



**Moor Investment Services Ltd**  
**About Our Services and Our Fees**  
**Pension and Investment Advice**

**Pinto**  
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**TN12 6LX**

**[www.moor4you.com](http://www.moor4you.com)**

Authorised and Regulated by the Financial Conduct Authority  
FSR Number 540249

## **Our Service To You**

As mentioned in our More About Us document, there are six stages to our financial planning service in relation to pensions and investment advice, each of which is costed separately:

Stage One - the initial consultation

Stage Two - full understanding meeting

Stage Three - research

Stage Four - financial review and recommendation

Stage Five - arranging and implementing your financial plan

Stage Six - providing you with an on-going and review service

## **Each Stage Explained In A Little More Detail In Relation to Pensions and Investments**

### **Stage One – The initial consultation**

This will involve an initial meeting with us. It gives you the opportunity to ask questions and understand what we do. It gives us the opportunity to establish your financial needs, aims, objectives and goals, working through those aims with you, prioritising them if required.

We also explain our services and associated costs to you so that you are fully aware of how much you will need to pay, how you can pay and when.

This initial consultation is at our expense if it is conducted during normal office hours.

Outside normal office hours, the initial consultation will incur a fee of £150.

Our normal office hours are 9.00am to 5.00pm.

### **Stage Two – The Full Understanding Meeting**

This involves a further meeting with you and covers the following:

- Understanding your existing situation by conducting a detailed fact find
- If we are discussing investments or pensions then we need to understand your investment knowledge and experience, your attitude to risk, your tolerance towards investment risk and your capacity for loss.
- Re-affirming your financial needs, aims, objectives and goals and the priority in which we will proceed
- Obtaining your authority to speak to the providers of the existing financial services that you are using so that we can fully understand the existing arrangements you have in place and how they fit with your needs now

***The fee for Stage Two is charged at a fixed fee of £500 and is payable regardless of whether you choose to continue to Stage Three.***

### **Stage Three – Research**

Following our two meetings detailed above, we will undertake extensive in depth research and analysis on your existing financial arrangements. This can take some time and is dependent on how quickly your existing providers respond to our request for information.

We will make an assessment and judge the suitability of any existing arrangements that you currently have in place in relation to your needs and objectives now and going forward. We will then formulate a financial plan to meet your needs and objectives taking into account what financial resources you have, what you will need and when.

**The fee for Stage Three is charged at a fixed fee of £500 and is payable regardless of whether you choose to continue to Stage Four.**

#### **Stage Four – Financial Review and Recommendation**

This consists of a further meeting with you which will include:

- The presentation of our recommendation – **your financial plan**
- An explanation of how our recommendation helps meet your aims and objectives
- If our recommendation isn't able to fully meet your aims and objectives at this time due to affordability for example, we will explain what the shortfalls are along with our thoughts on any future plans to help you reduce these shortfalls
- Presentation of the associated research which will include such things as key features document, fund fact sheets
- The presentation of a fully personalised written report confirming our recommendations

**The fee for Stage Four is charged at a fixed fee of £500 and is payable regardless of whether you choose to continue to Stage Five.**

#### **Stage Five – Arranging and Implementing Your Financial Plan**

Should you wish to proceed with our recommendations, we will arrange and implement your financial plan, this will include:

- The facilitation of all fund and contract administration on your behalf including the processing of application forms
- Communicating with you on a regular basis to help keep you informed of progress
- Issuing all documents in line with your expectations
- Ensuring the details of all transactions are recorded on our back office system

For lump sum investments, our fee for Stage Five is based on a percentage of the amount of money you invest and is in addition to the fees for Stage Two, Three and Four detailed above. Our fees are as follows:

<b>Amount Invested</b>	<b>Stage Five Fee</b>
£0 to £50,000	1.00%
£50,001 to £150,000	0.80%
£150,001 to £300,000	0.60%
£300,001 to £500,000	0.50%
£500,001 to £1,000,000	0.40%
£1,000,001 and above	0.30%

It is important to us that you fully understand the fees you will need to pay and when. To help, we have provided some examples below of the fees payable if you choose to implement our recommendations:

<b>Amount Invested</b>	<b>Stage Two Fee</b>	<b>Stage Three Fee</b>	<b>Stage Four Fee</b>	<b>Stage Five Fee</b>	<b>Total To Pay</b>
£40,000	£500	£500	£500	1.00% (£400)	£1,900
£120,000	£500	£500	£500	0.80% (£960)	£2,460
£200,000	£500	£500	£500	0.60% (£1,200)	£2,700
£400,000	£500	£500	£500	0.50% (£2,000)	£3,500
£700,000	£500	£500	£500	0.40% (£2,800)	£4,300
£1,500,000	£500	£500	£500	0.30% (£4,500)	£6,000
£0	£500	£500	£500	£0	£1,500

If instead we recommend that you contribute monthly into a pension or investment product, our fee for implementing a regular premium investment plan is 10% of the first year's premium. This will be in addition to the fees payable for Stage Two, Three and Four. The fee is payable on commencement of the plan. To help explain this so that you fully understand, please see the examples below:

Monthly Premium	Total Premium Payable During First Year	Stage Two Fee	Stage Three Fee	Stage Four Fee	Stage Five Fee	Total To Pay
£100	£1,200	£500	£500	£500	10% (£120)	£1,620
£1,000	£12,000	£500	£500	£500	10% (£1,200)	£2,700

### Stage Six - Providing You With An On-going and Review Service

We believe that reviewing the recommendations that we have implemented is very important to your continuing financial health. Your financial and personal objectives may change over time due to changes in your lifestyle or circumstances. We believe it is also essential to ensure that the investment portfolio we have recommended continues to meet your lifestyle and investment objectives. But, this is completely your choice.

