

# Terms of business

Quilter Financial Advisers Limited is registered in England and Wales under number 05693185.  
Registered office at Senator House, 85 Queen Victoria Street, London, EC4V 4AB United Kingdom.  
Quilter Financial Advisers Limited is an appointed representative of Quilter Financial Services Limited and Quilter Mortgage Planning Limited, which are authorised and regulated by the Financial Conduct Authority.  
Quilter Financial Services Limited and Quilter Mortgage Planning Limited are entered on the FCA register (<https://register.fca.org.uk/s/>) under reference numbers 440703 and 440718, respectively.

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The purpose of this document is to set out the terms of business between our firm (as an Appointed Representative) and its clients. It is an important document and you should read it fully. If there is anything that you don't understand or you require further clarification on, please do not hesitate to contact us. Your financial planner will be happy to guide you through it.

You can find more detailed information about us and how we work with our clients during the different stages of their financial life in the 'Guide to our services' brochure and on our website at **[www.quilterfinancialadvisers.co.uk](http://www.quilterfinancialadvisers.co.uk)**.

These 'Terms of Business' must be read in conjunction with the 'Guide to our services' brochure and they will apply until further notice. In case of any ambiguity between the two documents, these 'Terms of Business' will take precedent.

Please rest assured, we will only start chargeable work when we have agreed which services you would like us to provide and the cost of those services. Either we or you can end these terms at any time, without penalty subject to settlement of outstanding agreed invoices, but this would not affect completion of any outstanding transactions being carried out by us on your behalf.  
*We look forward to working with you.*

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## Our Services

Whatever financial decisions you need to make, we will be there to help you make the best decisions for your requirements. In order to do that we must establish a clear understanding of who you are, your financial needs, and the goals and objectives that you want to achieve. These are the first steps we take together.

Examples of advice services from our Financial Planners include:

- **Wealth planning:** We can help you build your goals and create an overall plan for your finances to help you achieve them.
- **Retirement and later life planning:** We can work with you for your retirement and help you decide on the best options available once you reach retirement.
- **Wealth preservation planning:** We can help provide peace of mind that you have a backup plan should something unexpected happen such as in the event of your income changing due to unforeseen events. With planning you can protect the things that are important to you such as family, business and quality of life.

Any advice or recommendation that we offer to you, will only be given after we have assessed your needs and considered your financial objectives and your attitude to risks that may be involved. We will also take into account any restrictions that you wish to place on the right type of solutions you would be willing to consider.

## Confirmation of our advice areas and whose products we offer

Insurance	
<input checked="" type="checkbox"/>	I will advise and make a recommendation for you after I have assessed your needs for Life Assurance, Critical Illness, Income Protection, Accident Sickness & Unemployment, Home Insurance, and Private Medical Insurance as an insurance intermediary.
<input checked="" type="checkbox"/>	We offer products from the whole of the market based on a fair and personal analysis of the market for Private Medical Insurance.
<input checked="" type="checkbox"/>	We offer products from a range of insurers based on a fair and personal analysis of the market for Life Assurance, Critical Illness, Income Protection and Whole of Life. Ask us for a list of insurers we offer insurance from.
<input checked="" type="checkbox"/>	We offer General insurance* products from Legal & General. *If Legal & General cannot insure you for Buildings and Contents, we may use a range of other providers.

Mortgages	
<input checked="" type="checkbox"/>	I will advise and make a recommendation for you after I have assessed your needs.
<input checked="" type="checkbox"/>	<p><b>Residential</b></p> <p>We offer a mortgage review service that is representative of the whole of the market, but not deals that you can only obtain by going direct to a lender.</p> <p>We do not provide advice on 2nd charge mortgages or bridging loans. Where customers have a need for these types of loan we will refer you to a specialist broker.</p>
<input checked="" type="checkbox"/>	<p><b>Business Buy to Let &amp; Consumer Buy to Let</b></p> <p>We offer a mortgage review service that is representative of the whole of the market, but not deals that you can only obtain by going direct to a lender.</p> <p>We do not provide advice on 2nd charge mortgages or bridging loans. Where customers have a need for these types of loan we will refer you to a specialist broker.</p>
Quilter	
Investment	
<input checked="" type="checkbox"/>	Advice – I will advise and make a recommendation for you after I have assessed your needs.
<input checked="" type="checkbox"/>	<p>Restricted advice – My recommendation will be limited to suitable investment and pension products from a panel of leading investment companies. I will be happy to provide you with a list of the companies on the panel at your request.</p> <p>Where we make a personal recommendation for a new investment platform it will only be the Quilter platform.</p>

## Unregulated mortgages

It is important to point out that not all mortgage loans and services are regulated by the Financial Conduct Authority. Some of the advice and services we provide may relate to loans which are either unregulated or have limited consumer protection.

