

Thomson Hayton Winkley Financial Services

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Terms of Engagement

Thomson Hayton Winkley Financial Services is a trading style of Lyncombe Consultants Limited which is authorised and regulated by the Financial Conduct Authority under firm reference number 618025

Registered in England and Wales No.06030940

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What we do & how we charge

We are a financial planning business, focused on helping you understand and plan for your financial future. This information is designed to give you an idea of:

- **What we do and how we do it (our services)**
- **What it's likely to cost and how you can pay us**

More detailed information is available on our website at <http://www.thwmoney.co.uk/>

This document provides details about our services to you and how we charge, so it's important that you read it fully. If there is something you don't understand please ask us to explain it.

1. Our services

Whatever financial decisions you have to make, the first step towards making the right decisions is to establish a clear understanding of your financial needs.

People seek financial advice for many different reasons so it's important that we understand exactly who you are and what you want to achieve. At our first meeting we'll gather information about you to help define your needs and priorities.

Our services include:

- **Financial planning:** It's important to identify what you might want to achieve and how you can do this. We can help you to identify your goals and create a plan for your finances to help you achieve them.
- **Retirement planning:** It's important to know whether the money you are saving towards retirement will provide you with sufficient funds to meet your retirement objectives. We can work with you to proactively plan for your retirement and help you decide on the options available once at retirement.
- **Protection planning:** Most of us want to protect the things that are important to us, our family, business and quality of life. Protection planning can help to provide peace of mind in the event of your income changing due to unexpected events. We can help you plan for the best way to protect you, your family or your business.

We'll only start work once we have agreed our services and charges with you. We'll give you a copy of our **Client Agreement – investment and protection (terms and conditions)** which will set out the services we have agreed to provide and confirm how much this will cost.

2. Our advice

We offer **independent** investment advice.

We offer **independent** investment advice. This means that we consider a wide range of financial strategies and products. We are constantly reviewing the market to ensure that the services and products we offer are appropriate for our clients.

Where we recommend particular investment strategies and products to you, these will be selected based on your personal circumstances, financial goals and objectives. We'll consider a number of factors, including the services you need, the cost of investing, how much risk you are prepared to accept in an investment product and how much of a drop in its value you could withstand.

The areas we can advise on include:

- Open ended investment companies
- Enterprise investment scheme
- Phased retirement & income drawdown
- Unit trusts
- Structured products, incl. structured deposits
- Term assurance
- ISAs
- Venture capital trusts
- Critical illness cover
- Investment bonds
- Pensions
- Income protection
- Exchange traded funds
- Annuities
- Long term care
- Investment trusts
- Tax Investments

We don't provide advice in relation to individual share holdings. If this is something you need assistance with, we can refer you to a stockbroker.

We don't provide advice on options, futures and other derivative contracts as we believe that these are unlikely to be suitable for our clients

We don't provide advice on Unregulated Products as we believe that these are unlikely to be suitable for our clients

For further details please refer to our client services website.

Where we provide protection planning services we are an insurance intermediary and will provide advice which is based on a fair and personal analysis of the market.

For life, critical illness, income protection and whole of life insurance products from a panel of leading insurers. Ask us for a list of insurers we offer insurance from.

3. Our charges

The way we are paid for our services may depend on the type of advice given. Typically this will be:

- **Investment business:** fees agreed and paid by you
- **Insurance business:** fees agreed and paid by you or commission payable by the insurance provider, which is a percentage of the total annual premium

More details on these options and how they are paid is found in the following sections on initial and ongoing charges.

Our charges fall into the following categories:

- a) **Initial charges:** these are the upfront costs of our services. We offer several types of initial service depending on your needs.
- b) **Ongoing charges:** once your financial plan is in place it is important to keep it under review so it can be adapted, where necessary, as your circumstances change. Our ongoing services are designed to do this.

- c) **Adhoc charges:** If you have decided that you do not require ongoing servicing, but subsequently request a review or an amendment to your investments an adhoc charge will be applied to cover the work conducted.

Our actual charges and fees (in pounds and pence) will be agreed with you before we do any work and we'll explain your payment options too. We'll also let you know where any fees are subject to VAT.

