

INFORMATION ABOUT OUR SERVICES & COSTS



You should use the information provided within this document to decide if our services are right for you. Please see our service proposition leaflets.

1. WHAT TYPE OF SERVICE WILL WE PROVIDE YOU WITH?

Investment

Independent advice - We offer an independent advice services. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. We will however only make a recommendation when we know it is suitable for you.

Insurance

Non-insurance protection contract - We offer non-investment insurance protection products e.g term assurance, income protection and critical illness from a range of insurers.

2. WHOSE PRODUCTS DO WE OFFER?

Investment

Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.

Insurance

We offer products from a range of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover.

3. WHAT YOU WILL HAVE TO PAY FOR OUR SERVICES?

You will pay for our services on the basis of an agreed adviser charge from the options listed below

1. This charge is based on a percentage of the amount you invest (Up to a maximum of 3%).
2. This charge is based on a fixed fee (our fee for this service is based on the amount of time required to implement and the size of your investment/or transfer).

We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

4. FINANCIAL REVIEW & RECOMMENDATION?

Initial meeting

1. We provide you with an initial consultation at our expense. This helps us to understand your financial circumstances and objectives and will confirm how we can support you in working towards these. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you.

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Research and Recommendation(s)

2. This can be a continuation from the initial discussion, where agreed, or a further appointment. This process covers the:
 - Understanding your situation by gathering information about your existing financial arrangements and full personal circumstances;
 - Understanding of your investment knowledge and attitude and tolerance towards investment risk;
 - Recommendation of an asset allocation model that matches your investment risk profile;
 - Analysis and design of your investment strategy;
 - Present the recommendation/s.

Arranging and Setting up your Investment – Lump Sum/Regular Investments or Transfers

3. Should you instruct us to proceed with any of our recommendations we will act for you in the following ways:
 - Facilitate and deal with all fund and contract administration on your behalf;
 - Communicate regularly keeping you informed of progress;
 - Provide you with all documentation promptly and in line with your expectations;
 - Provide you with a suitability report confirming the actions taken.

On-going Service and Reviews

4. We will discuss the full range of our on-going valued service proposition during our initial consultation. These services include, but are not limited to, providing you with:
 - structured regular reviews;
 - an updated assessment of your circumstances and make any changes to your plans that are needed;
 - regular updates and information regarding your investments;
 - a choice of differing levels of support depending on your needs;
 - on-going support with correspondence and administration issues.

5. EXAMPLE: THE OVERALL COST DEPENDS ON THE COMPLEXITY AND VALUE OF THE INVESTMENT?

We will discuss your payment options with you and answer any questions you have.

We will not charge you until we have agreed with you how we are to be paid.

Payment options based on a PERCENTAGE OF THE AMOUNT INVESTED

Our charge for this service is based on a percentage of the amount you invest and/or transfer. These charges are applied as follows but are subject to a minimum of £300

- Up to £50,000 – 3%
- £50,001 to £100,000 – Up to a maximum of 2.5%
- £100,001 and above – Up to a maximum of 2.0% - capped at £5,000

This payment can either be taken from your investment upon receipt by the provider or paid directly by you. Where we receive such a payment we will waive our 'financial review and recommendation' fee by the same amount.

- Example 1; if we arrange an investment on your behalf for £10,000 our implementation fee would be £300.
- Example 2; if we arrange investments on your behalf totalling £100,000 our implementation fee would be up to £2,500. As this exceeds the 'financial review and recommendation' fee no other charges would be applied.

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- **Based on a percentage of the amount invested** we provide you with an initial consultation of no charge to yourself. This helps us to understand your financial objectives and will confirm how we can support you in working towards these

<p>1. INITIAL MEETING</p> <p>No cost (at our expense)</p>	<p>2. RESEARCH & RECOMMENDATION(s)</p> <p>A minimum of £300 research fee. This will be offset against our adviser charge should you proceed with our recommendation</p>	<p>3. ARRANGING & SETTING UP YOUR INVESTMENT</p> <p>Up to a maximum of 3% of the original investment. Capped at £5,000</p>	<p>4. OPTIONAL ONGOING SERVICE REVIEW</p> <p>Typically, our costs range from 0.5% to 0.75% per annum.</p>
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Arranging and Setting up your Investment – Regular Premium Investments

Our charge for setting up a regular premium investment plan is up to a maximum of 30% of the first year's premium subject to a minimum of £400.

