" for Investment business and a consumer for General Insurance business. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Any advice or recommendation that we offer to you, will only be given after we have assessed your needs and considered your financial objectives and attitude to any risks that may be involved. We will also take into account any restrictions that you wish to place on the type of products you would be willing to consider.

With very few exceptions, we will confirm to you in writing the basis of our recommendations along with details of any special risks associated with the products recommended.

Full details of the products we recommend to you including, for example, the minimum duration of the product, information on your right to cancel or whether no right to cancel exists, and any other early termination rights and

penalties, will be covered in the relevant product disclosure information you will receive before conclusion of any contract.

We will issue any documentation/recommendations and any other communication to you in English (unless agreed otherwise).

We may also, on occasion, advise on other financial products which are not regulated by the FCA under the Financial Services and Markets Act 2000. The Financial Services Compensation Scheme does not apply to any of these products.

Under the terms of this agreement, we may, if appropriate, advise you on investments which are not readily realisable. We would draw your attention to the risks associated with these investments as there is a restricted market for them. In some circumstances it may therefore not be possible to deal in the investment or obtain reliable information about its value.

### **Our Ethical Policy**

We are committed to providing the highest standard of Financial Advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- Be open, honest and transparent in the way we deal with you.
- Not place our interests above yours.
- Communicate clearly, promptly and without jargon.
- Seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

### **Client money**

Crown Wealth Management Limited is 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.

### **Documentation**

We will endeavour to make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. All policy documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you.

### **Instructions**

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing. We reserve the right to record instructions, client meetings and telephone conversations.

### **Material Interest**

We will act honestly, fairly and professionally known as conducting business in 'Client's best interest' regulations. Occasionally situations may arise where we or one of our other clients have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

## Complaints

If you wish to register a complaint, please write to Crown Wealth Management Limited, Column House, 7 London Road, Shrewsbury, Shropshire, SY2 6NN or telephone 01743 276797. A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 023 4567.

## Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme.

Investment business will normally be covered up to a maximum of £50,000.

Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

## Data Protection

The information you have provided is subject to the Data Protection Act 1998 (the "Act"). By signing this document you consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

"Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FCA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

In order to provide services to you we may be required to pass your personal information to parties located outside of the European Economic Area (EEA) in countries that do not have Data Protection Laws equivalent to those in the UK. Where this is the case we will take reasonable steps to ensure the privacy of your information.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or condition; the committing or alleged committing of any offence by you; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings; your political opinions; religious or similar beliefs; sexual life; or your membership of a Trade Union.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on 01743 276797 or in writing to Crown Wealth Management Limited, Column House, 7 London Road, Shrewsbury, Shropshire, SY2 6NN.

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

### **Anti-money laundering**

We are required by the anti-money laundering regulations to 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 we may conduct these checks from time to time throughout our relationship, not just at the beginning.

### **Law**

This client agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

### **Force Majeure**

Crown Wealth Management Limited shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

### **Termination**

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days' notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

## **The Advice Process**

As a company, Crown Wealth Management Limited is committed to building long term relationships with our clients built on trust and transparency. We offer an initial meeting in our offices at our expense in order for you to decide if the services available and the associated costs offer value, can help you achieve your goals and objectives and for us to determine whether we can be of service.

We will always agree our fees before we commence work and explain the options available with regards payment. Under current legislation our services are not subject to VAT but should this change in the future and where VAT becomes due we will notify you before conducting further work.

We recognise that all our clients have different financial needs and objectives and we will build an appropriate plan. 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.