Initial charges

Initial Charges					
% of funds invested	<p>% of funds invested</p> <p>Our charge is 3% of any funds invested / transferred subject to a minimum fee of £750. This fee excludes Bed & ISA applications, for these we will charge an administration fee of £500, to cover the work involved.</p> <p>Regardless of the size of the Initial Investment, we will never charge you more than £20,000.</p> <p>Here are some examples of how our charges could apply:</p> <ul style="list-style-type: none"> • If you invested £20,000, our fee would be our minimum fee = £750 • If you invested £50,000, our fee would be 3% of £50,000 = £1,500 • If you invested £100,000, our fee would be 3% of £100,000 = £3,000 				
Hourly rate	<p>We estimate the number of hours it will take. We then apply standard hourly rates, being: £210 per hour for Senior Financial Planning Staff. This is subject to a minimum initial fee of £525</p> <p>We'll always present you with a personalised quote before undertaking any work that might be charged for. Our charges are based on the following hourly rates:</p> <ul style="list-style-type: none"> • Financial Planning: £210 per hour: Responsible for establishing your circumstances, needs and financial objectives and recommending a suitable financial solution. • Administrator: £80 per hour: Responsible for sending out paperwork and requests for information. <p>If the amount of time taken to advise and arrange a suitable product for you takes 8 hours in total – made up of 6 hours' time spent by Senior Financial Planning Staff and 2 hours administration, the charge would be £1,420 made up as follows:-</p> <table> <tr> <td>Financial Planning</td> <td>£210 × 6 hrs. = £1,260</td> </tr> <tr> <td>Administration</td> <td>£80 × 2 hrs. = £160</td> </tr> </table>	Financial Planning	£210 × 6 hrs. = £1,260	Administration	£80 × 2 hrs. = £160
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Payment options					

Initial charges can be paid in a number of ways:

- Cheque or electronic transfer (unfortunately, we cannot accept payments by cash).
- Payment via deductions from the financial product(s) you invest in or (if relevant) deductions from the amount invested with a discretionary fund manager (DFM). Most product providers / DFMs offer this facility but using it will reduce the amount you have left to invest and may, depending on your circumstances, have other consequences (we'll discuss this with you beforehand).
- For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable.
- Where we give you advice concerning regular savings into investment products or pensions, our time spent on research and analysis does not vary greatly between different clients. Therefore, we believe it is fairest to all to charge a fixed fee for the work involved. Most clients prefer this charge to be paid for in part or in full by adviser charging facilitated by the product provider.

Our fixed fee for regular investment or pension savings advice is £800.

- Where the adviser charge paid is less than the amount of our fee, we will invoice you for the shortfall.
- Where the adviser charge paid can be more than our fixed fee, we apply a limit to the amount payable restricting it to be no more than our fixed fee of £800.

Example

If we recommend, and subsequently you take out a personal pension plan costing £100 per month, typically, our firm will receive adviser fees facilitated by the provider of £600 – less than our fee of £800. We would therefore invoice you for the shortfall – which in this example would be £200.

If we recommend, and subsequently you take out an individual savings plan for £200 per month, typically, our firm could expect to receive adviser fees facilitated by the provider of £1200 – more than our fee of £800. We would therefore limit our fee to be no more than our fixed fee of £800. The provider would not pay us any fee above this amount.

We will tell you if you have to pay VAT. Invoices are issued within 10 days of your product(s) being issued

- In some limited circumstances (for protection planning only) we may receive commission from a product provider in relation to an insurance product we have arranged for you. The amount of commission is a percentage of the total annual premium and we'll tell you the amount before we carry out business for you.

Ongoing charges

Our ongoing services are optional. If you agree to purchase an ongoing service, unless otherwise agreed, the service will be provided as a follow up to the initial service.