You can pay this under either of the two options listed below:

OPTION 1	EXAMPLE 1	EXAMPLE 2
<p>You can pay this directly on commencement of the plan. On receipt of this payment we will waive our 'financial review and recommendation' fee by the same amount with any balance falling due at the same time.</p>	<p>Example 1; if your monthly contribution is £20 our setting up fee would be £72. As this is less than the minimum fee of £400 we would charge you £328 as the balance.</p>	<p>Example 2; if your monthly contribution is £200 our implementation fee would be a maximum of £720. As this exceeds the minimum fee no other charges would be applied.</p>
OPTION 2	EXAMPLE 1	EXAMPLE 2
<p>You can pay the setting up fee through your plan. The payment will be deducted proportionally from each monthly contribution during the first year. Where we receive such payments, we will waive our 'financial review and recommendation' fee by the same amount and any balance due at the end of the first year will be payable by the same monthly instalments until settled in full.</p>	<p>Example 1; if your monthly contribution is £20 our setting up fee would be £72. This will be collected by deducting £6 from each monthly contribution for the first 12 months. As this is less than the minimum fee of £400, at the end of the first year the balance of £328 will be collected by the same monthly deductions until settled in full.</p>	<p>Example 2; if your monthly contribution is £200 our implementation fee would be up to a maximum of £720. This will be collected by deducting £60 from each monthly contribution for up to 12 months. As this exceeds the minimum fee no other charges would be applied</p>

Should you decide to pay this charge through your plan and payments to the plan subsequently cease, we will calculate the total payments received to date and charge you the balance against the 'financial review and recommendation' fee.

For example, if you invest £100pm our total charge will be £400. We will deduct £40 from each monthly contribution until paid in full. Should payments cease after month 6 (and £240 has been collected) the difference between this and the agreed total initial fee of £400 would be charged i.e. £160.

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Your payment options based on a FIXED FEE

We provide you with an initial consultation of no charge to yourself. This helps us to understand your financial objectives and will confirm how we can support you in working towards these

<p>1. INITIAL MEETING</p> <p>No cost (at our expense)</p>	<p>2. RESEARCH & RECOMMENDATION(S)</p> <p>A minimum of £300 research fee. This will be offset against our adviser charge should you proceed with our recommendation</p>	<p>3. ARRANGING & SETTING UP YOUR INVESTMENT</p> <p>Up to £10,000 MAX fee is £400. £10,001 - £50,000 MAX fee is £1,500 £50,001 - £100,000 MAX fee £2,250 £100,001 & above MAX fee £5,000</p>	<p>4. OPTIONAL ONGOING SERVICE REVIEW</p> <p>Typically, our costs range from £300 to £3,000 per annum (£500 for Income Drawdown Service)</p>
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Arranging and Setting up your Investment – Lump Sum Investments or Transfers

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways:

- Facilitate and deal with all fund and contract administration on your behalf;
- Communicate regularly keeping you informed of progress;
- Provide you with all documentation ASAP in line with your expectations;
- Provide you with confirmation of the actions taken on your behalf in writing.

We will issue an Invoice within 7 days of your investment plan going live, which can either be paid directly by you or deducted from your investment. We must receive full payment of the invoice amount within 30 days of issue unless you have elected for our fee to be deducted from your investment

Arranging and Setting up your Investment – Regular Premium Investments

Our minimum charge for setting up a regular premium investment plan is £400 and we will issue an Invoice within 7 days of your investment plan going live. You can pay this under either of the two options listed below:

OPTION 1	EXAMPLE 1	EXAMPLE 2
<p>You can pay this directly on receipt of the invoice. If you choose this option, payment must be made in full within 30 days of issue.</p>	<p>If you choose this option, payment must be made in full within 30 days of issue.</p>	<p>N/A</p>
OPTION 2	EXAMPLE 1	EXAMPLE 2
<p>You can pay the setting up fee through your policy. The payment will be deducted proportionally from each monthly contribution and it normally needs to be paid in full within the first 12 months of your plan. The deductions are normally limited to a maximum of 50% of each monthly contribution and any balance due at the end of the first year will be payable by the same monthly instalments until settled in full.</p>	<p>Example 1; if your monthly contribution is £20 our setting up fee will be collected by deducting £10 from each monthly contribution for the first 12 months. The total fee paid during this time will be £120. As this is less than the 'setting up' fee of £400, at the end of the first year the balance of £280 will be collected by the same monthly deductions until settled in full.</p>	<p>Example 2; if your monthly contribution is £200, the fee will be collected by deducting £66.66 from each monthly contribution for the first 12 months. The full 'setting up' fee of £800 will have been paid and therefore no further charges will be applied.</p>

