

# Alan Boswell Financial Planners

Client Service and  
Fee Proposition

## Alan Boswell Financial Planners Client Service and Fee Proposition (CSP)

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We understand that not all clients have the same needs and so we offer different levels of service. This Client Service and Fee Proposition explains our service levels to help you decide which one best suits your requirements. It outlines the types of clients who typically choose the different service levels, what is included with each level and examples of the costs.

Your financial planner will arrange a Client Service and Fee Agreement for you to sign when you have confirmed your required service level.

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## Our services

**Wealth Management Service** This service involves understanding your current financial situation by way of completing a full financial review, understanding what your goals and objectives are and providing you with a complete solution recommendation.


This comprehensive and proactive service offers our clients peace of mind, as our experienced financial planners, in conjunction with fully qualified technical support, manage all aspects of your wealth, both now and on an ongoing basis.

Typically this would include regular face-to-face meetings (as frequently as quarterly, if required) to review your situation, assessing any current shortfall levels so we can amend any long-term plans. There is also the option of cash flow modelling (where appropriate) and telephone contact to discuss relevant changes to legislation or your circumstances as they occur. The Wealth Management Service is usually for clients with amounts of £200,000 or above to invest.

**Advisory Service** This service involves the initial assessment of your requirements and the provision of a solution. However, we understand that there may be clients who do not require the continuous support level provided under the Wealth Management Service. The Advisory Service includes regular review meetings but these would typically be less in depth, being more suitable for clients with relatively straightforward requirements. This could be annually or even less frequently. The Advisory Service is usually for clients with amounts to invest of up to £200,000.

**Transactional only** Alternatively, if you would prefer to work on a transactional basis, the initial assessment of your situation and set up of your investment plan will follow the same processes as the services above, but we will not contact you again following the implementation of an agreed transaction. You do, however, have the right to contact us and request further support, advice or review work if you need this. We would propose a fee and agree this with you before proceeding.

**We do not recommend you work with us on a transactional basis if you hold an investment or pension that requires regular reviews (whether these are mandatory or highly advisable) as no review service is provided. This is because, over time, the risks of not discussing tax, legislative or investment risk changes with you could negatively affect the solution you have in place.**



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We believe in offering  
service levels that vary  
to suit the different needs  
of our clients //

John Whitehead, Managing Director

## More detail about our services

Service	Wealth Management	Advisory
<p><b>Portfolio construction</b></p> <p>An in-depth assessment of your risk tolerance and the recommendation of a suitable investment strategy.</p> <p>Asset and fund recommendations will be based on rigorous and robust investment processes and methodology.</p> <p>Assistance will be provided to develop your financial plan, individually designed to meet your personal and financial goals.</p>	<p>✓</p> <p><i>Wealth Management clients can expect to receive bespoke portfolio construction and goals based on investing guidance, where applicable.</i></p>	<p>✓</p>
<p><b>Administration support</b></p> <p>We will endeavour to reduce the administrative burden and complexity of dealing with your financial affairs.</p> <p>We will transact all business on your behalf, where possible, and ensure that your files are safe and up to date.</p>	<p>✓</p> <p><i>Wealth Management clients can expect to be prioritised when support is required and to receive this in areas beyond those we are directly advising on, if required and within our capabilities.</i></p>	<p>✓</p> <p><i>Advisory clients can expect full administrative support in areas we are advising them on.</i></p>
<p><b>Access (during office hours)</b></p> <p>You will have unlimited telephone and e-mail access to our administration team. Communication will be tailored to your specific requirements.</p>	<p>✓</p>	<p>✓</p>
<p><b>Tax guidance</b></p> <p>We will seek to arrange your assets in a tax-efficient manner, in consultation with your tax adviser and subject to information you have provided. We will discuss ways to best use your annual capital gains tax allowance with you.</p>	<p>✓</p>	<p>✓</p> <p><i>By specific agreement only</i></p>
<p><b>Market/Legislative updates</b></p> <p>We will discuss relevant market and legislative changes with you when we meet. In certain circumstances we will write to you (either personally or as part of a more general mailing) to advise you of these.</p>	<p>✓</p>	<p>✗</p>
<p><b>Newsletter</b></p> <p>We will send regular newsletters highlighting current affairs within financial services if we deem them to be relevant to you.</p>	<p>✓</p>	<p>✗</p>
<p><b>Seminar invitations</b></p> <p>From time to time we undertake seminars on financial services and we will notify you of these.</p>	<p>✓</p>	<p>✗</p>
<p><b>Working with other professionals</b></p> <p>At your request, we will contact your other professional advisers to ensure that they are made aware of your goals and objectives.</p> <p>We will introduce, at your request, other suitable and vetted professionals as needs arise.</p>	<p>✓</p>	<p>✗</p>

*Transactional clients should expect to be charged for all additional work requested after the transactional request has been completed.*

## Our fees

### Fixed fees

The fee will take into account the complexity of the work and the likely time required to adequately research and make recommendations, as well as processing the work afterwards. It will not include the costs of ongoing reviews of the solutions. Examples of typical fees include:

For example:

£3,000 for a full financial review

£2,500 for advice on your options at retirement

£2,000 for a personal pension transfer

£1,500 to recommend a new lump-sum investment

£500 to arrange additional contributions into an existing investment

### Time-costed charges

As an alternative, we can charge a fixed hourly rate, which is dependent on the seniority of your adviser. We will confirm the rate prior to beginning any work. Our hourly rates are:

Individual	Hourly rate
Senior financial planner and director	£200
Financial planner	£160
Senior technical planner	£120
Technical planner	£90
Financial planner assistant	£75
Travel time	£100

The following are examples of time-costed charges. They do not include the costs of ongoing reviews of the solutions. We will agree what we will charge you before beginning work:

<b>Full financial review</b>	£3,000 <i>(based on approximately 7 hours by a senior financial planner, 8.5 hours by a senior technical planner and 8 hours by a financial planner assistant)</i>
<b>Personal pension transfer</b>	£2,000 <i>(based on approximately 6.5 hours by a financial planner, 6 hours by a technical planner and 6 hours by a financial planner assistant)</i>

Whether an hourly rate or a fixed-fee approach is used, we will confirm, in writing, the expected or agreed cost for the work required and obtain your agreement to this, before we commence work for you.

