

Important Information about our Services



ANAND Financial Architecture Ltd

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1. Who are we and what do we do?

We are Financial Architects, focusing on your specific needs and offering a genuine long term relationship. We help you to design and create a financial home of your future. Then, we will look for the financial furniture to furnish this home. And, as part of our ongoing relationship, we recommend we regularly review both your financial home and your financial furniture in order to ensure that it remains appropriate to your changing circumstances, your revised goals and your updated needs.

We are authorised and regulated by the Financial Conduct Authority (FCA) under reference 797619. The FCA is the independent regulator of financial services in the United Kingdom.

2. Who can we do for you?

What can we do for you?

Our mainstream service is to act on your behalf for the purpose of arranging and advising on the following:

- Investments & Pensions, for example an ISA or Personal Pension Plan;
- Personal & Family Protection, for example a Life Assurance or Critical Illness Plan;
- Mortgages, including Buy-to Let;
- Releasing equity from your home (Equity Release);
- General Insurance, for example Buildings, Contents or Private Medical.

For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs and objectives to determine if these services are suitable for you. We will then undertake research in order to provide a personal recommendation(s) and related information relevant to your individual circumstances. If, after due consideration you would like to accept any or all of our recommendation(s), we will then implement them and arrange any products and/or related services on your behalf.

Once your financial plans are in place it is important to keep them under review. Subject to the type of services you require from us, we can continue to act on your behalf through one of our service packages. Alternatively, for those who prefer a more transactional or ad-hoc 'pay as you go' service, we are also happy to provide our services as and when you need them. Ultimately,

whichever type or level of service you require from us we will act in your best interests at all times.

Further details about these and other related services we provide are contained in the pages below. This also confirms the typical cost and how you can pay us for them.

3. Important Information

Before you consider our services in more detail we would like to draw your attention to the following important information:

When we have discussed and agreed with you the services that we are to provide we will confirm this to you in a Client Agreement. This will describe the scope and specific services to be provided including any on-going services, the cost and how it can be paid for. It will also confirm how we use and store personal information that we collect from you in the course of providing our services. A copy of our standard Client Agreement is available on request.

From time to time it may be necessary for us to collect personal information from you, prior to concluding a written Client Agreement, to assess whether we are able to meet your needs. In this event we will clearly identify the data to be collected and will use it only for the purpose of assessing our ability to provide services to you.

Under the terms of Financial Conduct Authority (FCA) regulations we will classify you as a retail client for investment and pensions business. As a retail client you have the right to request re-classification as an elective professional client. This may be generally or in respect of a particular service, type of transaction or product, and is subject to the following:

- All requests for re-classification must be made in writing;
- We will consider such requests on a case by case basis against the criteria set out in FCA rules.
- We will confirm the scope of any re-categorisation along with the consumer protections you will lose as a result.
- You must keep us informed of any change to your circumstances that could affect your classification

We will not advise you if you are experiencing difficulties managing debts. Free help and advice about managing your debts is available by contacting the Money Advice Service via its website; www.moneyadviceservice.org.uk

4. Information about our Investment & Pension Services

We offer a range of services to help you meet your investment and/or retirement objectives. We provide independent advice which means that our recommendations to you will be based on the following selection criteria:

- 1) We will determine which, if any, of the following types of investment or pension products are capable of meeting your needs, along with any associated 'tax wrappers' available (e.g. an ISA):
 - Open Ended Investment Company Funds (OEICS) including Exchange Traded Funds (ETFs), Unit Trusts and Investment Trusts;

- Personal Pensions, Stakeholder Pensions, Self-Invested Personal Pensions (SIPPs) and Annuities;
 - Insurance Based Investments, including Capital Investment Bonds and Endowments;
 - Structured Capital at Risk Products (SCARPS) and Structured Deposits;
 - Certain Specialist Investments suitable for retail clients, including Venture Capital Trust (VCT) Investments and Enterprise Investment Schemes.
- 2) We will then consider a broad range of different providers of these products from a fully researched panel that is representative of the whole of the market available to financial advisers and which we review on a regular basis using factors such as the risks, costs, complexity and their competitiveness in the market place.

Related Service Providers

Subject to your individual needs and objectives, we may also recommend that you hold and trade your investments and/or pensions in one place via a Platform Service. We may also recommend that some or all of your investments and/or pensions are managed by a Discretionary Investment Management Service (DIMS).

We will consider a broad range of these service providers from a fully researched panel that is representative of the whole of the market and which is also reviewed on a regular basis as described above.

We may recommend products or services related to your investment and pension needs which are not regulated by the Financial Conduct Authority. For example, cash deposits, National Savings & Investment Products (NS & I), or Inheritance Tax Planning (IHT). A description of our initial and ongoing services, their associated costs and payment terms, is provided below.

