



## Important Information About Our Services



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## Who are we and what do we do?

We are a firm of independent financial advisers and have been helping our clients to meet their financial goals since 1968. As Chartered Financial Planners and Wealth Managers, we believe in establishing and maintaining a long term relationship with our clients.

Graham Carter & Co is authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent regulator of financial services in the United Kingdom. Graham Carter & Co is entered on the Financial Services Register ([www.fca.org.uk/register](http://www.fca.org.uk/register)) under reference 154309.

## What can we do for you?

We can act on your behalf for the purpose of arranging and advising on the following:

- **Investments & Pensions, for example an ISA or Personal Pension Plan.**
- **Personal & Family Protection, for example a Life Assurance or Critical Illness Plan.**

For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs, and objectives. Following our research, we will provide a personal recommendation(s) for you to consider. With your agreement we will then implement our recommendation(s) and arrange any products on your behalf.

Once your financial plans are in place it is important to keep them under review. Subject to the type of services you require from us, we can continue to act on your behalf through our ongoing service proposition. Alternatively, for those who prefer a more transactional or ad-hoc 'pay as you go' service, we are also happy to provide our services as and when you need them.

**Further details about these and other related services we provide are contained in the following pages. This also confirms the typical cost of our services and how we get paid for them.**

## Important Information

Before you consider our services in more detail, we would like to draw your attention to the following important information.

Before we undertake any work on your behalf we will set out, and agree with you, the terms, and conditions of our engagement in a written Client Agreement. This will describe the scope and specific services to be provided, including any on-going services, their associated costs and method of payment. Our Data Protection and Privacy Notice document will confirm how we use and store personal information we collect from you while providing our service. A copy of our standard Client Agreement and Data Protection and Privacy Notice are available on request.

## INFORMATION ABOUT OUR INVESTMENT & PENSION SERVICES

We offer a range of services to help you meet your investment and retirement objectives. We provide **independent advice**, which means that our recommendations to you will be unbiased, unrestricted, and based on a comprehensive and fair analysis of the market. The amount we charge, and the basis of the payment will depend on the service you choose and your individual circumstances.

We may recommend products or services related to your investment and pension needs which are not regulated by the Financial Conduct Authority. For example, cash ISA's, National Savings & Investment Products (NS&I) or Inheritance Tax Planning (IHT)

A description of our initial and ongoing services, their associated costs and payment terms, is provided in the following pages.

## What can you expect to pay for our investment and pension advice?

Our typical fees for advice and arranging an investment or pension on your behalf are set out below. Where hourly rates are stated, these are the actual hourly rates that will apply. There is an additional charge should you purchase one of our ongoing service packages. The typical cost of our ongoing services and what they include is also set out below. **You can cancel our ongoing service at any time.**

### Initial Advice Services

Free Initial Consultation	Fee
<p>For all new clients we offer a first meeting of up to 1 hour at our expense. The purpose of this meeting is to discuss your needs and our services. We usually conduct this meeting at our offices but are happy to discuss matters with you over the phone at a mutually convenient time.</p>	<p><b>£ At our expense</b></p>
Full Financial Review	Fee
<p>This service provides an initial meeting with a Chartered Financial Planner to collect details of your current circumstances and ascertain your future objectives. We will ask you to complete a budget questionnaire and take details of any current arrangements you have in place.</p> <p>Following the meeting, we will obtain State Pension Forecasts and write to existing providers to get full details on any existing Pensions, Investments and Protection arrangements. When all information is received, all your current assets, liabilities, income, and expenditure will be entered into our lifetime cash flow modelling software.</p> <p>A second meeting will be arranged to discuss our findings.</p>	<p><b>£2470</b></p>

Formal Advice & Implementation	Fee
<p><b>Alteration to Existing Arrangement</b>  It may not be suitable for your existing plans to be consolidated. However, we may recommend that the existing funds are switched to match your current attitude to investment risk. We will research and recommend suitably alternative fund(s).</p> <p>A written report outlining our recommendations will be provided prior to the implementation of any changes.</p> <p>Our charges for this will vary depending on the complexity of the work and how long it takes to complete. Our adviser charge is £197.00 per hour and our Para planner charge is £78.00 per hour.</p> <p>Example cost:</p> <p>For a portfolio containing 2 separate arrangements (for example a personal pension and an ISA) we would expect a typical review to take approximately 3 to 4 hours calculated in 15-minute intervals.</p> <p>If it took an adviser 3 hours and 30 minutes to complete a review, our fee would be <b>£584.50</b>.</p> <p><b>Consolidation of Existing Arrangements</b>  We may consider it to be beneficial to consolidate your existing arrangements into a more modern plan. We will research the marketplace and recommend a suitable alternative arrangement.</p> <p>A written report outlining our recommendations will be provided.</p> <p><b><i>Consolidation is subject to a minimum charge of £900.00</i></b></p> <p><b>Personal &amp; Family Protection</b>  We offer products from a range of insurers for Life Assurance, Critical Illness Cover, Income Protection Insurance and Private Medical Insurance.</p> <p>Our fee will be based on the type of policy and the complexity of work required.</p>	<p>Adviser - £197.00 per hour  Para Planner - £78.00 per hour</p> <p>3.0% of the first £50,000  <b>PLUS</b>  1.0% of the next £450,000</p> <p>For example, if your portfolio was worth £150,000, you would pay 3.0% on the first £50,000 (<b>£1500</b>), then 1.0% on the next £100,000 (<b>£1000</b>) - A total of <b>£2500</b></p> <p>We will provide a quotation before transacting any business</p> <p>Any commission payment we receive from the Life Company will be used to offset against the agreed fee</p>