Please note: Please note: we may also apply an additional implementation/risk fee when dealing with complex products. Examples include Venture Capital Trusts (VCT), Enterprise Investment Scheme (EIS) investments, Seed Enterprise Investment Scheme (SEIS) investments, Business Relief (BR) investments and the transferring of Defined Benefit (DB) pensions. The fee is 1% of the amount being invested/transferred, subject to a maximum total fee which is usually £10,000 for advice on VCT, EIS, SEIS or BR investments and £12,500 for advice on transferring a DB pension. Should this additional fee apply to you, this will be clarified before we commence work.

## Our ongoing review services

Once a financial plan is in place, the aftercare is vitally important. The ongoing relationship we have determines how involved we can be in reviewing and revising the solutions put in place, to take into account legislative changes and your changing circumstances.

For all of our clients we will agree in writing the personalised review service arrangements.

### For Wealth Management clients

The fee will be 0.5% of assets under review, subject to a minimum of £1,500.

For example:

£500,000 assets under review would have a fee of £2,500 (0.5% x £500,000)

£300,000 assets under review would have a fee of £1,500 (0.5% x £300,000)

£250,000 assets under review would have a fee of £1,500 because 0.5% x £250,000 is less than the £1,500 minimum fee

Wealth Management clients also benefit from regular contact from us in terms of letters, emails and seminar invitations as we keep them up to date on legislative changes and current events affecting financial services. This is in addition to specific communications relating to their affairs.

### For Advisory clients

The fee will be 0.75% of assets under review, subject to a minimum of £750.

For example:

£150,000 assets under review would have a fee of £1,125 (0.75% x £150,000)

£100,000 assets under review would have a fee of £750 (0.75% x £100,000)

£50,000 assets under review would have a fee of £750 because 0.75% x £50,000 is less than the £750 minimum fee

**Consideration will be given to a reduced percentage charge in relation to substantial portfolios, under both review options.**

**Transactional only** – for clients choosing to work on a transactional basis, the fees for the initial work will be as outlined on the previous page. We will not contact you again following the implementation of an agreed transaction. You can contact us to conduct a valuation/review of your personal and financial objectives – charged on a fixed-fee or time-costed basis, as outlined on the previous page.

## Other charges

Depending on the services we provide, there may be costs and charges (including taxes), not charged by us, but related to the financial products we arrange for you. These charges may be one-off charges (payable up front) or charges payable on an ongoing basis.

For example:

**Service costs:** If your investments are held on a platform (an online investment administration service) or held with a Discretionary Fund Manager (DFM), the platform provider / DFM will make a charge for administering / managing your investments.

**Investment costs:** These are the costs that relate to the management of your investments – for example, fees charged by the investment fund manager, costs relating to investment transactions.

We will always disclose any third party costs as part of making our recommendations.

### Aggregated costs and charges

For certain investments we will add together all the costs and charges payable so that you are able to understand the overall costs of our services and recommendations. This is referred to as 'aggregated costs and charges information'.

## Payment methods

### Initial fees

**Option 1:** Initial costs can be taken from a recommended product or platform, where this is available.

**Option 2:** If no product is arranged, or insufficient costs can be recovered where one is arranged, or if you prefer: we can issue you with an invoice for our services.

### Ongoing fees

**Option 1:** Ongoing costs can be taken from a recommended product or platform, where possible.

**Option 2:** A regular retainer can be paid by direct debit.

**Option 3:** We can issue you with an invoice for our services as and when they are provided.

## More details about our review services

Service	Wealth Management	Advisory
<p><b>Review Service</b></p> <p>You will be offered the opportunity to meet with an adviser to discuss your review at our offices.</p> <p>This will include details of the relative performance of your investment portfolio in consideration of your risk approach.</p>	<p style="text-align: center;"></p> <p><i>Wealth Management clients can expect a proactive review of their personal and financial objectives and the option of cash flow modelling. It can be offered from as frequently as quarterly, and include regular telephone contact.</i></p>	<p style="text-align: center;"></p> <p><i>Advisory clients can benefit from regular reviews of existing arrangements, from as frequently as annually.</i></p>
<p><b>Portfolio Management</b></p> <p>At your review we will discuss and, where agreed, rebalance your investment portfolio in line with your attitude to risk. This includes discussions if your portfolio breaches your risk tolerance.</p> <p>We will monitor your fund performance, together with changes to their managers and make recommendations when we feel it is appropriate.</p>	<p style="text-align: center;"></p>	<p style="text-align: center;"></p>

*Transactional clients should expect to be charged for all additional work requested after the transactional request has been completed.*

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Don't hesitate to give us a call  
whenever you have a question  
about insurance or financial services.  
We're happy to help however we can.

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Alan Boswell,  
Executive Chairman

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Alan Boswell Financial Planners is a trading style of Alan Boswell and Company Ltd and Alan Boswell Employee Benefits Ltd which are part of Alan Boswell Group of companies.

