



## ABOUT OUR SERVICES AND FEES

This document forms part of our agreement with you. It explains the service you are being offered and how you will you pay for it. For your own benefit and protection you should read this About Our Services and Fees carefully before signing our Client Agreement.

If you do not understand any point, please ask for further information.

### Whose products do we offer?

#### Investment

- ✓ **Independent advice** – We give advice and make a recommendation for you after we have assessed your needs. Our recommendation in relation to investment products will be based on comprehensive research of a fair and sufficiently diverse range of products available within the market.
- X **Restricted advice** – We give advice in relation to investment products based upon research of a range of products available in the market, but we do not consider all providers or products in the market
- X **Non-advised service** - You will not receive a personal recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

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#### Insurance

We are insurance intermediaries and we act for you, the customer.

- ✓ We give advice in relation to contracts of insurance on the basis of an unlimited analysis of the market.
- X We give advice in relation to contracts of insurance from a limited number of insurers. We will provide the list of the insurers we offer insurance from upon request.
- X We give advice in relation to contracts of insurance from a single insurer.

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#### Home Finance Products

- ✓ We give advice in regulated mortgage contracts from the whole market.
- X We give advice in regulated mortgage contracts from a limited number of companies. A list of lenders we use is available upon request.
- X We give advice in regulated mortgage contracts from a single lender.
- ✓ We give advice in consumer buy to let mortgage contracts.
- ✓ We give advice in business buy to let mortgage contracts.
- X We do not give advice in deals that you can only obtain by going direct to a lender.

## Investments

### **Advised services**

1. You will pay for our services on the basis of the work undertaken for you. Generally this will relate to the advising on and arranging investments into financial products on your behalf.
2. Payment for our services may be based on either: a) an hourly charge for advising on your options and recommending an appropriate course of action, or b) based on the amount to be invested.
3. We will discuss the payment options with you and answer any questions you have. We will tell you the specific amount payable before we carry out any chargeable work for you.
4. We will not charge you until we have agreed with you how we are to be paid.
5. Please note that depending on the type of product, there may be other costs or taxes that are not paid through us or imposed by us.

### **Our Advised Services**

#### Initial Meeting

Initial meeting to explain what we do and to obtain information about you that will allow us to establish if we can assist you and indeed that you would like our assistance.

#### Lifestyle Planning.

Our Lifestyle Planning Service it takes a holistic view of your current circumstances and long-term goals. We conduct a financial review, identify any shortfalls in your plans, goals and finances, and issue recommendations on how best to address any shortfalls.

The Lifestyle Plan provides the progressive steps required to achieve the outcomes you want. We research and identify suitable and appropriate financial solutions, products and arrange the investments.

#### Single Transaction

We conduct a financial review, provide a report summarising an analysis of your current financial, personal and other circumstances, and identify any shortfalls in your financial plans.

When requested to do so we will provide detailed specific recommendations on how best to address any shortfalls, identify suitable financial solutions and arrange the investments or financial product on your behalf.

#### Crystal Lifestyle Ongoing Review Service

We provide a level of ongoing service. We call our ongoing service Crystal Lifestyle.

Engaging us to provide you with an ongoing service is OPTIONAL. If you wish to receive an ongoing service there will be an additional charge. Please see the "Payment for ongoing services" section of this document for more details before making a decision."

We monitor your Lifestyle Plan, policies and investments to make sure that they continue to meet your requirements, aims, goals and needs.

For our Lifestyle Planning Service, an ongoing service agreement will be required to allow for regular assessments to ensure your Lifestyle Plan remains suitable and appropriate to your circumstances, aims and goals.

Where you request and we agree to provide the Crystal Lifestyle planning service, the charge for this is based on the total value of your invested assets. We will confirm the rate, frequency and length of this ongoing service before it starts.

## The cost of our services

### Our standard charges:

Service	Adviser Charge
<u>Initial Meeting</u>	<p>No Charge. We do not charge for an initial meeting to explain our services and how we work.</p> <p>After an initial meeting, we will tell you whether we can assist you.</p>
<u>Lifestyle Planning</u>	<p>Our Lifestyle Planning Implementation fee is £1,200.</p> <p>The Lifestyle Planning Service fee includes the Single Transaction Lump Sum Investment charge (below) for an initial invested amount of £40,000.</p>
<u>Single Transactions</u> <u>Lump sum Investment fee</u>	<p>Our Lump Sum Investment fee is:</p> <p>3% of the initial amount invested up to £100,000. 1% for amounts invested over £100,000.</p> <p>For example:</p> <p>If you invest £40,000 our investment fee would be £1200.</p> <p>If you invest £100,000 our investment fee would be £3,000.</p> <p>If you invest £250,000 our investment fee would be 4,500.</p>
<u>Hourly Fees</u>	<p>Hourly fees are based on the number of hours work expected to provide our services to you.</p> <p>We review your present arrangements, advise on your options and recommend a suitable course of action.</p> <p>We will tell you how many estimated hours we expect to be able to complete our work and the maximum fee we will charge.</p> <p>Our fees become payable on completion of our work, whether you buy an investment product or not,</p> <p>Financial Consultant: £150 per hour Research: £75 per hour Administrator: £50 per hour</p> <p>For example:</p> <p>Reviewing your investments or pension arrangements may require 13 hours work. Typically, this could be Financial Consultant, 8 hours, Research 2 hours, Administrator 3 Hours. The charge for this example would be £1,500</p>
<u>Regular Monthly Contribution</u> <u>Fees</u>	<p>20% of the 1<sup>st</sup> year's contributions.</p> <p>For example:</p> <p>For a monthly contribution of £500, the fee incurred would be £1,200.</p> <p>For a monthly contribution of £1,000, the fee incurred would be £2,400.</p>

VAT may apply in some circumstances. We will tell you if VAT is to be paid.