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Should you decide to pay this charge through your policy and payments to the plan subsequently cease, we will calculate the total payments received to date and charge you the balance.

6. FINANCIAL REVIEW AND RECOMMENDATION

Ongoing Service and Reviews

We will discuss the full range of our on-going valued service proposition during our initial consultation. These services include, but are not limited to, providing you with:

- structured regular reviews;
- an updated assessment of your circumstances and make any changes to your plans that are needed;
- regular updates and information regarding your investments;
- a choice of differing levels of support depending on your needs;
- on-going support with correspondence and administration issues.

Your Payment Options

Percentage

Details of the different levels of services are contained in 'Our Service Proposition' document. We will agree separately the level of on-going services at the time of, or prior to, making our recommendation(s) to you. Typically, our costs range up to 0.75% per annum and are based on the value of your investment(s) at each 12 month anniversary, and are paid pro-rata monthly. Therefore, if the value of your investment(s) totalled £50,000 our yearly fees would range up to £375. The amount you pay will fluctuate with the value of your investment; if your investment increases in value the amount you pay us will also increase and if your investment falls in value the amount you pay us will reduce. Any change to the level of services throughout this agreement will result in pro-rata charge being applied. The maximum ongoing advice fee will be £4,000 per client.

Fixed Fee

Details of the different levels of services are contained in 'Our Service Proposition' document. We will agree separately the level of on-going services at the time of, or prior to, making our recommendation(s) to you. Typically, our costs range from £300 to £4,000 per annum dependent upon the service level you choose.

We will issue an Invoice within 7 days of your plans anniversary, which can either be paid directly by you or deducted from your investment. We must receive full payment of the invoice amount within 30 days unless you have elected to have it deducted directly from your plan.

Should you decide to cancel our agreement to provide on-going services you must provide written confirmation of your decision and we will cease your payments for these services within 7 business days and after collection of any due proportion of any period charges.

The charges listed above can be deducted from your investments or paid directly by you. You should note that when paid through the investments it may reduce your personal tax thresholds and/or exemption levels.

It should be noted that if you choose any of our ongoing management services they are subject to a minimum fee per annum.

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ONGOING SERVICE OPTION	EXAMPLE 1	EXAMPLE 2
1. Pre-Retirement Accumulation Service	Example 1; if your investments are valued at £120,000 and you have selected Pioneer service (0.75%) the ongoing management adviser charge we would receive £900 per annum. As this is greater than the minimum ongoing service fee no other charges would be applied.	Example 2; if your investments are valued at £50,000 and you have selected Pathfinder service (0.75%) the ongoing management adviser charge we would receive up to £375 per annum.
2. Post Retirement Investment Service		
3. Base Investment Proposition Service	No ongoing service or fees apply for Transactional only basis.	
4. Income Drawdown service		

Should you decide to cancel our agreement to provide on-going services you must provide written confirmation of your decision and we will cease your payments for these services within 7 business days and after collection of any due proportion of any period charges.

Our General Insurance and Protection Services and Costs

Similar to our investment services above, we will provide you with a personal and financial review prior to making our recommendation(s) to you. Should you accept our recommendation(s) we will arrange the implementation of this/these for you. The reasons for our recommendations will also be provided to you in a written report. We do not charge a fee for our General Insurance and Protection services as we will normally receive commission from the product provider. You will not be subject to VAT for this service. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

7. WHO REGULATES US?

Lifelong Financial Planning Limited is authorised and regulated by the Financial Conduct Authority.

Our FCA Register number is **585657** you can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0800 111 6768

Our permitted business is to provide investment advice and arrange life assurance, pensions, and collective Investments (e.g. unit trusts, investment trusts and OEICs), individual savings accounts, Mortgages and General insurance.