### **There are six stages to the advice process:**

1. Initial meeting – allows us to discuss the advice you require and an opportunity for us to explain how we may help and the cost of our services
2. Discovery - gathering personal and financial data and understanding your goals
3. Analysing and Evaluating your situation
4. Develop and present the financial plan or recommendation report
5. Implementation
6. On-going review and monitoring of your investments

### **Initial Meeting**

The initial meeting will be held at our expense and will comprise of:

- A meeting with one of our qualified financial planners
- A chance to ask questions and understand what we do
- Opportunity for us to find out what advice you require
- Discuss the options available to you from our menu of services
- Information about our charges

### **Discovery Meeting**

If a decision is made to proceed we will carry out an extensive assessment of your personal and financial circumstances at the outset, to establish your financial planning requirements. This will include:

- Client and fee agreements issued and signed
- Gathering of information about your individual circumstances, your career or business interests, your existing assets and financial arrangements, information relating to your income, your expenditure, existing financial arrangements and any liabilities you may have.
- Understanding of your investment knowledge, your appetite for risk, your capacity to cope with losses and your investment time horizon. This helps us to analyse your existing holdings and recommend a diversified portfolio that matches your risk profile and the subsequent assessment and suitability of any existing holdings.

- Understanding your goals and requirements so we can provide advice that is suitable and helps you to achieve your objectives.

### **Analysing and Evaluation**

Your Financial Planner will then analyse and evaluate the information received to formulate the advice required to address your goals and objectives. At this stage we may refer back to you prior to issuing the advice for discussion or for additional clarification.

### **Develop and Present the Financial Plan or Recommendation Report**

The advice will then be provided to you either as a Financial Planning, Investment Report or as a Suitability Letter depending on the advice provided. It will include:

- Our written recommendations
- For investments the recommendation include an asset allocation model that matches your risk profile and capacity for loss including assessment and suitability of any existing holdings
- Arranging a second appointment to explain and discuss our recommendations in detail

When you receive our report/financial plan it will be your decision whether to implement our recommendations either completely or in part.

### **Policy Arrangement and Implementation**

The implementation of our recommendations includes where appropriate:

- Handling of all fund and policy administration on your behalf
- Regular updates to keep you informed of progress
- Ensure all your documents are issued in line with your expectations
- Provide confirmation of all actions taken on your behalf in writing

### **Reviews – On-going Management Service**

Your financial objectives may alter 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 on-going review service includes:

- 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
- On-going support with correspondence and administration issues

It is not compulsory for you to sign up to our review service and we do offer a transactional only service that incurs no on-going fee. Regarding retirement planning options such as drawdown we reserve the right not to offer initial advice unless an on-going review service is chosen at outset.

## **Our investment services and costs**

### **Initial Meeting**

We do not charge for the initial meeting. This helps us to understand your individual circumstances and financial objectives and give us an opportunity to discuss with you the services we offer. We will also discuss the cost of our services both initially and throughout our relationship with you.

### **Initial Financial Planning Fee**

The cost of our developing and presenting the Financial Plan / Recommendations usually costs between £500 and £3000 depending on the complexity and the number of financial areas and issues we are to consider. This fee is payable on provision of the report containing our recommendations. If you do not proceed to the implementation stage than you will still be liable for the report fee.

### **Policy Arrangement & Implementation**

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways:

- Handle all fund and policy administration on your behalf;
- Provide regular updates to keep you informed of progress;
- Ensure all your documents are issued in line with your expectations;
- Provide confirmation of all actions taken on your behalf in writing.

Our charge for this service is based on a percentage of the amount you invest and/or transfer. These charges are applied as follows:

- 1% with a minimum fee of £1000\*

\* The minimum charge is reduced to £375 when an additional payment is made to an existing portfolio. If you subscribe to our on-going Investment or Wealth Management Service, there will be no initial fee charged in respect of future fund switches to your investment portfolio if held on the same investment platform or Wrap. This includes moving money from your General Investment Account to your NISA.

This payment can either be taken from your investment upon receipt by the policy or platform/WRAP provider or paid directly by you.

**Examples** – Where an initial Financial Planning Fee of £500 has been agreed.

Example 1; If we arrange an investment on your behalf for £40,000 our Policy Arrangement & Implementation fee would be the minimum fee of £1000. Including an initial Financial Planning Fee of £500, the total cost would be £1500.

Example 2; If we arrange investments on your behalf totalling £125,000 our Policy Arrangement & Implementation fee would be £1250. Including our initial Financial Planning Fee of £500, the total cost would be £1750.