We will confirm to you if any product we are recommending is not regulated by the FCA.

You should note that if we are arranging a “Buy-to-Let” mortgage for you, it is very important to understand that very few Buy-to-Let mortgages are regulated by the Financial Conduct Authority (FCA).

We will confirm to you if any product we are recommending is a Business Loan; a Business Buy-to-Let; or a Consumer Buy-to-let loan.

## What you will pay for my services

Insurance	
<input checked="" type="checkbox"/>	No fee for Life Assurance, Critical Illness, Income Protection, Accident Sickness & Unemployment, Home Insurance, and Private Medical Insurance. We will be paid by commission from the company, that has already been included in the premium.
You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.	
Mortgages	
<b>For Residential Mortgages, Consumer Buy to Let, Business Buy to Let:</b>	
Fees vary according to individual circumstances and we will agree our fees with you before we undertake any chargeable work. This fee is for advice, research, recommendation, implementation (e.g. application, administration of arranging the loan). We will also be paid by commission from the lender.	
<input checked="" type="checkbox"/>	<b>We typically charge 2% of the loan amount. For example, on a loan of £100,000 we would charge £2,000. Our typical fee is 2% (e.g. £2,000 on a loan of £100,000).</b>
We will also be paid by commission from the lender. Should you wish you can request to view the commission rates from each of the lenders we have considered at the time that we make our recommendation to you.	
Our fee is payable before we do any chargeable work/on application/on offer/on completion/ in stages: This will be agreed with you prior to starting any work.	

<input checked="" type="checkbox"/>	If you ask us to refer you to a specialist broker for 2 <sup>nd</sup> charge lending, we will receive a payment from the broker if they arrange a loan for you. The amount of the payment will vary according to circumstances but will typically be 4% maximum of the loan amount subject to a minimum of £500 and a maximum of £2,000. (e.g.£4000 is 4% on a loan of £100,000)
You will receive a mortgage illustration when considering a particular mortgage, which will tell you about any fees relating to it.	
<b>Refund of mortgage fees</b>	
If we charge you a fee, and your mortgage does not go ahead, you will receive:	
<input checked="" type="checkbox"/>	A full refund if the lender rejects your application, unless it is for reasons of non- disclosure of material facts.
<input checked="" type="checkbox"/>	A partial refund if your application falls through for reasons outside your control.
<input checked="" type="checkbox"/>	No refund if you decide not to proceed.
<b>Investment</b>	
<input checked="" type="checkbox"/>	Standard fees – where you wish to take advantage of our full advice process, or our ongoing service options. These are shown by way of implementation and ongoing service fees, and it is likely that no VAT is due on these fees.
<input checked="" type="checkbox"/>	Ad hoc fees – where you do not wish to subscribe to an ongoing service, or where you want specific advice or project work. It is likely that VAT may be due on these fees.

## Standard Initial Advice Fees

As your Financial Planner I will be paid by you for the advice I give you both initially and ongoing. You will not incur any fees until we have agreed what they will be.

The sections below set out the different ways in which I can calculate the correct level of fee for the initial advice services. Only one of these will apply and once I have a better understanding of your situation, I will confirm the appropriate fee structure and be able to give you the actual fee amount that will apply to you.

Please bear in mind that I cannot accept or retain additional payments in any form from a product provider, outside of the fees that we have agreed for the provision of advice services. If I receive any additional fee, commission, monetary or non-monetary benefit as a result of a recommendation made to you, I will return this to the product provider so they can transfer it to you (as appropriate) and I will attempt to stop further payments or inducements.

Should we agree that the arrangement of a product is required, we will act as the intermediary between the product provider(s) and you with a view to arranging the purchase of the Retail Investment Products as we have agreed.

Unless otherwise explained the fees below will cover a full advice process: understanding your current situation, objectives, attitude to risk, research to identify suitable solutions, documenting our recommendations and implementing the agreed solutions.

