

# Moor Investment Services Ltd.

## Ongoing Service Propositions



This agreement is made between: **Moor Investment Services Ltd.**  
And: **Client Name & Address**

This agreement is supplementary to the 'Key Facts – About our services and costs document' that I have already discussed and supplied you with and sets out the basis on which we charge for our initial services. We recognise that all our clients have different financial needs and objectives and we will build a plan appropriate to the needs of each client.

In order to clarify the expectations of all parties and to provide transparency of charges we set out in this document the ongoing services available and associated costs. Please feel free to contact us if you wish to discuss any aspect of these terms.

### **On-going & Ad-hoc Service and Reviews**

Your financial and personal objectives may change over time due to changes in your lifestyle or circumstances. We believe it is essential to ensure that the financial plan we recommend continues to meet your lifestyle and investment objectives. Our on-going and ad-hoc review service offers:

- structured face to face reviews including a written report giving an update on the performance of your investment/pension funds;
- an assessment of where your financial plan stands against your current aims and objectives;
- an assessment of your personal circumstances and any changes to your plans that are needed;
- regular valuation updates and information regarding your investments throughout the year;
- a choice of differing levels of support depending on your needs;
- ongoing support with correspondence and administration issues.

We recognise that all clients do not have the same service requirements therefore even though we do provide a guideline by way of our different propositions you are free to choose the level of service that best suits your needs. Our charges are guaranteed not to increase within the first 12 months of your contract with us.

Should we need to increase our charges after this period, you will be given notice of this fact and the opportunity to decide whether to continue with the revised level of charges. It should be noted that it is not compulsory for you to sign up to one of our services and we do offer one-off and ad-hoc only advice services.



The ongoing service you will receive and the fees payable for that service are set out in the following table below:

| Ongoing Service Proposition Schedule  | 'BASIC'<br>One-off or<br>Ad-hoc<br>Financial Advice | 'GOLD'<br>Ongoing<br>Financial Advice | 'PLATINUM'<br>Ongoing<br>Comprehensive<br>Financial<br>Planning |
|---|---|---------------------------------------|---|
| <b>TYPICALLY, this service may be, but not exclusively, be of most interest to clients with savings, pensions, or investments of:</b> | <b>Up to £50,000</b>                                | <b>£50,001 to £250,000</b>            | <b>£250,001 plus</b>  |
| Annual statement of holdings  | ✓   | ✓                                     | ✓   |
| All records maintained, scanned, updated and held in a secure manner  | ✓   | ✓                                     | ✓   |
| 24 hour access to your portfolio via your own personal client web-site or provider site   | ✓   | ✓                                     | ✓   |
| Secure messaging and updates as necessary   | ✓   | ✓                                     | ✓   |
| Access to all information on mobile devices   | ✓   | ✓                                     | ✓   |
| Access to our support team  | ✓   | ✓                                     | ✓   |
| Professional expertise and governance embedded into our investment processes  |   | ✓                                     | ✓   |
| Regular portfolio rebalancing   |   | ✓                                     | ✓   |
| Regular valuations as and when requested  |   | ✓                                     | ✓   |
| On-going expert support   |   | ✓                                     | ✓   |
| On-going access to your Chartered Financial Planner   |   | ✓                                     | ✓   |
| Number of Face to Face Review Meetings per year   |   | <b>One</b>                            | <b>Two</b>  |
| <b>Review Meetings to include:</b>  |   |                                       |   |
| Written report including portfolio performance since last review and from outset  |   | ✓                                     | ✓   |
| Review of personal objectives and take in to consideration any changes in circumstances   |   | ✓                                     | ✓   |
| Review of current investment risk profile & asset allocation of funds and amend as necessary  |   | ✓                                     | ✓   |
| Update on any applicable relevant tax changes that have occurred since last review  |   | ✓                                     | ✓   |
| Discussion on required actions for the year ahead to keep the financial plan on track   |   | ✓                                     | ✓   |
| Review of any tax planning strategies in place  |   |                                       | ✓   |
| Review of estate planning & existing strategies in line with changes in legislation   |   |                                       | ✓   |
| Income / Expenditure Review   |   |                                       | ✓   |
| <b>MINIMUM – Overall Ongoing Annual Cost</b>  | <b>N/A</b>  | <b>£600 p.a.</b>                      | <b>£1,200 p.a.</b>  |
| <b>Cost based on the total value of your investments</b>  | <b>N/A</b>  | <b>0.75% p.a.</b>                     | <b>0.75% p.a.</b>   |
| <b>Cost based on an agreed fixed fee</b>  | <b>N/A</b>  | <b>Negotiable</b>                     | <b>Negotiable</b>   |
| <b>Example typical cost per annum based on an hourly rate of £150 per hour</b>  | <b>N/A</b>  | <b>Typically 4 Hours = £600</b>       | <b>Typically 8 Hours = £1,200</b>                               |