Example 3; If we arrange investments on your behalf totalling £300,000 our Policy Arrangement & Implementation fee would be £3000. Including our initial Financial Planning Fee of £500, the total cost would be £3500.

## **Policy Arrangement & Implementation – Regular Savings or Investments**

Our charge for implementing a regular contribution savings or investment plan is 25% of the first year's contributions with a minimum fee of £500. You can pay this directly on commencement of the policy.

Example 1; if your monthly contribution is £100 our Policy Arrangement & Implementation fee would be £500.

Example 2; if your monthly contribution is £200 our Policy Arrangement & Implementation fee would be £600.

## **Our Insurance and Protection Services and Costs**

Similar to our investment services, we will provide you with a personal and financial review prior to making our recommendation(s) to you. Should you accept our recommendation(s) we will arrange the implementation of this/these for you of which there is a minimum fee of £500. The reasons for our recommendations will also be provided to you in a written report.

We will normally receive commission from the policy provider. However if the commission is nominal we will charge an additional fee for our advice. As an example we would require a minimum of £500 for advice relating to protection business where the policy is not taken up or the commission is less than £500. You will not be subject to VAT for this service.

## **Cancellation rights**

In most cases you can exercise a right to cancel by withdrawing from the contract. In general terms you will normally have a 30 day cancellation period for a life, pure protection, payment protection or pension policy and a 14 day cancellation period for all other policies.

For pure protection policies the start of the cancellation period will normally begin when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you.

If you cancel a single premium contract, you may be required to pay for any loss you might reasonably incur in cancelling it which is caused by market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.



**Declaration**

This is our standard client agreement 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. This agreement supersedes any previous Client Fee Agreement made with the firm.

**Please tick this box if you do not consent to us or any company associated with us processing any such sensitive data.**

**Please tick this box if you do not wish for us or any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.**

I/We are aware of the costs of the Initial Financial Planning Fee and Recommendation(s) and where appropriate, the policy or investment arrangement and implementation services and agree to the method and timing of these.

**The payment option agreed is ticked below:**

- Direct payment by the client(s) only**
- Deduction from the policy /platform / Wrap only (where possible)**
- A combination of direct payment by the client(s) and deduction from the policy**

When the payment or part payment is paid direct from the client, the fee will be payable before the investments are implemented. You should note that when paid through the investments it may reduce your personal tax thresholds and/or exemption levels. Where this happens we will discuss it with you and confirm it in your personal recommendation report.

All invoices issued are to be settled within 30 days of issue. Should any further chargeable work be required outside of this fee agreement the firm will issue a new agreement so that no misunderstanding can arise. The client(s) are not entitled to assign or transfer this agreement.

This agreement may be terminated at any time without penalty, by either party, subject to any outstanding fees having been paid in full. Termination should be placed in writing by either party.

**Client 1 Name** .....

Client Signature ..... Date .....

**Client 2 Name** .....

Client Signature ..... Date .....

**Signed on behalf of firm**

Signature .....

Name ..... Date .....

NB: In relation to your chosen level of on-going service this will be agreed separately within our Service Proposition & Engagement document that follows.

## **Service Proposition & Engagement Document**

Your financial objectives may alter 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 on-going review service includes:

- 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
- On-going support with correspondence and administration issues

It is not compulsory for you to sign up to our review service and we do offer a Transactional only service that incurs no on-going fee.

### **On-going Advice Fees**

Initial advice, especially when it includes investment advice, should be reviewed on a regular basis to ensure the asset allocation still matches your risk profile, that the funds are still appropriate and that Capital Gains Tax and income is managed effectively within your portfolio. We recommend for these reasons that you agree to our on-going review service at a cost up to 1% p.a. which is usually payable monthly in arrears, direct from your investment wrap or investment platform or direct from the product provider.

Should you wish to pay directly, you can pay the fees monthly by standing order. At each anniversary of this agreement we will revalue your investments/policy(ies) and notify you to any revised annual charges due to any fluctuation of your investment(s) at that time.

It should be noted that it is not compulsory for you to sign up to a review service. On this basis we will classify you as a Transactional client where no on-going advice will be provided, unless a new initial fee is agreed prior to advice being provided.

