

## Service Level & Fee Agreement – Investment & Pensions

**Date of Issue**

This agreement is between Resolve Financial Solutions Ltd, of Investment House, 28 Queens Road, Weybridge, KT13 9UT

And

**Client One**

**Client Two**

**Address**

of

This should be read in conjunction with the documents entitled:

Proposition Brochure – Investment & Pension Planning

### Obligations

We will require you to provide up to date and accurate information about your personal circumstances and financial planning objectives. We will then report to you in writing clearly documenting our recommended course of action. Our recommendations will be made on the basis of the written information provided by you and will take into account the objectives stated by you.

All the information given to us, and the recommendations and advice provided by us to you will be kept confidential and will not be disclosed to anyone, except as we agree in writing, or to whom we have a regulatory obligation. You may, however, request that a copy of your details may be available to your Accountant or Solicitor.

When you receive your written report, it will be your decision alone to implement the recommendation. In order that there may be no future misunderstanding, it is for our financial planning services that you will pay a fee under this agreement.

## Services & Charges Agreed – Investment & Pensions

For details of fee levels applicable to Service levels please refer to the document entitled 'Proposition Brochure – Investment & Pension Planning'.

The amount of our annual ongoing charges may increase as the size of your fund grows. These fees are payable monthly in arrears.

The charges/fees will be VAT exempt unless the work we provide for you only involves advice and/or preparing a report, in which case VAT will be applicable. In either circumstance we will advise you before we undertake any work for you.

Unless otherwise agreed the initial and on-going service is part of the same package. The on-going service will be provided as a follow up to the initial service. Charges for the on-going service will not be liable to VAT (unless the initial service was liable to VAT) where both the initial and on-going services are part of the same package.

### **Trail/renewal commissions**

In certain limited circumstances we may be paid trail commission in addition to our fee e.g. in relation to non-investment pure protection contracts. If this is the case we will disclose the amount and frequency in writing at the point of recommendation. By signing this agreement, you are confirming your agreement to our receiving this trail commission.

### **Initial commissions**

Any commission that would otherwise become payable for policies arranged on your behalf will be offset against our fees as appropriate.

In the event of policy cancellations and where the policy provider has sought repayment of commissions previously paid by them we reserve the right to charge a reasonable fee to cover the cost of repaying such commissions.

Any additional charges associated with our recommendations will be detailed to you separately.

### **Termination of agreement**

You or we may terminate this agreement and our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated which will be completed according to this agreement unless otherwise agreed in writing. You will be liable to pay for any services provided prior to termination and any fees outstanding, if applicable.

Ongoing services can be cancelled at any time by simply informing us in writing but please note that we reserve the right to charge you for services provided prior to cancellation.

### **Confirmation**

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. Please sign both copies of this letter, and return one copy to us. If you do not understand any point please ask for further information.

## Services & Charges Agreed – Investment & Pensions

**First Meeting**

**Not Applicable**

**Understanding & Analysis**

Charge	£Amount	Method of Payment	
		Direct Payment.	Deducted from Funds
At our cost			
Fixed Fee			
Hourly Rate			

**Advice & Implementation – Lump Sum**

Charge	%Amount/ Hourly Fee	Method of Payment	
		Direct Payment.	Deducted from Funds
Hourly Fee			
Investment up to £100,000			
Investment over to £100,000			

**Advice & Implementation – Regular Saving**

Charge	%Amount/ Hourly Fee	Method of Payment	
		Direct Payment.	Deducted from Funds
Hourly Fee			
% of Investment			

**Ongoing Service**

Level of Service	%Amount	Method of Payment	
		Direct Payment.	Deducted from Funds
Advisory – Hands on			
Advisory – Light touch			
Managed – Light Touch			

For and on behalf of  
Resolve Financial Solutions

**Client One**

**Client Two**