Fees for the design, production and implementation of a financial strategy are calculated as follows: -

### Initial Advice Service

### Wealth Planning Service

This service includes investing or transferring a lump sum on money. The advice service includes a full financial planning review with a view to you becoming or remaining an ongoing Wealth Advice client.

We use a tiered charging structure for this service based on a percentage of any funds invested or transferred. Our fees are:

- 5% on first £150,000,
- 3% on the next £100,000 and
- 2% on any balance

**Some examples** of how these charges could apply are:

- If you invested **£75,000** our fee would be 5% of £75,000 = **£3,750**
- If you invested **£100,000** our fee would be 5% of £100,000 = **£5,000**

If you ask us to stop work after agreeing to these fees you will be invoiced for the time spent on your case before we receive your instructions using the hourly rates detailed below.

If detailed recommendations with illustrations have not been provided and discussed with you at this point; it is likely that VAT is due on these fees.

## Defined Benefit Pension Service and Safeguarded Rights

This Service includes a review of a specific defined benefit/final salary company pension scheme with analysis of the impacts of transferring to an individual pension and a recommendation report. If the implementation of a transfer recommendation does go ahead this is with a view to you becoming or remaining an Ongoing Service client to ensure the resulting product remains under review.

We offer two advisory services in connection with this complex area of advice, both of which will incur an advice fee irrespective of whether a transfer of benefits is recommended. Both services are charged for separately:

- **Abridged advice** – this is a lower cost service which will only determine if a transfer/conversion is either unsuitable or that it's not possible to make a conclusive recommendation on the information provided. This service still requires an extensive discovery meeting. We charge a fixed fee of £250 plus VAT per scheme payable on receipt of our written report.

If you proceed to full advice, the cost of abridged advice (excluding VAT) will be discounted from the full advice fee.

- **Full advice** – this service includes detailed analysis of your existing arrangements including cash flow modelling where relevant and alternatives for funding your retirement lifestyle. A recommendation will be made either to transfer/convert or to retain your benefits in their current form. Our fees for this service are aligned our standard Wealth Planning fee basis but is subject to a minimum initial fee for that service of £4,000 for each scheme that is advised on.

Where a transfer is recommended and arranged, it will be possible to facilitate the advice fee through the new pension scheme.

Where we recommend you retain your existing benefits you will need to be able to settle the fee from your other sources and VAT will also be payable\*. **Be sure you have sufficient funds to pay our fee before commencing Defined Benefit Pension Transfer advice.**

\*In **very** limited circumstances it may be possible to provide advice where the fee is only due where a transfer takes place.



**Where a recommendation has been given to retain benefits under abridged advice, full advice cannot be offered.**

**We do not facilitate transactions against our recommendations in either our abridged or full advice services.**

You may cancel our Defined Benefit Pension Transfer advice process at any time. We may have incurred costs in researching your pension scheme and these will be passed on to you as a proportion of the agreed fee depending on when you ask us to stop working:

- After agreeing the fees, but before we do any work = 0% of agreed fees
- After we have prepared the recommendation report, but before we present it to you = 50% of agreed fees
- After we have presented our recommendation report to you = 100% of agreed fees.

If detailed recommendations with illustrations have not been provided and discussed with you at this point; it is likely that VAT is due on these fees. We will confirm in writing that the process has been terminated before advice was given.

### **Fixed Fee Service**

We offer a range of advice services at fixed rates, set after an initial consultation. Full details of all fixed price services available will be provided on request but our typical fees for two levels of Financial Review are:

Full Financial Review £2,000

A fully documented review of your assets and liabilities and net worth; current and projected income and expenses (e.g. projected into retirement); insurance policies, retirement provision and other investments, including an analysis of current product and fund features and estimated inheritance tax liabilities with generic recommendations to meet your broad financial objectives.

Basic Financial Review £750

A simple documented review of current arrangements in relation to your objectives, orientated to meet a particular need (such as retirement income) with generic recommendations.

If no further work is undertaken leading to an actual investment; it is likely that VAT is due on these fees. Fees calculated using an hourly or fixed rate may be paid directly or be converted to a % of a subsequent investment, facilitated by the Product Provider.