When the level of on-going services has been agreed these are deemed to commence immediately. 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.

### **Service Levels**

Crown Wealth Management aims to provide our clients with a high level of personal service aligned to a pre-agreed service level. This ensures that your plans, investments and goals are regularly reviewed to ensure they match your needs.

Our charges are currently not liable to VAT but this may change in the future. 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.

As a client of Crown Wealth Management Limited you can choose one of the following service propositions:

## Wealth Management Review Service

This service is open for clients who require on-going Financial Planning and Investment Advice relating to the investments that Crown Wealth Management has agreed to provide an on-going review service. The cost of this service is 1% per annum payable monthly in arrears of the assets under our influence with a minimum expected fee of £2,000 per annum (over £500,000 the ongoing fee is tiered down to 0.5% p.a.). Actual costs will therefore increase/decrease depending on the fund value. The on-going fee can be paid via the investment provider or via a combination of standing order and your investment provider.

Service includes:

- Annual Planning Meeting\*
- We maintain your accounts and provide all relevant information when required.
- Access to personalised client portal including 24/7 valuations, (investment platform permitting).
  - Annual Valuation – Direct from the product provider, investment platform or Wrap.
  - Annual transaction statement including dividend and tax voucher summary.
- You will have access to your adviser by telephone and email to answer any queries you may have about your investments.

\*For investments over £400,000 under our management, an additional six month planning and review meeting is included.

### An annual 10 point financial health check.

1. Personal update
  - An update from you including any issues or concerns you may have that we need to know about and take into consideration.
    - Your personal & financial circumstances are updated.
    - Review of your income, expenditure and any capital gains tax liability.
    - Re-prioritise your goals and objectives.
2. Investment Review
  - Review the performance of your investments since the last review.
  - Ensure the ongoing suitability of your investments.
    - We will discuss the risk profile of your investments to ensure it continues to be appropriate.
    - We will discuss the tax efficiency of your investments and ensure when appropriate your ISA allowance is utilised.
    - When appropriate new funds will be recommended and your portfolio re-balanced.
3. Cash Management
  - A review of your income and cash requirements including:
    - Overview of balances of money held on deposit.
    - Current Interest rates and whether these can be improved.
    - Review level of funds for emergency and income purposes.
4. Estate Planning Review
  - Ensuring your accumulated assets are protected and to be inherited in accordance with your wishes.
    - Ensure your Will is valid and reflects your current wishes
    - Review your inheritance tax liability.
    - Gifts to family members or charitable giving.
    - Power of Attorney is in place and remains valid.

5. Pensions and Taxation
  - Reviewing the impact created by any changes to pensions & taxation legislation.
  - Review your pension arrangements.
6. Personal Protection Review
  - Review existing protection plans
    - Ensure they offer you the right amount of cover.
    - Review trust arrangements if applicable.
7. Debt Counselling
  - Review of long term loans and short term debts.
8. Personal Administration Service
  - We go through any paperwork you have relating to your investments or financial plans that you wish to discuss with us.
9. Family Review
  - Discuss, when required, the financial planning needs of your children and elderly parents.
10. Professional update
  - Provide updates to your accountant or solicitor when appropriate and requested.

Under the on-going Wealth Management Service, funds already invested by us where an initial charge has been levied by us and subsequently transferred within the existing Wrap account or fund platform to fund an NISA will have no new initial fees levied.

Examples of ongoing fees:

- We provide our Wealth Management Service and you invest £150,000. We would make an on-going charge of £2000 p.a.
- We provide the Wealth Management Service and you have funds valued at £350,000, there would be on-going fee of £3500 p.a.
- We provide the Wealth Management Service and you have funds valued at £750,000, there would be on-going fee of £6250 p.a. (1% of £500,000 & 0.5% of £250,000)

## Investment Management Review Service

This service is open for clients who require an on-going investment management service relating to the investments that Crown Wealth Management has arranged or have agreed to provide an on-going review service. The cost of this service is 1% per annum payable monthly (over £500,000 the ongoing fee is tiered down to 0.5% p.a.) in arrears of the assets under our influence with a minimum expected fee of £600 per annum. Actual costs will therefore increase/decrease depending on the fund value. The on-going fee can be paid via the investment provider or via a combination of standing order and your investment platform.