What can you expect to pay for our Investment and Pension advice?

The amount we charge and the basis of the payment will depend on the service you choose and your individual circumstances.

We will discuss your payment options with you and answer any questions that you may have. We will let you know if you have to pay VAT on the cost of our service. It is possible that other costs, including taxes related to the business we conduct and products we arrange for you, may arise. These costs will not be paid by our firm but borne by you.

Our typical fees for advice and arranging an Investment or Pension on your behalf are set out below. There is an additional charge should you purchase one of our on-going service packages. The typical cost of our ongoing services and what they include is also set out below. You can cancel our on-going services at any time.

Initial Advice Services & On-Going Advice and Review Services

Our **TYPICAL** fees for advice and arranging investments on your behalf are set out in the table below. There is an additional charge for any ongoing work, such as periodic or ongoing reviews, we carry out on your behalf. We will confirm the rate, frequency, and length of this ongoing service before beginning any ongoing servicing work for you. You can cancel our ongoing services at any time.

Service	Initial Charges
<p>Advising on and arranging lump sum investments, including advice on what to do with your pension funds at retirement (your retirement income options).</p> <p>Service suitable for those with an existing investment and / or pension portfolio, or new investible assets of more than £250,000.</p>	<p>For an initial meeting to establish your circumstances: at our expense.</p> <p>.....</p> <p>Engagement Fee¹: £297 (exc. VAT).</p> <p>For analysis of your circumstances, research appropriate to your identified needs, preparing and presenting your financial planning report and our recommendations: £945 (exc. VAT).</p> <p><i>The above fees are payable in advance of us commencing any chargeable work on your behalf.</i></p> <p>.....</p> <p>For implementing our recommendations and your financial plan: An amount equivalent to: 3% of the first £250,000 plus 2.5% of the next £750,000 plus 2% of the balance over £1 million</p> <p>For example:</p> <p>On an investment of £250,000 our implementation fee would be £7,500. Our total fee would be £8,742 (exc. VAT).</p> <p>On an investment of £750,000 our implementation fee would be £20,000. Our total fee would be £21,242 (exc. VAT).</p> <p>On an investment of £1.25 million our implementation fee would be £31,250. Our total fee would be £32,492 (exc. VAT).</p> <p><i>This fee becomes payable upon making the investment.</i></p>
Service	Initial Charges
<p>Advising on and arranging lump sum investments, including advice on what to do with your pension funds at retirement (your retirement income options).</p> <p>Service suitable for those with an existing investment and / or pension portfolio, or new investible assets between £100,000 - £250,000.</p>	<p>For an initial meeting to establish your circumstances: at our expense.</p> <p>.....</p> <p>Engagement Fee¹: £297 (exc. VAT).</p> <p>For analysis of your circumstances, research appropriate to your identified needs, preparing and presenting your financial planning report and our recommendations: £595 (exc. VAT).</p> <p><i>The above fees are payable in advance of us commencing any chargeable work on your behalf.</i></p> <p>.....</p> <p>For implementing our recommendations and your financial plan: An amount equivalent to: 3% of the Investment. For example: On an investment of £175,000 our implementation fee would be £5,250. Our total fee would be £6,142 (exc. VAT).</p> <p><i>This fee becomes payable upon making the investment.</i></p>

¹ The Engagement Fee is a contribution towards the back office costs of establishing your file if we agree to work together.

Service	Initial Charges
<p>Advising on and arranging lump sum investments, including advice on what to do with your pension funds at retirement (your retirement income options).</p> <p>Service suitable for those with an existing investment and/or pension portfolio, or new investible assets of between £20,000 - £100,000.</p>	<p>For an initial meeting to establish your circumstances: at our expense.</p> <p>Engagement Fee²: £297 (exc. VAT).</p> <p>For analysis of your circumstances, research appropriate to your identified needs, preparing and presenting your financial planning report and our recommendations: £340 (exc. VAT).</p> <p><i>The above fees are payable in advance of us commencing any chargeable work on your behalf.</i></p> <p>For implementing our recommendations and your financial plan:</p> <p>An amount equivalent to: 3% of the Investment.</p> <p>For example:</p> <p>On an investment of £60,000 our implementation fee would be £1,800. our total fee would be £2,437 (exc. VAT).</p> <p><i>This fee becomes payable upon making the investment.</i></p>
Service	Initial Charges
<p>Advising on and arranging regular premium investments.</p> <p>Service suitable for those who only wish to invest a monthly amount of at least £250.</p>	<p>For an initial meeting to establish your circumstances: at our expense.</p> <p>Engagement Fee²: £297 (exc. VAT).</p> <p>For analysis of your circumstances, research appropriate to your identified needs, preparing and presenting your financial planning report and our recommendations: £150 (exc. VAT).</p> <p><i>The above fees are payable in advance of us commencing any chargeable work on your behalf.</i></p> <p>For implementing our recommendations and your financial plan:</p> <p>An amount equivalent to 50% of your first year premium.</p> <p>For example:</p> <p>If you invest £300 per month (£3,600 per annum) our implementation fee would be £1,800.</p> <p>Our total fee would be £2,247 (exc. VAT).</p> <p><i>This fee becomes payable upon making the regular premium investment application.</i></p>

² The Engagement Fee is a contribution towards the back office costs of establishing your file if we agree to work together.