## Hourly rates / Ad-hoc Fees

Our fee may be based on the amount of time involved to undertake work at the following hourly rates:

- **Financial Planning Adviser – Diploma:** £200 per hour: Responsible for establishing your circumstances, needs and financial objectives and recommending a suitable financial solution.
- **Financial Planning Adviser – Chartered:** £400 per hour: Responsible for establishing your circumstances, needs and financial objectives and recommending a suitable financial solution
- **Para-planning support:** £90 per hour: Responsible for entering your details on required systems and conducting initial research based on the criteria established with your Financial Planner and collating recommendation reports.
- **Administration support:** £50 per hour: Responsible for updating our internal systems and any administration required to look after your financial affairs.

Based on our experience and the anticipated complexity of your circumstances we will give you an estimate of the cost for pieces of work in advance of starting chargeable work and will not exceed this estimate without your clear agreement.

The typical time involved to complete the advice process in our offices by a diploma qualified adviser for a client with a single investment or to set up a pension arrangement will be:

Adviser – 6 hours at a cost of £1,200

Paraplanner – 5 hours at a cost of £450

**A total of £1,650**

For a Pension Transfer from two ceding schemes, in our offices, it will be:

Adviser – 6 hours at a cost of £1,200

Paraplanner – 8 hours at a cost of £720

**A total of £1,920**

For a single regular premium investment or regular premium pension arrangement will be:

Adviser – 3 hours at a cost of **£600**

## Minimum fees & VAT

The fees outlined above are raised when the investment is made, and it is likely that no VAT is due on these fees.

Any variation to this amount will be confirmed in writing to you before proceeding further. This may be for example for larger or more complex loans, or where your personal situation is more complex regarding income sources, taxation, residence and credit rating.

If you ask us to stop work after agreeing to these fees you will be invoiced for the time spent on your case before, we receive your instructions using the hourly rates previously detailed.

If detailed recommendations with illustrations have not been provided and discussed with you at this point; it is likely that VAT is due on these fees.

## **Implementing investment solutions**

As with most investments there is a risk of loss, especially in the short-term (over periods of less than five years). If you need access to your money in the very short-term, then holding it in a risk-free bank account could be the right course of action. We will discuss these options with you, as well as providing a detailed suitability report for you to read in your own time, before we implement our recommendations. This will help ensure you understand the advice you have been given. Of course, if you have any questions, we will be happy to help. You are not obliged to implement any of our recommendations. However, we may still charge a fee for our advice.

When we arrange an investment for you it will typically be made into a collective investment fund. These funds have a range of different investment strategies, so we will recommend one that aligns with your attitude to risk and the period of time you wish to invest for.

These funds will typically be bought via an investment platform that we recommend for you. Once we have completed the advice process the investment will be made for you in a timely manner, and in accordance with our Best Execution Policy. For example, for the majority of collective investments, they will be bought or sold at the next Valuation Point (typically 12.00 Midday) the next business day, after the instruction has been received by the platform.

Once we have agreed on an appropriate solution, we will provide you with full details of the investment fund, platform, and all associated costs.



## Ongoing services & fees

Set out below are the detailed elements for the indicative levels of ongoing service that we deliver to our clients. You can if you wish to, add or enhance levels of service with your adviser if you feel appropriate. Our fees for these services can be seen below

<b>High Touch Service</b>	Where clients' portfolios grow in terms of value, and potentially complexity, these need to be managed and reviewed appropriately. Building on our annual review services, this offering has more frequent reviews and opportunities to ensure clients are kept informed of performance, and plans maintained in line with client's circumstances and objectives. This may well include consultations with other specialist advisers.
<b>Standard Touch Service</b>	A comprehensive service aimed at initial analysis, recommendation and implementation in line with a client's immediate needs. With ongoing review and recommendation, this is a service to adapt to a client's changing needs and circumstances.
<b>Lighter Touch Service</b>	A straightforward advice service typically centered on immediate client issues and needs that require initial analysis and recommendations. With ongoing review delivered remotely and via advisory updates, this still brings client awareness and peace of mind.

At a review, we will cover:

- Assessment of personal circumstances
- Review of your goals & objectives
- Reassessment of your attitude to investment risk/return & market sectors (asset allocation)
- Review of investment performance & holdings
- Valuations & investment commentary
- Where appropriate, recommendations in order to keep your new / existing\* plans in line with your objectives

\*Advice on new investments/savings will be subject to our 'initial fees' as shown under our 'Investment Fees - Standard' section earlier.