Service includes:

- An annual telephone/postal review to provide on-going investment advice and ensure the continuing suitability of your investments (An annual Face to Face meeting included at your request with no additional charge).
- When appropriate, on an annual basis new funds will be recommended, portfolios will be rebalanced and we will maintain or alter your risk profile of your investments to match your current requirements.
- We maintain your accounts and provide all relevant information when required.
- Access to personalised client portal including 24/7 valuations, (investment platform permitting).
  - Annual Valuation – Direct from the product provider, investment platform or Wrap.
  - Annual transaction statement including dividend and tax voucher summary.
- You will have access to your adviser by telephone and email to answer any queries you may have about your investments.

Under the on-going Investment Management Service, funds already invested by us where an initial charge has been levied by us and subsequently transferred within the existing Wrap account or fund platform to an NISA will have no new initial fees levied.

Examples:

- We provide our Investment Management Service and you invest £50,000. We would make an on-going charge of £600 p.a.
- We provide the Investment Management Service and you have funds valued at £100,000, there would be on-going fee of £1000 p.a.
- We provide the Investment Management Service and you have funds valued at £750,000, there would be on-going fee of £6250 p.a. (1% of £500,000 & 0.5% of £250,000)

## **Retirement Income Service (includes Investment Management)**

This service is open for clients who require an on-going investment management service relating to the investments that Crown Wealth Management has arranged or have agreed to provide an on-going review service. The cost of this service is 1% per annum payable monthly (over £500,000 the ongoing fee is tiered down to 0.5% p.a.) in arrears of the assets under our influence with a minimum expected fee of £1000 per annum. Actual costs will therefore increase/decrease depending on the fund value. The on-going fee can be paid via the investment provider or via a combination of standing order and your investment platform.

Service includes:

- An annual review to provide on-going investment advice and ensure the continuing suitability of your investments from an income drawdown perspective. For amounts under our advice in excess of £400,000 an additional six month planning and review meeting is included.
- When appropriate, on an annual basis new funds will be recommended, portfolios will be rebalanced and we will maintain or alter your risk profile of your investments to match your current requirements.
- We discuss your current retirement planning objectives to provide advice:
  - On whether income drawdown is still suitable to meet your objectives.
  - Your ongoing retirement planning options.
- We maintain your accounts and provide all relevant information when required.
- Access to personalised client portal including 24/7 valuations, (investment platform permitting)
  - Annual Valuation – Direct from the product provider, investment platform or Wrap.
  - Annual transaction statement including dividend and tax voucher summary.
- You will have access to your adviser by telephone and email to answer any queries you may have about your investments.
- Examples:
  - We provide our Retirement Planning Service and you invest £80,000. We would make an on-going charge of £1000 p.a.
  - We provide the Retirement Planning Service and you have funds valued at £100,000, there would be on-going fee of £1000 p.a.
  - We provide the Retirement Planning Service and you have funds valued at £750,000, there would be on-going fee of £6250 p.a. (1% of £500,000 & 0.5% of £250,000)

## Trustee Investment Review Service

This service is open for clients who act as trustees and require on-going investment advice relating to the investments that Crown Wealth Management has arranged or have agreed to provide an on-going review service. The cost of this service is an on-going fee of 1% per annum payable monthly in arrears (over £500,000 the ongoing fee is tiered down to 0.5% p.a.) of the assets under our influence with a minimum expected fee of £1000 p.a.