Ongoing service	Ongoing charges
<p>Advisory 2</p> <p>Full Review every 2 years including:</p> <ul style="list-style-type: none"> -Review Report -Monitoring -Maintaining Financial Plan <p>Annual Assessment of Suitability</p> <p>Valuation sent in year when no Full Review</p> <p>Ongoing service charge of 0.75% per annum based on the prevailing value of your portfolio, subject to minimum charges below</p> <p>Typical Portfolio Size of less than £100,000</p> <p>Minimum Annual Fee = £375</p>	<p>% of funds under management</p> <p>Our annual ongoing charge for this service is 0.75% of the total market value of the investments funds that we manage on your behalf subject to a minimum fee of £375 per annum.</p> <ul style="list-style-type: none"> • For a fund of £40,000, our fee would be our minimum fee = £375 per annum • For a fund of £100,000 our fee would be 0.75% of £100,000 = £750 per annum • For a fund of £200,000 our fee would be 0.75% of £200,000 = £1,500 per annum <p>Please note that our charges will increase as the value of your investment funds increases.</p>
<p>Advisory 1</p> <p>Annual Full Review including:</p> <ul style="list-style-type: none"> -Review Report -Monitoring -Maintaining Financial Plan <p>Annual Assessment of Suitability</p> <p>Valuation included in Full Review</p> <p>Ongoing service charge of 0.75% per annum based on the prevailing value of your portfolio, subject to minimum charges below</p> <p>Typical Portfolio Size of £100,000 or above</p> <p>Minimum Annual Fee = £750</p>	<p>% of funds under management</p> <p>Our annual ongoing charge for this service is 0.75% of the total market value of the investments funds that we manage on your behalf subject to a minimum fee of £750 per annum.</p> <ul style="list-style-type: none"> • For a fund of £50,000, our fee would be our minimum fee = £750 per annum • For a fund of £100,000 our fee would be 0.75% of £100,000 = £750 per annum • For a fund of £200,000 our fee would be 0.75% of £200,000 = £1,500 per annum <p>Please note that our charges will increase as the value of your investment funds increases.</p>
<p>Bespoke</p> <p>Full Review every 3, 6 or 12months including:</p> <ul style="list-style-type: none"> -Review Report -Monitoring -Maintaining Financial Plan 	<p>% of funds under management</p> <p>Our annual ongoing charge for this service is to be agreed. If for example a fee of 0.5% of the total market value of the investments funds that we manage on your behalf, subject to a minimum fee of £3,000 per annum, is agreed:</p>

<p>Annual Assessment of Suitability</p> <p>Valuation included in Full Review</p> <p>Ongoing service charge to be agreed</p> <p>Typical Portfolio Size of £400,000 or above</p> <p>Minimum Annual Fee = £3,000</p>	<ul style="list-style-type: none"> • For a fund of £400,000, our fee would be our minimum fee = £3,000 per annum • For a fund of £600,000 our fee would be 0.5% of £600,000 = £3,000 per annum • For a fund of £800,000 our fee would be 0.5% of £800,000 = £4,000 per annum <p>Please note that our charges will increase as the value of your investment funds increases.</p>
<p>Value Added Tax</p> <p>As we act on your behalf as an intermediary with a view to the arrangement of a transaction our fees are presently exempt from VAT which means we do not usually have to make an additional charge of 20%. If we do have to charge you for a service which is subject to VAT we will inform you in advance.</p>	
<p>Payment options</p>	
<p>Ongoing charges can be paid in a number of ways:</p> <ul style="list-style-type: none"> • A regular fee, paid by standing order • By deduction from your investment(s) on a monthly, quarterly, six-monthly or annual basis, where the product / platform provider or DFM is able to offer this facility • For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable. 	

4. Other charges

Depending on the services we provide, there may be costs and charges (including taxes), not charged by us, but related to the financial products we arrange for you. These charges may be one-off charges (payable up front) or charges payable on an ongoing basis. For example:

- **Service costs:** If your investments are held on a platform (an online investment administration service) or held with a DFM, the platform provider / DFM will make a charge for administering / managing your investments.
- **Investment costs:** These are the costs relating to the manufacturing and managing of your investments – for example, fees charged by the investment fund manager, costs relating to investment transactions.
- We'll always disclose any third party costs as part of making our recommendations.

Aggregated costs and charges

Before we provide you with our advice we will add together all the costs and charges payable so that you are able to understand the overall costs of our services and recommendations. This is referred to as aggregated costs and charges information.