Service will include recommending changes to existing investments to help meet your goals at an acceptable level of investment risk, providing fund analysis and valuations and a wide range of associated ad hoc services.

All service levels include a review, it is simply the style and frequency that alters as shown in the table:

Ongoing service offering	High Touch	Standard Touch	Lighter Touch
Keeping you informed with pertinent and relevant information	YES	YES	YES
Annual valuation of plans invested via ourselves	YES	YES	YES
Telephone and e mail access to your adviser included	YES	YES	YES
Option of an annual telephone review of your plans	YES	YES	YES
Annual Face-to-Face review meeting	YES	YES	NO
Half Yearly Face-to-Face review meeting	YES	NO	NO
Liaising with your other professional advisers i.e. legal, accountancy without extra charge	YES	NO	NO
<b>Annual service fee</b>	<b>1.0%</b>	<b>0.75%</b>	<b>0.5%</b>

Please note that as the fee is based on the investment value, the actual amount we receive will increase (or decrease) in proportion to any increase (or decrease) in the value of your portfolio.

### Examples of ongoing fees

If we look after you via our "High Touch" service (as detailed above) & your investments are valued at £250,000, our fee is 1.0%. Therefore, the annual payment to us will be £2,500.

If we look after you via our "Standard Touch" service (as detailed above) & your investments are valued at £150,000, our fee is 0.75%. Therefore, the annual payment to us will be £1,125.

If we look after you via our "Lighter Touch" service (as detailed above) & your investments are valued at £50,000, our fee is 0.5%. Therefore, the annual payment to us will be £250.

**The elements that make up your ongoing servicing package are subject to alteration, I will notify you in advance and in writing if any of these aspects change.**

## Impacts of fees

When you make an investment, there will be costs involved which will impact on your investment returns. These costs will typically comprise of the platform charge, the fund managers charge and our advice fee. As a typical example these charges may amount to 2.5% a year, so your investment return will be reduced by this amount each year. Your personalised illustration will clearly show the actual costs that will apply to your investment.

## Ad-hoc / where no ongoing service is in place

If you do not wish to subscribe to an on-going service, we provide many services on an 'ad-hoc' basis. Should you require any services as noted below, or bespoke work to be carried out, we will be able to tailor a specific service. **Please note that implementation fees are in addition to the examples shown below.**

An additional fee may be required, typically calculated in accordance with our hourly rates, as shown at the bottom of the table below.

Prior to any work being agreed and carried out we will give an indication of the approximate amount of time that these tasks might take. These additional fees might be paid by single payment (e.g. by cheque), charged from your investment plan(s) or via regular monthly retainer payments (e.g. standing order).



Fees will depend on individual circumstances, but are typically:

Face to face meeting to review your financial planning, confirm your existing provisions, and & identify areas of need and/or concern	<b>£750</b>
Advice and recommendation to address an agreed area of need / concern (e.g. retirement planning, estate planning, investment solution)	<b>£750</b>
Additional research fee per existing pension scheme	<b>£250</b>
Advice on withdrawing money from your retirement funds	<b>£500</b>
Regulatory & taxation updates	<b>£49 p.a.</b>
Annual valuation	<b>£152</b>
Annual risk profile questionnaire	<b>£252</b>
Annual telephone advisory update	<b>£400</b>
Additional reviews per session	<b>From £400</b>
Quarterly E-Newsletter facility	<b>£30 p.a.</b>
Pure time related rate work per hour	<b>£150</b>
Implementation fees	<b>Standard fees</b>

e.g. A client wishes to invest £100,000 and does not wish to be part of our ongoing advice services. The fees from the table that would typically apply are:

'Face to face meeting' to review your financial planning, confirm your existing provisions, and identify areas of need and/or concern = £750 plus 'Advice and recommendation' to address an agreed area of need / concern (e.g. retirement planning, estate planning, investment solution) = £750 plus Implementation fees will also apply (e.g. 3% of £100,000) = £3,000

Total fee = £750 + £750 + £3,000 = £4,500

***Please note that these services on their own are likely to attract Valued Added Tax (VAT), in accordance with current HMRC (Her Majesty's Revenue and Customs) guidelines.***

**Where any of the above services are included in an ongoing service option, you will not be charged separately for these services.**

## Mortgage & protection - ongoing services & fees

Set out below are the details for the ongoing service that we deliver to our clients.

