



SHELDON FLANDERS

Financial Services

Service Proposition & Engagement

This agreement is made between: **Sheldon Flanders Financial Services Ltd of 6 St James Court, Friar Gate, Derby, DE1 1BT**

And:

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.

The Financial Planning Process

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

1. Initial consultation
2. Financial Review and Recommendation
3. Policy arrangement and Implementation
4. Review – Ongoing care and advice through our ongoing Management Service

Stages 1 to 3 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 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 overleaf:

SERVICE LEVEL	Level 1	Level 2	Transactional only
Annual statement of holdings	✓	✓	
Access to our support team	✓	✓	
Professional expertise and governance embedded into our investment processes	✓	✓	
Six Monthly Portfolio Rebalancing*	✓		
Annual Portfolio Rebalancing*		✓	
Six Monthly Valuations*	✓		
Annual Valuations*		✓	
On-going Expert Support	✓	✓	
On-going access to your adviser	✓	✓	
Six Monthly Review Meetings including:*	✓		
Annual Review Meetings including:*		✓	
<i>Review of Objectives</i>	✓	✓	
<i>Review of Risk Profile</i>	✓	✓	
<i>Review of Asset Allocation (if required)</i>	✓	✓	
<i>Review of Tax Changes</i>	✓	✓	
<i>Updates & Valuations</i>	✓	✓	
<i>Comprehensive Financial Health Check:</i>	✓		
<i>Detailed Tax Planning</i>	✓		
<i>Estate Planning</i>	✓		
<i>Income / Expenditure Review and Forecasting</i>	✓		
<i>Liaison with accountant / solicitor (if required)</i>	✓		
Maximum %age charge based on your investments	1%	0.75%	£nil
Minimum Annual Cost	£1,350	£900	£nil

examples to the above charges to help you understand how these would be applied;

Example 1; if your investments are valued at £120,000 and you have selected Level 2 (0.75%) the ongoing management fee we would receive is £900.

Example 2; if your investments are valued at £250,000 and you have selected Level 1 (1%) the ongoing management fee we would receive is £2,500. As this exceeds the minimum ongoing service fee for this service level no other charges would be applied. The total fee payable would be £2,500 per annum.

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.

When the level of on-going 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 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:
(please tick the appropriate boxes)

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, subject to a minimum of £Nil.

Level 2 Client Service Option

☐

I/We understand that the fee for this service is 0.75% of the value of the relevant investments each year, subject to a minimum of £750.

Level 1 Client Service Option

☐

I/We understand that the fee for this service is 1% of the value of the relevant investments each year, subject to a minimum of £1000.

Facilitation of Payments

I/We wish for the cost of the ongoing service to be paid by deduction from the policy(ies) I/ we hold

☐

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

☐

Signed:

Print Name:

Date:

Signed:

Print Name:

Date:

Signed on behalf of our firm:

Print Name:

Date: