

# CLIENT SERVICE AGREEMENT

This agreement is made between the following parties:

the firm+ <b>LJ Financial Planning Limited</b>	of <b>750 Mandarin Court Warrington Cheshire WA1 1GG</b>
the client+	of

This agreement is supplementary to our Client Agreement and sets out the basis on which we charge for our ongoing services. In order to clarify the expectations of all parties and to provide transparency of charges we set out in this document the services available and associated costs. Please feel free to contact us if you wish to discuss any aspect of these terms.

There are four distinct stages to the financial planning process:

- Initial consultation
- Financial review and recommendation
- Policy arrangement and implementation
- Ongoing review and management service

Our fees for the first three stages are covered within our Client Agreement, which you have received, and should be read in conjunction with this document.

### **Ongoing Review & Management Service**

Your financial objectives and tolerance to risk may change over time due to changes in your lifestyle or personal circumstances. Our ongoing review and management service includes:

- Regular reviews of your investments and other plans to ensure they remain appropriate for you, taking into account any changes in your circumstances, taxation or other legislation
- Updates and information regarding your investments and other plans
- A choice of 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 bandings 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. Any change to the level of service during this agreement will result in a pro-rata charge being applied.

<b>SERVICE LEVEL</b>	<b>Wealth Management</b>	<b>Financial Planning</b>	<b>Financial Advice</b>
<i>Annual statement of holdings</i>	✓	✓	✓
<i>Access to our support team</i>	✓	✓	
<i>Ongoing access to your adviser</i>	✓	✓	
<i>Single Fund Solution</i>	✓	✓	
<i>Multiple Fund Solution, including:</i>	✓		
<i>Quarterly Portfolio Rebalancing</i>	✓		
<i>Six Monthly Valuations</i>	✓		
<i>Annual Valuations</i>	✓	✓	
<i>Ongoing Expert Support</i>	✓	✓	
<i>Annual remote review</i>		✓	
<i>Annual review with adviser including:</i>	✓		
<i>Review of Objectives</i>	✓	✓	
<i>Review of Risk Profile</i>	✓	✓	
<i>Review of Asset Allocation</i>	✓	✓	
<i>Review of Tax Changes</i>	✓	✓	
<i>Updates &amp; Valuations</i>	✓	✓	
<i>Tax Planning</i>	✓		
<i>Estate Planning</i>	✓		
<i>Liaison with other professional advisers</i>	✓		
<b>Minimum Cost</b>	<b>£750 p.a.</b>	<b>£250 p.a.</b>	<b>£0</b>
<b>Cost based on the value of your investments</b>	<b>1%</b>	<b>0.5%</b>	<b>0%</b>

As the ongoing cost is based upon a percentage of the value of your investments, when the value of your investments rises the fee for the service will also rise, conversely, if the value of your investments falls, the fee for the service will decrease.

If you chose to pay the fees directly to us by monthly standing order, rather than via plan charges, then we will value your investments at each anniversary of this agreement and will notify you of any revised charges due to any fluctuations of your investments at that time. Once the level of on-going service has been agreed, the fees are deemed to commence immediately and are payable monthly in arrears.

**Examples:**

A client invests £50,000 and selects the Financial Planning service. A fee equivalent to 0.5% p.a. will be deducted from the investment on either a monthly, quarterly, biannual or annual basis. Based on a value of £50,000 this fee would be £250 p.a. If the investment increased to £75,000 the fee would be increased to £375 p.a. If these were being paid direct to us by monthly standing order then the payments would be £20.83 and £31.25 respectively.

A client invests £150,000 and selects the Wealth Management service. A fee equivalent to 1% p.a. will be deducted from the investment on either a monthly, quarterly, biannual or annual basis. Based on a value of £150,000 this fee would be £1,500 p.a. If the investment increased to £200,000 the fee would be increased to £2,000 p.a. If these were being paid direct to us by monthly standing order then the payments would be £125.00 and £166.67 respectively.

**Termination of this Agreement:** This Service Agreement may be terminated at any time without penalty by either party giving seven days notice in writing to that effect to the other without prejudice. Any servicing fee accrued up to the date of termination shall be settled upon termination.

SERVICE LEVEL REQUIRED			
I/We would like to subscribe to the following level of ongoing service and confirm that this selection will remain in force until such time that it is changed in writing.  (Please select one option only)	<b>Wealth Management</b>	<b>Financial Planning</b>	<b>Financial Advice</b>
PAYMENT FOR ONGOING SERVICE			
The fee for the selected level of ongoing service is to be paid for by: (Select one option only)  <i>You should note that if your fee is to be paid by plan charges then this will reduce the future overall returns of the plan.</i>	<b>Direct Payment</b>	<b>Plan Charges</b>	
SIGNATURES			
Client Name:	Signature:	Date:	
Client Name:	Signature:	Date:	
Adviser Name:	Signature:	Date:	