Our on-going review service offers you:

- An annual review meeting which will include:
  - A written report which includes the performance of your investment portfolio since our last review and since inception
  - A review of your financial objectives to account for any changes to your circumstances
  - A review of your current investment risk profile and asset allocation of funds and amend your funds as necessary
  - Keep you updated on any tax changes that may impact on you
  - Discuss and agree the actions for the year ahead including any tax planning strategy we need to implement
- An annual valuation statement showing the details of all costs and charges
- The rebalancing of your investment portfolio on a six monthly basis
- On-going support with any ad-hoc queries that arise during the course of the year

For our on-going review service, we charge an annual on-going fee of 0.75% subject to a minimum of £700 and this is based on the total value of the investments or pensions we manage on your behalf. This fee is normally paid monthly.

For example, if we have arranged a personal pension for you and the value is £125,000 then the annual on-going fee that we would receive would be £937.50 (£125,000 x 0.75%). The actual monetary amount will vary in line with any fluctuations in value but will always be based on 0.75%

As a further example, if we have arranged a personal pension for you and the value is £75,000 then the annual on-going fee that we would receive would be the minimum amount of £700.00.

### If You Don't Want To Receive Our On-going and Review Service

You do not have to commit to Stage Six – you can instead choose a transactional service which means it will be up to you to contact us as and when you would like a review. In this instance, we will confirm the cost of an ad-hoc transactional review at the time you contact us as this will very much depend upon the complexity of your arrangements and how long it has been since we last met. You can then decide whether you wish to proceed.

Our fees for a transactional service are based on an hourly rate of £175 but subject to a minimum fee of £700. The size and complexity of your portfolio will have an impact on the amount of work required.

As an indication, for an ISA portfolio valued at £100,000, then we anticipate this requiring 4 hours work meaning a fee of £700 (4 hours at £175) would be payable.

For a more complex portfolio including an ISA, OEIC, pension arrangement, with a total value of £200,000 then we anticipate this requiring 8 hours work meaning a fee of £1,400 (8 hours at £175) would be payable.

It is important to re-iterate that your arrangements will not receive any form of on-going monitoring should you opt for our transactional service. This includes the monitoring of your investment funds.

### **Termination of Stage Six – Cancelling Our On-going and Review Service**

Either party can choose to terminate our on-going service and regular review service at any time, in writing.

You will remain liable for any fees already incurred.

### **How To Pay Our Fees**

Payment of our fees can be facilitated by the product provider taken from the product itself or paid directly by you – the choice is yours. Choosing to pay the fee from the product itself will reduce the value of your pension or investment accordingly.

For example, if you were to invest a lump sum of £200,000 into an investment product, as above, the fee would be a total of £2,700. If you were to decide that our fee should be taken from the product itself and paid to us by the product provider, the amount invested would reduce by £2,700 meaning that £197,300 would be invested rather than £200,000.

If instead, you were to pay the fee directly yourself, then the full £200,000 would be invested and you would pay £2,700 directly to us.

If you choose to pay for our fees directly, then you can pay by means of BACS, cheque or bank transfer. Details of how to pay will be provided on our invoice.

### **One-Off Financial Planning or Specialist Projects**

In certain circumstances clients may need or request one-off financial planning reports or specialist project services.

We can of course assist with this and the fee charged would very much depend on the complexity of the task but again would be based on an hourly rate of £175. In this instance, we will agree our fee in writing, in advance, and will not commence any work until you have confirmed that you are happy to proceed.

**Your Declaration and Consent**

As explained to you, for your own benefit and protection, it is important that you read and understand this document. If you are unclear or unsure or would just like some clarification of any detail, please ask. We will be happy to help.

It is also important that you understand the level of fees that will apply and whether you would like to receive our on-going advice and regular review service.

**For Stages One to Five Inclusive**

I / we confirm that we are aware of the associated costs that will apply to the provision of the financial advice we have requested, being:

- Stage One £150 fee (only complete this box if this fee will apply)
- Stage Two £500 fee
- Stage Three £500 fee
- Stage Four £500 fee
- Stage Five for lump sum investments, a percentage fee dependent upon the amount of money being invested
- Stage Five for regular premium investments, 10% of the total premiums due during the first 12 months of the plan

**For Stage Six**

- Please tick this box to confirm that you would like to receive our on-going and review service charged at 0.75% per annum subject to a minimum fee of £700.

**How You Would Like To Pay**

- I / we confirm that we would like to pay for the above selected fees directly by means of BACS, cheque or bank transfer
- I / we confirm that we like to pay for the above selected fees by having them deducted from the product itself. I / we understand that this will reduce the value of my / our investment as a result.

Client 1 Name: \_\_\_\_\_

Client 2 Name: \_\_\_\_\_

Client 1  
Signature: \_\_\_\_\_

Client 2  
Signature: \_\_\_\_\_

Date of Issue: \_\_\_\_\_

Date of Issue: \_\_\_\_\_