## On-Going Advice and Review Services

Our on-going service package is available to everyone and **may be cancelled at any time.**

Full Review Service Proposition	Fee
<p>This service is typically suitable for those who prefer more involvement and contact with their adviser. In particular, if you have a larger and more complex portfolio or are now making withdrawals from your pensions to fund your retirement.</p> <p>The service includes.</p> <ul style="list-style-type: none"> <li>• Review of investments/asset allocation/risk profile</li> <li>• Ongoing access to your adviser</li> <li>• Access to our support team</li> <li>• All assets held on our back-office system and updated</li> <li>• Graham Carter &amp; Co newsletters three times a year</li> <li>• Annual Statement of holdings</li> <li>• Annual review meeting at your home/office or Graham Carter &amp; Co's Office</li> <li>• Review of objectives</li> <li>• Cash flow modelling update, where applicable</li> <li>• Review of tax changes</li> </ul> <p><b>This service is subject to a minimum fee of £395.00 per annum</b></p>	<p>Our service is available for <b>0.75%</b> of the value of your portfolio per year and is payable monthly at the rate of 1/12<sup>th</sup> of 0.75% per month.</p> <p>For example: if your portfolio is worth an average of £150,000 over a 12-month period, the average monthly charge would be £1125 / 12 = £93.75 per month.</p> <p><b><u>Please note:</u></b>  <b>The exact amount we charge each month will depend on the value of your investment and will increase if the value of your portfolio goes up.</b></p>

The above on-going service proposition may not be appropriate for everyone. We are therefore able to offer a Managed Service Proposition

Managed Service Proposition	Fee
<p>This service is typically suitable for those who prefer less involvement and contact with their adviser. In particular, if you have a smaller and less complex portfolio. Your investments will be held in a professionally managed investment proposition directly with an Insurance Company or</p> <p>The service includes.</p> <ul style="list-style-type: none"> <li>• Review of investments/risk profile</li> <li>• Ongoing access to your adviser</li> <li>• Access to our support team</li> <li>• All assets held on our back-office system and updated</li> <li>• Graham Carter &amp; Co newsletters three times a year</li> <li>• Annual Statement of holdings</li> <li>• Annual telephone / Zoom review meeting.</li> <li>• Review of objectives</li> <li>• Review of tax changes</li> </ul> <p><b>This service is subject to a minimum fee of £195.00 per annum</b></p>	<p>Our service is available for <b>0.47%</b> of the value of your portfolio per year and is payable monthly at the rate of 1/12<sup>th</sup> of 0.47% per month.</p> <p>For example: if your portfolio is worth an average of £150,000 over a 12-month period, the average monthly charge would be £705 / 12 = £58.75 per month.</p> <p><b><u>Please note:</u></b>  <b>The exact amount we charge each month will depend on the value of your investment and will increase if the value of your portfolio goes up.</b></p>

## What are your payment options?

- We will tell you if it is possible to settle our fees through a deduction from your investment/pension
- We accept direct payment by cheque or bank transfer
- For new investments and pension plans funded by regular contributions only, you can choose to pay our fees by instalments.

## WHAT HAPPENS IF YOU HAVE A COMPLAINT?

If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint, is available upon request.

If you would like to make a complaint, please contact us either in writing to:

**Complaints, Graham Carter & Co, 2 City Road, Chester CH1 3AE**

**Or** Email: [hello@grahamcarter.co.uk](mailto:hello@grahamcarter.co.uk) **Or** Telephone: 01244 322722

If we are unable to settle your complaint or you are unhappy with our response, you may be able to refer it to the Financial Ombudsman Service (FOS).

Further information about the FOS is available from their website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by calling them on 0800 0234567

## ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME

Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:

### Investments:

Arranging and advising on most types of investments (e.g. an ISA) is covered up to a maximum limit of £85,000 per person per firm.

### Long Term Insurance Contracts

Arranging and advising on long-term insurance contracts (e.g. a Life insurance policy, personal pension or annuity) is covered for 100% of the claim without upper limit.

## CONFLICTS OF INTEREST

There may be occasions where we, or one of our customers, will have some form of interest in a business that we are transacting for you. If this happens, or we become aware that our interests or those of one of our other customers conflict with your interests, we will inform you in writing and obtain consent before we carry out your instructions. If we can continue to act for you, we will tell you how we will ensure your interests are protected. On occasions we may have to cease acting for you, but we will help you find advice from elsewhere if you want us to. Should you require further information in relation to our conflicts of interest policy then please contact us at the address shown.

## COMMUNICATION

All communication will be in English

All telephone calls to and from our office are recorded for training and monitoring purposes.