In the majority of cases for the ease of accounting and administration and if possible and appropriate, it may be preferable to have your ongoing fees deducted from within your investment/pension funds themselves rather than being charged to you by invoice and you having to remit the sum to us externally. However, there is no obligation to pay in this manner and the options will be discussed with you in full before any fees fall due.

As can be seen from the above table, typically our costs are based on the value of your investment(s). Assuming you have elected to settle our ongoing fees from within your investment/pension funds, typically the amount is deducted from within your plan(s) at a rate of 1/12<sup>th</sup> of the relevant percentage each month. E.g. Assuming an investment value of £100,000 would give a charge of  $£100,000 \times 0.75\% = £750 / 12 = £62.50$  per month.

As an example therefore, if you selected the 'Gold' service and the value of your investment(s) totalled on average £120,000, our fees would be £900 per annum. 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, again subject to certain minimum as detailed below. Any change to the level of services throughout this agreement will result in pro-rata charge being applied.

All of our ongoing services are subject to minimum fees as follows:

Basic Financial Advice – Any future ad-hoc reviews are subject to a minimum cost of £600.

Gold - £600 per annum

Platinum - £1,200 per annum

Here are some examples of what the variations of cost might be:

Example 1; if your investments are valued at £50,000 and you have selected the 'Platinum' service (i.e. 0.75% p.a.) the ongoing management adviser charge we would receive from within your investment/pension funds is £375. As this is less than the minimum ongoing service fee of £1,200, we would charge, directly to you, £825 as the balance.

Example 2; if your investments are valued at £120,000 and you have selected 'Gold' service (i.e. 0.75% p.a.) the ongoing management adviser charge we would receive from within your investment/pension funds is £900. Therefore, no other charges would be applied as this is above the minimum £600 annual charge.

If you wish to pay us directly, rather than have the ongoing fees deducted from your investment/pension funds, you can spread the payment over a 12 month period we can arrange for a standing order to be set up on a monthly basis at 1/12 of the fee agreed which we would review annually in line with the value of the investments under advice.

### **Obligation and Cancellation**

It is important to stress that you are under no obligation to engage in our ongoing services and you can cancel the arrangement at any time. However, 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.



**Declaration & Client consent**

This is our standard ongoing service agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully in conjunction with the 'Key Facts – About our services and costs' document before signing them. If you do not understand any point please ask for further information. Please confirm to us in writing if you do not consent to us or any company associated with us processing any sensitive data as described above.

I/We would like to subscribe to the following ongoing service option (please tick the appropriate box):

**BASIC**

I/We understand that the 'BASIC' level of service does not involve any structured on-going service and therefore, there is no fee for this however, I understand that an initial adviser charge will apply and any future one-off or ad-hoc advice will be charged separately.

**GOLD**

I/We understand that the fee for this service is either 0.75% of the value of the relevant investments each year, an agreed fixed fee or an hourly rate of £150 per hour, all subject to a minimum of £600.

**PLATINUM**

I/We understand that the fee for this service is either 0.75% of the value of the relevant investments each year, an agreed fixed fee or an hourly rate of £150 per hour, all subject to a minimum of £1,200.

I/We wish for the cost of the on-going service to be paid by deduction from the plans we hold

I/We wish for the cost of the on-going service to be charged directly to me on a monthly/yearly basis

Signed:

Name:

Date:

Signed:

Name:

Date:

Signed on behalf of our firm:

Print Name: Richard Moor FPFS, AIFP – Chartered Financial Planner

Date:

