

About our services



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This document sets out the standard costs and charges that apply to the advice and service that we provide to clients. We will agree with you in writing the actual amount that will be payable before we carry out any business for you.

You need to read this important document. It explains the service you are being offered and how you will pay for it.

1 Whose products do we offer?

Investment

Please refer to section 2 of this document

Insurance

- We offer products from a range of insurers for non-investment insurance contracts.
 - We only offer products from a limited number of insurers. Ask us for a list of the insurers we offer insurance from.
 - We only offer products from a single insurer.
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Mortgages

- We offer regulated mortgage contracts from the whole market.
- We only offer regulated mortgage contracts from a limited number of companies.
- We only offer regulated mortgage contracts from a single lender.
- We do not offer regulated mortgage contracts.
- We do not offer deals that you can only obtain by going direct to a lender.

2 Which service will we provide you with?

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.
- Restricted advice** – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.
- No advice** - You will not receive advice or a 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.

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for non-investment insurance.
- You will not receive advice or a recommendation from us for life assurance. 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.

All of the above services involve the arranging and bringing about of a contract between you and another party, should you instruct us to proceed with our recommendation.

3 What will you have to pay us for our services?

Investment

1. You will pay for our services on the basis of the work undertaken for you. 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.
2. 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.

Non-advised services

3. We do not have a set cost or charge in relation to non-advised services. The amount you will pay will be dependent upon the type of transaction and value of the transaction that you engage us to implement. We can be paid in the form of a fee payable by you or by commission paid by the product provider. If you choose for us to be paid by commission, this does not mean you are not paying us, as the commission paid will be reflected in the charges that the provider makes against your transaction.
4. We will discuss your payment options with you and answer any questions you have. If we are to be paid by commission we will tell you the amount we will receive. If we are to be paid for implementing a transaction by a fee payable by you we will not complete any business until we have agreed with you how much this will be and how we are to be paid.

Advised services

5. 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 of financial products on your behalf.
6. We will discuss your payment options with you and answer any questions you have. We will tell you the amount before we carry out any business for you.

The cost of our services

7. Our standard charges are broken down as follows:

Service	Adviser Charge	Note
Initial meeting to explain what it is we do and to obtain information about you that will allow us to establish if we can assist you and indeed that you want our assistance.	No Charge for the initial Meeting and Consultation. (typical time is 1 hour) No charge is applied to the initial meeting if it exceeds an hour	Following this meeting you will understand future or potential advice costs going forward. These will be agreed in writing and confirmed to you.
A financial review report containing a full analysis of your current financial, personal and other circumstances and identification of any shortfalls in your financial plans.	£700.00	
Provision of a detailed specific recommendation or recommendations report on how best to address any shortfalls in your financial plans, and identify the terms of an appropriate financial product. This will also include the implementation of any agreed personal recommendations.	<p>Our fees range from a minimum fee of £700 to a maximum fee of £2250</p> <p>Charges vary depending on the value/complexity of the work involved and your personal circumstances.</p>	<p>Hourly Rate: Financial Adviser: £145.00 Hourly Rate: Administration: £85.00 Ad Hoc Review Service (One off) £355.00</p> <p>Basic Advice Typical charges for most basic Lump Sum and Regular Contribution advice (Individual Savings Accounts (ISAs), Personal Pension Plans (PPP), Investment Bonds and Collective Investments) will vary between the low to high end of our price range.</p> <p>The following examples give an indication of the amount you are likely to pay for basic Lump Sum and Regular Contribution advice:</p> <p>Examples – Lump Sum: Low: For a £20,000 investment into an ISA we will charge £700. Medium: For a £75,000 investment into an Open Ended Investment Company (OEIC) we will charge 1500. High: For a £100,000 investment into an OEIC we will charge £2250.</p> <p>Examples – Regular Contribution: Low: For a £200 regular contribution into a PPP or an ISA we will charge £700. Medium: For a £500 regular contribution into a PPP or an ISA we will charge 1500. High: For a £1000 regular contribution into a PPP or an ISA we will charge £2250.</p> <p>Complex Advice Typical charges for most complex Lump Sum advice (Income Drawdown, Phased Retirement and Pension Switching) will be charged from the medium to high end of our price range.</p> <p>Examples – Lump Sum: Medium: For a £50,000 investment into an Income Drawdown plan we will charge £1500. High: For a £150,000 investment into an Income Drawdown plan we will charge £2250.</p> <p><i>The above examples and products are not exhaustive. These are to merely give an indication of the amount you are likely to pay for basic Lump Sum / Regular Contribution and complex Lump Sum advice. Please note that charges vary depending on the value/complexity of the work involved and your personal circumstances. All costs will be agreed with you before any chargeable work is undertaken.</i></p>
Provision of a detailed report and recommendation in relation to Long Term Care provisions or Home Purchase Plans, and identify the terms of an appropriate financial product.	We do not give advice on Long Term Care provisions or Home Purchase Plans, but we may refer you to a specialist.	
Provision of a detailed report and recommendation in relation to Occupational Pension Scheme Transfers, and identify the terms of an appropriate financial product.	We do not give advice on Occupational Pensions Scheme Transfers, but we may refer you to a specialist.	
Ongoing review service to monitor your policies and products to make sure that they continue to meet your requirements and needs.	Engaging us to provide you with an ongoing service is OPTIONAL. If you choose certain services these include advice for an ongoing service. Please be advised there will be an additional charge. Please see the "Payment for ongoing services" section of this document for more details and before making a decision.	

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

Your payment options

Settling your adviser charge through a single payment

8. 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 products.

Settling your adviser charge by instalments

9. 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.

a. **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.

Whilst this option means that you will not pay us up front, 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.

b. **Paying by other arrangements**

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

Keeping up with your payments

10. It is important that where you have decided to pay your adviser charge by way of instalments that 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. Any ongoing service is optional.
12. We provide three 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.

Service Level	Payment Direct from Client or paid through product funds	Minimum payment if applicable	Examples where the fee is based upon a % of the fund value
Financial Awareness Service	0.50% of investable assets on which the ongoing service is being provided	£300 per year	<ul style="list-style-type: none"> For investable assets up to £60,000 the annual charge would be £300 (the minimum) For investable assets of £90,000 the annual charge would be £450
Financial Planning Service	0.50% of investable assets on which the ongoing service is being provided	£500 per year	<ul style="list-style-type: none"> For investable assets up to £100,000 the annual charge would be £500 (the minimum) For investable assets of £150,000 the annual charge would be £750
Wealth Management Service	0.50% of investable assets on which the ongoing service is being provided	£1500 per year	<ul style="list-style-type: none"> For investable assets up to £300,000 the annual charge would be £1500 (the minimum) For investable assets of £450,000 the annual charge would be £2250

13. Please note that if you pay for ongoing services on a percentage basis, that the amount we receive may increase as the fund value increases and conversely reduce if the fund value falls.
14. The ongoing 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 review service in each period.
15. An 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.
16. Please note that VAT may apply to our ongoing service fees. We will tell you if VAT is to be paid.

Insurance

- A fee.
- No fee. We will receive commission from the insurance company selected for non-investment insurance.
17. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.
 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 will be payable by you directly.

4 Loans and ownership

19. Richard Shorthouse trading as Ashley Independent is an appointed representative of In Partnership the trading name of The On-Line Partnership Limited.
20. In Partnership is a wholly owned subsidiary of The On-Line Partnership Group Limited, which in turn is a wholly owned subsidiary of Russell Investment Systems Limited.
21. From time to time, In Partnership may provide its appointed representatives with business loans and/or other short-term financial assistance.