Service includes:

- An annual review to provide on-going investment advice and ensure the continuing suitability of the investments held. For amounts under our advice in excess of £400,000 an additional six month planning and review meeting is included.
- When appropriate, new funds will be recommended, portfolios will be rebalanced and we will maintain or alter the risk profile of the investments to match the agreed attitude to risk of the beneficiaries and aims of the trustees.
- We will maintain the account and provide annual portfolio and performance reporting including transactional history, cash balances and tax vouchers when appropriate.
- Access to personalised client portal including 24/7 valuations (Investment platform permitting).
- Annual Valuation – Direct from the product provider or Asset Management Company.
  - Annual transaction statement including dividend and tax voucher summary.
- No additional adviser fees for implementing encashments, portfolio or income changes (product charges may apply and tax may be incurred on some transactions).
- You will have access to your adviser by telephone and email to answer any queries you may have about the trust's investments.
- No additional implementation costs for rebalancing of funds or new fund purchases for existing assets held within the same tax wrapper and account.
- Examples:
  - We provide our Trustee Investment Review Service and you invest £50,000. We would make an on-going charge of £1000 p.a.
  - We provide the Trustee Investment Review Service and you have funds valued at £150,000, there would be on-going fee of £1500 p.a.
  - We provide the Trustee Investment Review Service and you have funds valued at £750,000, there would be on-going fee of £6250 p.a. (1% of £500,000 & 0.5% of £250,000)

## Maintenance Service

This service is open for clients with legacy policies that we have arranged whereby the existing commission or ongoing fee received is less than £600 per annum. There is no minimum fee for this service and no additional fees will be charged.

Service includes:

- Maintenance of policies - We will keep your policy information up to date and will liaise with product providers when required in order to answer any queries you may have.
- General queries - We will answer any general queries that you may have about your plans or other services that you may require.
- Example:
  - We receive on-going fees or commission of less than £600 p.a. we would provide you with our Maintenance Service.

## On-going Service Agreement

### I/We would like to subscribe to the following on-going service option:

(Please tick the relevant box to indicate your agreement)

#### Wealth Management Service

I/We understand that the fee for this service is 1% per annum on the first £500,000 and then 0.5% p.a. on the remainder of the value of your investments, with a minimum fee of £2000 p.a.

This fee is payable monthly in arrears. Actual costs will therefore increase/decrease depending on the fund value.

#### Investment Management Service

I/We understand that the fee for this service is 1% per annum on the first £500,000 and then 0.5% p.a. on the remainder of the value of your investments, with a minimum fee of £600 p.a.

This fee is payable monthly in arrears. Actual costs will therefore increase/decrease depending on the fund value.

#### Retirement Income Service including Investment Management

I/We understand that the fee for this service is 1% per annum on the first £500,000 and then 0.5% p.a. on the remainder of the value of your investments, with a minimum fee of £1000 p.a.

This fee is payable monthly in arrears. Actual costs will therefore increase/decrease depending on the fund value.

#### Trustee Investment Review Service

I/We understand that the fee for this service is 1% per annum on the first £500,000 and then 0.5% p.a. on the value of your investments with a minimum fee of £1000 p.a.

This fee is payable monthly in arrears. Actual costs will therefore increase/decrease depending on the fund value.

#### Maintenance Service

I/We understand that the fee for this service is the existing fees or commissions received by Crown Wealth Management where the value is less than £600per annum. This fee is payable monthly in arrears actual costs will therefore increase/decrease depending on the fund value.

#### Transactional Service

I/We understand that the fee for this service is NIL% per annum and therefore no commitment from Crown Wealth Management to provide any form of on-going advice.



**Terms**

The firm will act in accordance with the terms set out in this document when advising, recommending and arranging products for the client(s).

**The firm have discussed the cost of our services and have agreed with the client(s) how the firm is to be paid for the services provided. The payment option agreed is ticked below:**

- Direct payment by the client(s) only
- Deduction from the policy /platform / Wrap only where possible
- A combination of direct payment by the client(s) and deduction from the policy

When the payment or part payment is paid direct from the client, the fee will be payable before the investments are implemented. The client(s) are not entitled to assign or transfer this agreement.

This agreement may be terminated at any time without penalty, by either party, subject to any outstanding fees having been paid in full.

Termination should be placed in writing by either party.

**Client 1 Name** .....

Client Signature ..... Date .....

**Client 2 Name** .....

Client Signature ..... Date .....