You can if you wish to, add or enhance levels of service with your adviser if you feel appropriate (usually for an agreed fee).

There is no fee for the following level of service, as we will have been paid commission from the mortgage lender or insurance provider at inception of your mortgage or protection plans.

1. **Communication** - In order to provide you with a high-quality service we may want to contact you regarding items we consider are of interest to you, or to make you aware of new opportunities. If this happens, we would like to contact you
2. **Protection** - It is important to ensure your current protection plans and provisions remain in line with your requirements, which may change over time.
3. **Mortgages** - If we do not review your borrowing, you may end up paying more than you need to for your loans. We aim to contact you before any special terms of your mortgage expire. Ideally this will be 6 months beforehand. We encourage you to contact us should your financial circumstances change in the meantime.

We will make reasonable endeavors to contact you. Please be aware that should we not be able to review your mortgage before the end of any special term, this may result in you paying considerably more for your loan.





## Other important information we feel you ought to know

### If you are not happy with our service

If you have a complaint about your Adviser or any financial advice you have received from your Adviser, please contact us:

In writing:

Quilter Financial Planning  
Complaints Department  
Riverside House  
The Waterfront  
Newcastle upon Tyne  
NE15 8NY

Email: [QFPcomplaints@quilter.com](mailto:QFPcomplaints@quilter.com)

Tel: 0191 241 0700

We will be happy to provide you with a summary of the internal procedures for handling complaints, this is available without charge upon request.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (e.g. if we arranged insurance or a regulated mortgage product).

The Financial Ombudsman Service can be contacted as follows: The Financial Ombudsman Service, Exchange Tower. London E14 9SR

Telephone: 0800 023 4567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You should note that if your Buy-to-Let Mortgage is not regulated by the FCA, you will NOT be entitled to refer the complaint to the Financial Ombudsman Service.

This is the current process. Should it change we will notify you the next time we meet by issuing you with an updated version of this document. If, however, you want to have the updated version sooner you can request them at any time and I will provide you with the updated compensation process.

### Our regulator - the Financial Conduct Authority

We are an appointed representative of Quilter Financial Services Limited (FCA Register number is 440703) and Quilter Mortgage Planning Limited (FCA Register number 440718), Senator House, 85 Queen Victoria Street, London, EC4V 4AB, who are authorised and regulated by the Financial Conduct Authority.

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[www.quilterfinancialadvisers.co.uk](http://www.quilterfinancialadvisers.co.uk)

The permitted business of Quilter Financial Services Limited and Quilter Mortgage Planning Limited is advising on and arranging pensions, investments, mortgages, life assurance and general insurance.

You can check this on the FCA's Register by visiting the FCA's website <https://register.fca.org.uk/s/> or by contacting the FCA on 0300 500 8082.

The FCA address is: 12 Endeavour Square, London. E20 1JN

## **Client classification levels for your protection**

The FCA has rules which affect the rights you have as a customer. In our dealings with you we will be representing you as the customer, rather than acting on behalf of an insurer.

We classify all our individual customers as 'retail' customers. The range of financial products and investments we recommend are tailored to meet the needs of retail customers. You will have rights under the Financial Ombudsman Service (FOS) and the Financial Services Compensation Scheme (FSCS). These rights will apply to the provision of the advice we provide.

In most cases these rights will also apply to the products we recommend. However, there are some exemptions for specialist products such as Enterprise Investment Schemes and Venture Capital Trusts. Your adviser will let you know if the product recommended will not have rights under the FOS or FSCS.

There are other classifications of customer that don't have these rights. These are "professional" customers and "eligible counterparties".

You have the right to be classified as a professional client and revoke this status on request. Should you feel you have the skills knowledge and experience to be a Professional client and don't wish to have the same protection afforded to retail clients, please let me know and we will complete the forms necessary to reclassify you.

If you have any questions regarding your classification (e.g. if you are a large company), please write to Quilter Financial Planning Compliance Department, Riverside House, The Waterfront, Newcastle upon Tyne, NE15 8NY, or to the Financial Ombudsman Service and FSCS.

