

Terms of Engagement

This agreement is made between: **J.M. Glendinning Financial Services Limited, Elmwood House, Ghyll Royd, Guiseley, LS20 9LT**

And:

The Correspondence Address is:

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 – On-going care and advice through our on-going Management Service

Stages 1 to 3 are detailed in our Client Agreement. This document confirms the on-going services we can/will provide you with and the cost to you for the provision of these.

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J M Glendinning Financial Services Limited is an Appointed Representative of J M Glendinning (Insurance Brokers) Limited which is authorised and regulated by the Financial Conduct Authority. Registered Office: Elmwood House, Ghyll Royd, Guiseley, Leeds LS20 9LT. Registered in England and Wales No. 2098808. Established 1987.

Reviews – On-going care and advice through our on-going Management Service

Your financial needs, objectives and aspirations are likely to 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 on-going review and management service offers:

- Structured reviews to give you piece 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
- On-going 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 percentage based charges (or monetary where the minimum fee is applicable) 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 does not make on-going charges, however no additional services will be offered in the future without first agreeing an adviser fee with you.

The table below provides an ‘at a glance’ summary of our services. This should be read in conjunction with the full details of the fees for our on-going management services as well as the services we provide which are set out on the following pages:

	Partner service	Proactive service	Portfolio Review service
Strategy meeting & financial health check twice a year	✓		
Portfolio review twice a year and reassess risk profile where required	✓		
Lifestyle planning & cash flow analysis	✓		
Access to adviser between reviews	✓		
Liaise with your accountant and/ or solicitor as required	✓		
Strategy meeting & financial health check once a year		✓	
Portfolio review once a year and reassess risk profile where required		✓	
Assistance with tax returns	✓	✓	
Portfolio performance review and valuation every 2 years			✓
Email and telephone access	✓	✓	✓
Online access to your portfolios where possible	✓	✓	✓
Periodic newsletters and updates	✓	✓	✓

Partner Service

This service has an on-going management fee of 1% p.a. subject to a minimum of £125 p.m. (£1,500 p.a.).

We will contact you to offer **two meetings** with your adviser each year to revisit your financial strategy, complete a financial health check, and reaffirm your attitude to investment risk.

- We will contact you to offer a review of your investment portfolio **twice a year** to ensure that it is performing in line with your expectations that we agreed. Where your consent has been given your investment portfolio will also be rebalanced every year if appropriate to ensure it is in line with the agreed asset allocation and risk profile we agreed.
- **Once a year** a cashflow analysis report and shortfall calculation will be provided as required, with the aim to ensure your needs and aspirations are on track.
- Where relevant to the plans we advise on, we will assist you with your tax returns on request.
- We will provide advice in connection with the most tax efficient investments for your circumstances where appropriate.
- You will have access to your adviser and administration team between scheduled reviews.
- Unrestricted telephone and e-mail access to your adviser team. We aim to return phone calls and respond to e-mails within 24 working hours.
- With your authority we can provide information to and liaise with your other professional advisers (such as your solicitor or accountant) in connection with the plans we manage.
- We will provide online access to your portfolio valuations where possible.
- We will assist with any paperwork you have received since the last review that confuses you.
- We will provide periodic newsletters and relevant updates.

Proactive Service

This service has an on-going management fee of 0.75% p.a. subject to a minimum of £60 p.m. (£720 p.a.).

- We will contact you to offer a meeting with your adviser **once a year** to revisit your financial strategy, complete a financial health check, and reaffirm your attitude to investment risk.
- We will contact you to offer a review of your investment portfolio **once a year** to ensure that it is performing in line with your expectations that we agreed. Where your consent has been given your investment portfolio will also be rebalanced every year if appropriate to ensure it is in line with the agreed asset allocation and risk profile we agreed.
- Telephone and e-mail access to your administration team. We aim to return phone calls and respond to e-mails within 48 working hours.
- We will provide online access to your portfolio valuations where possible.
- We will assist with any paperwork you have received since the last review that confuses you.
- We will provide periodic newsletters and relevant updates.

Portfolio Review Service

This service has an on-going management fee of 0.5% p.a. subject to a minimum of £10 p.m. (£120 p.a.).

- Every two years we will send you a Portfolio Performance Review and valuation. You will be invited to contact us to consider a full review if you feel that your circumstances have changed.
- We aim to return phone calls and respond to e-mails within 3 working days.
- We will provide online access to your portfolio valuations where possible.
- We will provide periodic newsletters and relevant updates.

We list here 4 examples to the above charges to help you understand how these would be applied.

Example 1; if your investments are valued at £20,000 and you have selected the **Portfolio Review Service** (0.5% p.a.) the on-going service fee we would receive is £120 p.a. This is because at 0.5% p.a. the on-going service fee would be less than the minimum on-going service fee for this service level. The total fee payable would be £120 per annum.

Example 2; if your investments are valued at £80,000 and you have selected the **Portfolio Review Service** (0.5% p.a.) the on-going service fee we would receive is £400 p.a. As this exceeds the minimum on-going service fee for this service level no other charges would be applied. The total fee payable would be £400 per annum.

Example 3; if your investments are valued at £120,000 and you have selected the **Proactive Service** (0.75% p.a.) the on-going service fee we would receive is £900 p.a. As this exceeds the minimum on-going service fee for this service level no other charges would be applied. The total fee payable would be £900 per annum.

Example 4; if your investments are valued at £250,000 and you have selected the **Partner Service** (1% p.a.) the on-going service fee we would receive is £2,500 p.a. As this exceeds the minimum on-going 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 goes up the fees for this service will increase, conversely, if the value of your investments goes down, the fees for 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 plan(s) 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 plan(s) and notify you of 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 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.

**I/We would like to subscribe to the following on-going service option:
(please tick the appropriate box)**

Partner Service

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 £125 per month.

Proactive Service

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 £60 per month.

Portfolio Review Service

I/ we understand that the fee for this service is 0.5% of the value of the relevant investments each year, subject to a minimum of £10 per month.

Facilitation of payments

I/ We wish for the cost of the on-going service to be paid by deduction from the plan(s) I/ we hold.

I/ We wish for the cost of the on-going service to be charged directly to me/ us on a monthly basis.

I/We wish for the cost of the on-going service to be paid partly by deduction from the plan(s) I/ we hold and partly charged directly to me/ us on a monthly basis.

Signed:		Signed:	
Print Name:		Print Name:	
Date:		Date:	

Signed on behalf of J.M. Glendinning Financial Services Limited:	
Print Name:	
Date:	