## Our Ongoing Charges

- Any ongoing service is optional.
- We provide 2 levels of ongoing service. Where you request and we agree to provide an ongoing service to you there will be an additional charge for this. We will confirm the rate, frequency and length of this ongoing service before it starts.

Ongoing Service	Adviser Charge
<b><u>Crystal Lifestyle</u></b>	0.75% of the total amount of invested assets on which the ongoing service is being provided, with a minimum annual fee of £750.  For example: For the total amount of invested assets of less than £100,000 the ongoing services fee would be £750.  If your invested assets are £100,000 our annual ongoing service fee would be £750.  If your invested assets are £250,000 our annual ongoing service fee would be £1,875.

<b><u>Crystal Legacy</u></b>	For existing clients who joined Crystal Life before 1 <sup>st</sup> March 2020  0.5 % of investable assets on which the ongoing service is being provided.  There is no minimum fee.  Crystal Legacy clients may upgrade to our Lifestyle Planning Service.
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Please note that the amount we receive increases as the fund value increases, and conversely reduces if the fund value falls.

VAT may apply to our ongoing service fees. We will tell you if VAT is to be paid.

## Your Payment Options

### ***Settling your adviser charge through a single payment***

- Whether you buy a product or not you will be required to pay us an adviser charge for our advice and services, this will become payable on completion of our work. You may decide to settle your adviser charge by way of a single payment either by cheque, debit card, credit card or bank transfer. Where you have purchased a product you may also have the option of paying our adviser charge by a single deduction from the product.

### ***Settling your adviser charge by instalments***

- In the case of regular premium products, you may have the option of paying our adviser charge over an agreed period of time but within 12 months of our advice. We will agree with you the amount and timescale of payment that is best for you. The instalments only cover the adviser charge and will not cover the cost of any ongoing service, which will be agreed with you separately.
  - Paying by instalments through your recommended product***

Some regular premium product providers will accept your specific instruction to pay our adviser charge from the product you have purchased. They will require you to instruct them of the amount to be paid for each instalment and the number of instalments to be made.

While this option means that you will not pay us upfront, it does not mean that you are not paying us. Our adviser charge will be paid indirectly through the product deductions. These deductions could reduce the amount left for investment.
  - Paying by other arrangements***

We can facilitate payment by instalments through a direct debit or standing order agreement.

### ***Keeping up with your payments***

- It is important that where you have decided to pay your adviser charge by way of instalments, you keep up with your payments. Where you do not keep up with your payments, the total outstanding amount will become immediately payable on demand.

### **Payment for ongoing services**

11. The Crystal Lifestyle service charge can be paid by way of a deduction from your investments or by direct payment from you under a bank transfer, direct debit or standing order as an annual or monthly payment schedule. Any payments will be payable in advance of us providing the reviews in each period.
12. Our ongoing service can be cancelled by either party by providing 30 days written notice of cancellation. This will be subject to the delivery of any outstanding items by us, and any settlement of monies due for the ongoing service by you.

### **What will you have to pay us for our services?**

#### **Insurance**

- A fee.
  - No fee. We will receive commission from the insurance company selected for life assurance & non-investment insurance.
13. Where the chosen provider pays us commission for introducing you to them for life assurance or non-investment insurance, we will tell you the amount we will receive which may be a percentage or a flat fee of the total annual premium.
  14. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

### **What will you have to pay us for our services?**

#### **Home Finance Products**

##### **Mortgages**

- No fee. We will be paid a procuration fee by the lender.
  - A fee of between £250 and £995 payable on application. The fee will depend on the complexity of the mortgage and the work involved. For example, a standard residential mortgage charge may be £500. An application for a Buy to Let mortgage charge may be £995. We may also be paid commission from the lender on completion. The fee will be agreed before we undertake any chargeable work.
  - In circumstances where the work involved to secure the mortgage is disproportionate to the amount of commission paid to us by the lender, we will charge an additional fee at the hourly rate of £100. The fee will be agreed before we undertake any chargeable work.
15. Where the chosen lender pays us a procuration fee for introducing you to them for the mortgage, we will tell you the amount we will receive.
  16. You will receive a European Standardised Information Sheet (ESIS) when considering a particular mortgage, equity release product or home purchase plan, which will tell you about any fees relating to it.

##### **Refund Of fees**

17. If we charge you a fee and your mortgage product does not go ahead, you will receive:
  - No refund if you decide not to proceed.

##### **Indemnity**

18. If a fee for our services is to be deducted, or a commission paid from a recommended product, should the product not proceed or be cancelled and this results in the non-payment of the fee or commission, the amount outstanding will be payable by you directly.