

About our services and fees

This document forms part of our agreement with you. For your own benefit and protection you should read **About our services and fees** carefully before signing our Client Agreement. If you do not understand any point please ask for further information.

1. Whose products do we offer?

Investment

- Independent advice** – We give advice in relation to investment products based upon research of a sufficiently diverse range of products available within the market.
- 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.
- 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.

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.
- 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 on request.
- We give advice in relation to contracts of insurance from a single insurer.

2. 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 specific amount payable before we carry out any chargeable work for you.

Richard Shorthouse trading as Ashley Independent is an appointed representative of In Partnership the trading name of The On-line Partnership Limited which is authorised and regulated by the Financial Conduct Authority.

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 would like 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.	£760.00 [Typical time 4 hours]	This is a factfinding, analysis and reporting service. The report will be holistic and comprehensive. The £760.00 fee is payable regardless of whether a recommendations or advice is implemented. VAT may apply in circumstance. We will tell you if VAT is to be paid.
Provision of a detailed specific recommendation or recommendations report on how best to address any shortfalls in your financial plans and identifying the terms of an appropriate financial product. Implementation of any agreed personal recommendations. Our Simple and Complex advice fees are inclusive of the time and cost to implement our recommendations. We do not charge an additional fee for this part of our service.	Hourly Rate: Financial Adviser: £165.00 Hourly Rate: Administration: £95.00 Ad Hoc Review Service: [One off] £380.00	Examples: Simple Advice: Typically, an Adviser will conduct a minimum of 6 hours work before making any simple recommendations. Based on adviser hourly rates and time spent our fee is £990.00. Complex Advice: Typically, an adviser will spend between 10 to 16 hours on more complex issues such as drawdown pension, money purchase pension transfers and wealth management. Complex advice is likely to involve **Ongoing Services [additional annual fees]. Based on adviser hourly rates and time spent our fee s will range from £1650.00 to £2640.00. All costs will be agreed with you before any chargeable work is undertaken. ** See section 11 regarding Ongoing Services <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 and complex financial 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>

Service	Adviser Charge	Note
Provision of a detailed report and recommendation in relation to a Defined Benefit Occupational Pension Scheme Transfers and identifying the terms of an appropriate financial product.	We do not give advice on Defined Benefit Occupational Pension Scheme Transfers, but we may refer you to a specialist.	We may refer you to a Defined Benefit Occupational Pension Scheme transfer specialist.
<p>Offsetting:</p> <p>(1) Where the remuneration from our Implementation Service is greater than the fee for our Personal Recommendation Service, we will use the Implementation Service fee to offset the full amount of the Personal Recommendation Service fee.</p> <p>(2) Where the Implementation Service fee is less than the Personal Recommendation fee, we will use the Implementation Service fee to offset part of the Personal Recommendation fee.</p>		

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 product.

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.

While 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, 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 3 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 Investment	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.	£40,000.00	<ul style="list-style-type: none"> For investable assets of £50,000 the annual charge would be £250.00. For investable assets of £100,000 the annual charge would be £500.00.
Financial Planning Service	0.50% of investable assets on which the ongoing service is being provided.	£100,000.00	<ul style="list-style-type: none"> For investable assets of £120,000 the annual charge would be £600.00. For investable assets of £150,000 the annual charge would be £750.00
Wealth Management Service [WMS]	0.50% of investable assets on which the ongoing service is being provided. This fee is capped and will never exceed £2640.00.	£150,000.00	<ul style="list-style-type: none"> For investable assets of £250,000 the annual charge would be £1250.00. For investable assets of £750,000 the annual charge would be £2640.00 [capped].

- Please note that if you pay for ongoing services on a percentage basis the amount we receive may increase as the fund value increases, and conversely reduce if the fund value falls.
- 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.
- 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.
- 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 life assurance & non-investment insurance.

- 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.
- You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Indemnity

- 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.