## **Client money peace of mind**

We do not handle Client Money. We never handle cash and will only accept a cheque made out to us in settlement of Advice and Service fees. Our preferred method of payment is via bank transfer.

## Your duty of disclosure

Any financial advice we provide will be based on your personal financial circumstances and objectives. It is important that the information you give us is both accurate and a true reflection of your current circumstances.

It is your responsibility to provide complete and accurate information to a provider (a provider being for example, an organisation that provides insurance, mortgage, or investment related plans).

It is important that all statements made on any proposal form, or on any additional documentation are full and accurate.

Please be aware that if you fail to disclose any relevant information, or any change of circumstances to a provider, then the terms of your desired plan may be invalidated (e.g. an insurance claim may not be paid). We strongly recommend that the information you provide is checked thoroughly prior to submission.

## Investment advice and recommendations scope

Any investment advice your adviser provides will be based on your personal financial circumstances and objectives. We will confirm these and the reasons for any recommendation in a Suitability Advice Report.

If you have asked for any restrictions on the types of investment or the markets you wish to invest in, these will be confirmed in the Suitability Advice Report. We will always make it clear when products are not within the 'regulated' scope and advise you of your rights.

## Paying for advised services

Where payments are facilitated through a product, this will impact the actual amount remaining invested. Payment of the initial Advice and Ongoing Service fees facilitated by the relevant Product Providers or Platform administrators will be as a percentage of contributions invested or of the value of the plan's value/funds under management as at the anniversary of the initial investment. As such, the cash equivalent amount will vary depending on the value at the time.

Providers/Platform administrators will detail the specific process they operate to facilitate a fee in their literature. If you opt to pay the Adviser Charge directly (not through a product) an invoice will also be provided, which must be settled within 14 days of issue (we reserve the right to charge interest on late payments at a rate of 3% above Bank base rate).

Full details of the final Advice will be provided in the Suitability Advice Report. Full details of the any future Service fee will be provided either in the Suitability Advice Report or 'Authority to Proceed' document prepared for you by your Adviser. You may also be asked to sign and return a copy of the Authority to

Proceed document to confirm your understanding and acceptance of the arrangements.

## **Cancellation / termination of authority**

The Ongoing Service fee or our authority to act on your behalf can be cancelled at any time without any penalty by email or post using contact details provided. These methods ensure we have an audit trail for your instruction. You will be responsible for cancelling any instructions from your bank. If the fee is being taken from your investments, we will endeavour to instruct the Provider, Platform or DFM to stop the fee within 5 working days of receiving your instructions and refund any over payment if we are unable to meet this commitment.

You may ask us for an updated estimate of your advice fee at any time and you may ask us not to exceed a given amount without checking with you first.

## **Investment advice refunds**

Our standard policy is that in circumstances where this agreement is terminated, a recommendation is not followed through to implementation, or a product arranged is cancelled at any time, no refunds will be given, and all work undertaken will be billable and due. Please note that this does not affect your statutory rights or ability to complain.

If you cancel your investment(s) in the cooling off period or stop regular contribution payments the fee will no longer be due unless a minimum fee is stated in this Terms of Business and your Adviser Charging Agreement/Authority to Proceed.

## **Language**

Unless agreed by us at outset all communication will be completed in English. We will communicate in a manner that is convenient to you, this could include Face-to-Face meetings, Post, E-mail and by telephone.

## **Location of Advice**

All advice will be conducted in the UK. We do not have permissions to give advice when either you or I are located in any overseas location.

## **Timing of reports**

Financial Planning: I will send you a Suitability Advice Report setting out the reasons for my recommendation at the time of my recommendation and where applicable before implementing any advice that I have recommended.

Mortgage Advice: I will send you a Suitability Advice Report setting out the reasons for my recommendation within 15 days of making that recommendation.

Protection Advice: I will send you a Demands and Needs statement setting out the reasons for my recommendation, before the policy starts. If I am advising you by telephone, and the policy starts on the same day the Demands and Needs statement will be sent by the end of the next working day.

If you would like this in an alternative format e.g. Braille, Moon, Clear and Large Print, Audio documents (Cassette, CD, MP3 or Wav) or any other languages please let me know.

