

Service Proposition & Engagement

This engagement is supplementary to our Client Agreement for Investments & Insurances document and sets out the basis on which we charge for our ongoing services.

We recognise that all our clients have different financial needs and objectives and we will build an appropriate plan. To clarify the expectations of all parties and to provide transparency of charges we set out in this document the services available and associated costs. Please feel free to contact us if you wish to discuss any aspect of these terms.

The Financial Planning Process

There are six stages to the financial planning process, each of which is separately costed, although the initial consultation is at our cost:

1. Initial meeting
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

Stages 1 to 5 are detailed in our Client Agreement. This document confirms the ongoing services we will provide you with and the cost to you for the provision of these.

Reviews – ongoing care and advice through our ongoing management service

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

- Structured reviews to give you peace of mind
- Assessment of your current circumstances and any changes to your plans that are needed
- Regular updates and information regarding your holdings
- A choice of differing levels of support depending on your needs
- Ongoing support with correspondence and administration issues

We recognise that all clients do not have the same service requirements therefore you are free to choose the level of service that best suits your needs. Our charges are guaranteed not to increase within the first 12 months of your contract with us. Should we need to increase our charges after this period, you will be given notice of this fact and the opportunity to decide whether to continue with the revised level of charges. It should be noted that it is not compulsory for you to sign up to one of our services and we do offer a transactional only service which is free of charge but does provide limited characteristics.

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

Service Level	Wealth Management	Investment
Typically for clients with investable assets with CWM with more than:	£250,000	£50,000
Review Meetings Held	Annual Review (Face-to-Face)	Annual Review (Telephone / Post)
Financial Planning Review	Annual Face to Face	Annual Telephone
Access to Adviser	✓	✓
Portfolio Report	Annual	Annual
Additional Financial Planning Advice	As required	x
Access to Support Team	✓	✓
Rebalancing and Fund Switching	✓	✓
Bespoke portfolios	If required	x
Client Portal / Online Valuations	✓	✓
Review of Objectives / Ongoing Suitability / Risk Profile	Annual	Annual
Income / Expenditure Review and Forecasting	As required	x
Flexi-Access Drawdown	✓	✓*
Liaison with Accountant / Solicitor	As required	x
Regulation and Legislation updates	✓	x
Discuss Financial Planning needs of your wider family	✓	x
Annual Service Fee on the first £500,000	1%	1%
Annual Service Fee on balance above £500,000	0.5%	0.5%
Minimum Ongoing Fee	£2,500	£500 / £1,000*

*The minimum ongoing fee for clients in Flexi-access drawdown.

Notes: Any shortfall between the minimum ongoing fee and the annual service fee is made up by a monthly standing order.

For investments made by us on your behalf to deposit based schemes the ongoing charge is 0.5% regardless of service proposition chosen.

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

Example 1: if your investments are valued at £40,000 and you have selected the Investment Management Service, the ongoing management fee we would receive is £400 p.a. As this is less than the minimum ongoing service fee for this service level we would charge you an additional £100. Therefore, the total fee payable would be £500 p.a.

Example 2: if your investments are valued at £300,000 and you have selected the Wealth Management Service the ongoing management fee we would receive is £3,000 p.a.

Example 3: if your investments are valued at £1,500,000 and you have selected the Wealth Management Service the ongoing management fee we would receive is £10,000 p.a.

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.

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.

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

Ongoing Service Agreement

I/We would like to subscribe to the following ongoing service option:

(Please tick the relevant box to indicate your agreement)

Wealth Management Service Option

I/We understand that the fee for this service is 1% p.a. 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 £2,500 p.a.

Investment Management Service Option

I/We understand that the fee for this service is 1% p.a. 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 £500 p.a. for investment management clients and £1,000 p.a. for clients in Flexi-Access Drawdown.

Transactional only Service Option

I/We understand that the fee for this service is NIL% p.a. and therefore no commitment from Crown Wealth Management to provide any form of ongoing advice.

Facilitation of Payments

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:

- Deduction from the policy / platform / wrap only (where possible)
- Direct payment

If a direct payment is chosen, the fee will be payable monthly by invoice. 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.

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

Adviser's Name Adviser's Signature Date

Ongoing Service Agreement (Adviser Copy)

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(Please tick the relevant box to indicate your agreement)

Wealth Management Service Option

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