

# Ongoing Services Brochure



FTA Financial & Wealth Management Provide different levels of ongoing service to you as the client. These will be discussed with you at our initial meeting and you can then decide which one will suit your requirements best.

This Ongoing Services Brochure will detail two sets of ongoing services you may receive:

- FTA Financial & Wealth Management Ongoing Service Levels
- Other Services provided in conjunction with third parties

Full details of all our services are provided between the Client Proposition and Ongoing Services Agreement. The specific services being provided to you will be detailed by your adviser on your personalised Client Fee Agreement.

## FTA Financial & Wealth Management Ongoing Service Levels

The service levels we provide are as follows:

- **Standard Service** – no ongoing fee
- **Gold Service** – 1% per annum ongoing fee, minimum annual fee is £500
- **Platinum Service** – 0.50% per annum, minimum annual fee is £1,000

You will automatically be offered an upgrade to the Platinum Service once your funds are valued at £100,000 and the £1,000 minimum annual fee will apply. This will continue until your funds under management exceed £200,000, where we will implement the Platinum Service Fee of 0.50% per annum from there onwards.

You are able to upgrade to our 'Platinum Service' if your funds under management are worth less than £100,000, however the minimum annual fee of £1,000 would apply.

### Examples:

- For a fund of **£40,000**, our fee would be our minimum fee = £500 per annum for Gold Service
- For a fund of **£80,000** our fee would be 1% = £800 per annum for Gold Service. (You would be able to upgrade to Platinum Service and pay the minimum £1,000 per annum)
- For a fund of **£130,000** you will be offered the Platinum Service, paying the minimum fee of £1,000 per annum.
- For a fund of **£750,000** our fee would be 0.5% = £3,750 per annum for Platinum Service.

Please see the next 3 pages for details of each of our 3 service levels

## Standard Client Service

This service is for clients who require a basic service level without ongoing advice or a close personal servicing relationship.

We will continue to deal with the administration of your contracts, if you would like further advice we will outline the fees and charges prior to any work commencing. (Please see a copy of our Fee Agreement).

We will continue to hold your information so that whenever you require financial advice we can call up your information on our system.

**There is no ongoing fee for this service level, we will simply agree our remuneration on an ad-hoc basis, depending on the services you request from us going forward.**

### **Services**

- **Maintain your file – collation/distribution of documents**
- **Policy Administration e.g. Change of Address**
- **Provide Information/Answer queries on your policies\***
- **Telephone contact with our Administration Team**
- **Access to your Financial Adviser by Telephone/Email**

\*While some generic information can be given easily, if formal recommendations are required then a charge will apply as per our Client Fee Agreement.

Services not shown above are charged in accordance with our Client Fee Agreement.

Other Service Levels are offered by FTA Financial & Wealth Management which provide ongoing advice and servicing, giving you a more managed approach to reaching your financial goals – If you would like to increase the level of service you receive please contact your Financial Adviser who will be happy to discuss the options with you.

## Gold Client Service

The Gold Client Service Level will give you an ongoing adviser service to help you reach your financial goals. You will benefit from regular financial management and attentiveness to assess your portfolio on a regular basis ensuring that you are on track with your objectives and requirements.

As part of this ongoing service we will establish detailed information on your overall financial planning situation then conduct a regular meeting/tele-conference to make sure we are still working towards your financial priorities and goals. We will also regularly review your investments to ensure they are performing and in line with your risk profile.

### **The fee for the Gold Client Service = 1.00% per annum**

Our ongoing fee will be taken monthly, quarterly or annually from funds held under management (where applicable). Minimum annual fee = £500

## **Services**

- **Maintain your file – collation/distribution of documents**
- **Policy Administration e.g. Change of Address**
- **Provide Information/Answer queries on your policies\***
- **Telephone contact with our Administration Team**
- **Access to your Financial Adviser by Telephone/Email**
- **Annual Portfolio Summary Report**
- **Annual Assessment of Attitude to Risk**
- **Annual Portfolio Review – including fund switch recommendations**
- **Annual face-to-face meeting with your adviser to review your investments**

\*While some generic information can be given easily, if formal recommendations are required then a charge will apply as per our Client Fee Agreement.