## **VAT**

The service we provide is described as an 'intermediation' service. This means we provide advice with the intention of acting between you and a product provider to arrange a financial product or service. If we did not do this, we would be liable for VAT on the fees charged. VAT is not applicable on the fees we charge for intermediation services. In arranging the sale of retail financial products an adviser fee made for advice, even if you decide not to proceed with the purchase of the recommended product, will remain VAT free where the adviser has provided you with full advice services up to that point, including all relevant documentation.

The adviser fee made for an ongoing service is also VAT free provided it is in respect of an intermediation service. This means activities such as topping up an investment or utilising available investment tax allowances, such as the ISA allowance. In the event that the advice services we provide become ancillary to our intermediation services, VAT may become chargeable (e.g. we review your entire financial circumstances but make no or limited recommendations).

Should this change in the future, and where VAT becomes due, we will notify you before conducting any further work. In any case, where VAT is payable on our services it will be charged in addition to the agreed fee.

However, where a Discretionary Fund Manager (DFM) forms part of a solution, then VAT may become chargeable.

## **Declaration of other interests**

To ensure that customer interests are always put first, we operate a robust Conflict of Interest and Inducements Policy. If a potential conflict of interest does arise it will be actively managed, and we have arrangements in place to ensure that all our clients are treated fairly. If we feel that our interests' conflict with yours, you will be contacted, and we will obtain your consent to proceed. Our conflict of interest policy is available on request.

## Our loans and ownership

Quilter Financial Services Ltd, Quilter Wealth Ltd and Quilter Mortgage Planning Ltd (are part of the Quilter group. The Quilter Group of companies offers a range of pension, protection and investment solutions through both a UK and International platform. This may give rise to a potential conflict of interest where a company within Quilter Group has a suitable solution for your needs. If such a situation occurs, I will ensure that my recommendation is the best execution of your needs. I will also highlight the potential conflict of interest at the time of making the recommendation.

## Addressing financial crime

All transactions relating to the services provided by us are covered by The Money Laundering, Terrorist Financing and Transfer of Funds Regulations 2017. The FCA also requires that we have appropriate measures in place to prevent the furtherance of financial crime.

Our responsibilities include but are not limited to verifying the identity and address of our clients and any third-party making payments on their behalf. If required, you must supply proof of your identity in accordance of the above Regulations. Identity verification checks may include electronic searches of the electoral roll and the use of credit reference agencies, which will result in a soft 'foot-print' on your credit records.

This footprint is not visible to other financial service providers and does not affect your credit rating in anyway. In accordance with the Data Protection Act 2018 acceptance of these terms and conditions represents your permission for us to access this information.

## Financial services compensation scheme (FSCS) current limits

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. i.e. it differs for investments, insurance, mortgages and bank accounts.

- Insurance: Insurance advising and arranging is covered without any upper limit.
- Mortgages: Mortgage advising and arranging is covered up to a limit of £85,000.
- Investment: Most types of investment business are covered up to a limit of £85,000.
- Deposits: Bank Type Deposits are covered up to a limit of £85,000 per institution.
- Structured Deposits: Structured deposit advising, and arranging is covered up to £85,000
- General Insurance: General insurance advising and arranging is covered up to 90% of the claim with no upper limit. Compulsory Insurance is covered without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

## **The law that we operate under**

All of our agreements provided are governed and construed in accordance with the laws of England and Wales. In relation to any dispute, for your protection you agree to submit to the non-exclusive jurisdiction of the English courts.

## **The Data Protection Act 2018**

The personal information you provide will assist your financial adviser in offering you the best advice as required by the Financial Services and Markets Act 2000. The personal data you provide will be used and stored in accordance with the Data Protection Act 2018 which incorporates the requirements of the General Data Protection Regulation (GDPR) into UK legislation. Before collecting any data from you, you will be issued with a Privacy Notice Document and will be asked to agree to the collecting, storing and use of your Special Category Data.

Quilter Financial Advisers Limited is registered in England and Wales under number 05693185.  
Registered office at Senator House, 85 Queen Victoria Street, London, EC4V 4AB United Kingdom.  
Quilter Financial Advisers Limited is an appointed representative of Quilter Financial Services Limited and Quilter Mortgage Planning Limited, which are authorised and regulated by the Financial Conduct Authority.  
Quilter Financial Services Limited and Quilter Mortgage Planning Limited are entered on the FCA register (<https://register.fca.org.uk/s/>) under reference numbers 440703 and 440718, respectively.

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