**Signed on behalf of firm**

Signature .....

Name ..... Date .....



**Declaration – CWM copy**

This is our standard client agreement 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. This agreement supersedes any previous Client Fee Agreement made with the firm.

**Please tick this box if you do not consent to us or any company associated with us processing any such sensitive data.**

**Please tick this box if you do not wish for us or any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.**

I/We are aware of the costs of the Initial Financial Planning Fee and Recommendation(s) and where appropriate, the policy or investment arrangement and implementation services and agree to the method and timing of these.

**The payment option agreed is ticked below:**

- Direct payment by the client(s) only**
- Deduction from the policy /platform / Wrap only (where possible)**
- A combination of direct payment by the client(s) and deduction from the policy**

When the payment or part payment is paid direct from the client, the fee will be payable before the investments are implemented. You should note that when paid though the investments it may reduce your personal tax thresholds and/or exemption levels. Where this happens we will discuss it with you and confirm it in your personal recommendation report.

All invoices issued are to be settled within 30 days of issue. Should any further chargeable work be required outside of this fee agreement the firm will issue a new agreement so that no misunderstanding can arise. The client(s) are not entitled to assign or transfer this agreement.

This agreement may be terminated at any time without penalty, by either party, subject to any outstanding fees having been paid in full. Termination should be placed in writing by either party.

**Client 1 Name** .....

Client Signature ..... Date .....

**Client 2 Name** .....

Client Signature ..... Date .....

**Signed on behalf of firm**

Signature .....

Name ..... Date .....

**On-going Service Agreement**

**I/We would like to subscribe to the following on-going service option:**

(Please tick the relevant box to indicate your agreement)

**Wealth Management Service**

I/We understand that the fee for this service is 1% per annum on the first £500,000 and then 0.5% p.a. on the remainder of the value of your investments, with a minimum fee of £2000 p.a.

This fee is payable monthly in arrears. Actual costs will therefore increase/decrease depending on the fund value.

**Investment Management Service**

I/We understand that the fee for this service is 1% per annum on the first £500,000 and then 0.5% p.a. on the remainder of the value of your investments, with a minimum fee of £600 p.a.

This fee is payable monthly in arrears. Actual costs will therefore increase/decrease depending on the fund value.

**Retirement Income Service** including Investment Management

I/We understand that the fee for this service is 1% per annum on the first £500,000 and then 0.5% p.a. on the remainder of the value of your investments, with a minimum fee of £1000 p.a.

This fee is payable monthly in arrears. Actual costs will therefore increase/decrease depending on the fund value.

**Trustee Investment Review Service**

I/We understand that the fee for this service is 1% per annum on the first £500,000 and then 0.5% p.a. on the value of your investments with a minimum fee of £1000 p.a.

This fee is payable monthly in arrears. Actual costs will therefore increase/decrease depending on the fund value.

**Maintenance Service**

I/We understand that the fee for this service is the existing fees or commissions received by Crown Wealth Management where the value is less than £600per annum. This fee is payable monthly in arrears actual costs will therefore increase/decrease depending on the fund value.

**Transactional Service**

I/We understand that the fee for this service is NIL% per annum and therefore no commitment from Crown Wealth Management to provide any form of on-going advice.

**Terms**

The firm will act in accordance with the terms set out in this document when advising, recommending and arranging products for the client(s).

**The firm have discussed the cost of our services and have agreed with the client(s) how the firm is to be paid for the services provided. The payment option agreed is ticked below:**

- Direct payment by the client(s) only
- Deduction from the policy /platform / Wrap only where possible
- A combination of direct payment by the client(s) and deduction from the policy

When the payment or part payment is paid direct from the client, the fee will be payable before the investments are implemented. The client(s) are not entitled to assign or transfer this agreement.

This agreement may be terminated at any time without penalty, by either party, subject to any outstanding fees having been paid in full.

Termination should be placed in writing by either party.

**Client 1 Name** .....

Client Signature ..... Date .....

**Client 2 Name** .....

Client Signature ..... Date .....

**Signed on behalf of firm**

Signature .....

Name ..... Date .....