Services not shown above are charged in accordance with our Client Fee Agreement.

Other Service Levels are offered by FTA Financial & Wealth Management which provide additional ongoing services and management – If you would like to increase the level of service you receive please contact your Financial Adviser who will be happy to discuss the options with you.

## Platinum Client Service

The Platinum Client Service Level will give you the highest level of ongoing adviser service. You will benefit from all our other services plus a dedicated relationship with your Financial Adviser and Wealth Manager.

Our objective will be to pro-actively grow your wealth and help you reach your objectives. We will also conduct tax planning with you to ensure that you remain tax efficient throughout your career and into retirement. We will conduct a meeting twice a year to review your investments and your attitude to risk, provide recommendations on your investment strategy and adapt your financial plan on an ongoing basis so that it suits your exact requirements.

### **The fee for the Platinum Client Service = 0.50% per annum**

Our ongoing fee will be taken monthly, quarterly or annually from funds held under management (where applicable). Minimum annual fee = £1,000

### **Services**

- **Maintain your file – collation/distribution of documents**
- **Policy Administration e.g. Change of Address**
- **Provide Information/Answer queries on your policies\***
- **Telephone contact with our Administration Team**
- **Access to your Financial Adviser by Telephone/Email**
- **Half Yearly Portfolio Report – including full fund analysis and market commentary**
- **Ad-Hoc Summary Valuation provided on request**
- **Annual Assessment of Attitude to Risk (Half Yearly if requested)**
- **Half Yearly Portfolio Review – unlimited portfolio adjustments administrated**
- **Half Yearly face-to-face meeting with your adviser to review your investments**
- **Online Access to your own Client Portal – investment valuations and market information**
- **Access to Taxation and Trust specialists\*\***

\*While some generic information can be given easily, if formal recommendations are required then a charge will apply as per our Client Fee Agreement.

\*\*Taxation & Trust Specialist Services may be subject to additional charges which we would agree with you in advance.

Services not shown above are charged in accordance with our Client Fee Agreement.

## Other Services – provided in conjunction with third parties

FTA Financial & Wealth Management may recommend that an ongoing service is provided to you in conjunction with a third-party. Before setting up any arrangement of this nature we will explain the structure, implications and fees applicable in our suitability report.

The other services we may provide for you are listed below with details:

### **Discretionary Fund Manager Service – with direct contractual relationship**

We may recommend that your investments are managed directly by a discretionary fund manager, for example – holding a SIPP with a DFM acting as the investment manager within the product, creating the portfolio of investments and rebalancing/switching as appropriate. This will give you the benefit of regular active management and rebalancing within your portfolio.

In this arrangement you will have a contractual relationship with the Discretionary Fund Manager, with an application submitted and the DFM treating you as their client. You will be notified of all the changes made to your portfolio, directly and through ourselves, and will have periodical performance statistics sent to you by the DFM. We work alongside the DFM to ensure your objectives and requirements are met by their portfolio management service.

### **Discretionary Fund Manager Service – with no direct contractual relationship**

We may recommend that your investments are in a portfolio managed by a discretionary fund manager, for example – holding an ISA on a platform with a DFM model portfolio invested into, where the manager of that model portfolio instructs on monthly rebalancing and the platform automatically makes these adjustments. This will give you the benefit of regular active management and rebalancing within your portfolio.

In this arrangement you will not have a direct contractual relationship with the Discretionary Fund Manager, we provide the recommendation to you and the DFM acts as our client, providing discretionary management to portfolios which meet a certain risk rating and strategy and instructing on the recommended rebalancing. We will directly provide you with information on the performance of this arrangement when we meet for regular reviews of your investments.

If you have any questions regarding our ongoing services please contact your adviser for further information, or contact our office on 0330 053 5745.