On-going Charges*. We recommend we regularly review both your financial home and your financial furniture in order to ensure that it remains appropriate to your changing circumstances, your revised goals and your updated needs. This is, however, an optional service.

To include the following:

- Preparation and supply of a quarterly valuation report,
- a review of the performance of your portfolio and recommendations for adjustments to your portfolio (e.g. fund switches and rebalancing), and
- implementation of your fund switch approvals.

Service available for: 1% of the value of your portfolio per annum.

For example:

If your portfolio was worth **£300,000**, our annual fee would be **£3,000** (exc. VAT).

The Maintenance Programme

- In addition to the above, we operate a menu of other services that can aid your future financial planning.
- Full details of this are available upon request and are priced according to your personal requirements.

*** On-going charges will vary according to the actual size of the fund and may be greater or lower than those shown in the examples above**

What are your payment options?

- We accept direct payment by cheque or bank transfer.
- We do not accept cash or debit or credit cards.
- We will tell you if it is possible to pay your adviser charge through a deduction from your investment.

Other benefits we may receive

If we take over the servicing rights of your existing arrangements that were arranged by another firm, we may be entitled to receive an on-going payment as a result. These payments are commonly referred to as 'trail commission'. Where this is the case we will offset the amounts received against our on-going service fees. For example, if our on-going service fee is £77 per month and we receive £50 per month trail commission from existing arrangements retained as part of your portfolio, the net fee due to us would be £27 per month (exc. VAT).

Some of the firms whose products we recommend provide us with access to training and software which allows us to offer you a better service. Some of the costs of these benefits may be passed onto you as part of the total charges you pay, should you choose to purchase a product from one of these firms. Further information regarding these arrangements is available on request.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from investment product providers, for arranging investments.

5. Information about our Insurance Services

Personal and Family Protection

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for, Life Assurance, Critical Illness Cover, and Income Protection Insurance.

General Insurance

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for, Buildings & Contents, Accident Sickness & Unemployment and Private Medical Insurance.

How much do we charge for our Insurance services?

You pay for our advice and implementation services by way of a fee. The method of calculation will be agreed with you before we carry out any chargeable work, and can be seen in the table on the following page. Receiving advice with a view to arranging a suitable and relevant product or products (but with no obligation on you to do so) does not require VAT to be charged on our fee. Alternatively, should you be seeking advice only that is not expected to lead to the arranging of a product or products, then such advice would be subject to VAT at the applicable rate.

You can, if you wish, choose to allow us to receive commissions (where applicable) on products we implement on your behalf and use this commission to offset against the implementation fees due. Where you choose to allow us to receive commissions we will tell you how much commission we receive. Where relevant, we will provide quotations on a nil commission plus fee basis, and on a commission basis.

Should you choose the commission basis, this may result in us receiving an amount greater than the implementation fee chargeable (on a nil commission basis); any difference will be retained by us. Where any commission is lower than the implementation fee that would be chargeable (on a nil commission basis), we reserve the right to charge you this difference. You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy we arrange for you.

Commitment Fee

Where you are implementing a protection product such as, but not limited to, life cover, critical illness cover or income protection, etc, Anand Financial Architecture reserves the right to charge a commitment fee of 50% of the implementation fee or commission we expect to receive.

This fee is charged because of the work we do in co-ordinating medical and financial underwriting including but not limited to a GP's report, a paramedics report, a medical examination, an HIV test, blood lipids tests, biochemistry, ECG, etc. Occasionally, the insurance company may impose an extra premium, special terms, or decline the cover altogether, or you may decide not to proceed for other reasons including, but not limited to, not wishing to answer certain questions or undergo medical tests.

Clearly, Anand Financial Architecture will have done all the relevant work and processed the application as well as overseeing the underwriting process, so it is only fair that we are be paid for

the work done. Please note, this fee is not payable upon making the application, it will become payable immediately if the application is not on risk (i.e. the policy started) within three months of the date of the application. If the application subsequently proceeds, the commitment fee is deducted from the full implementation fee or is refundable if the implementation fee is to be paid by commission

Service	Initial Charges
Advising on and arranging Insurance policies	<p>For an initial meeting to establish your circumstances: at our expense.</p> <p>.....</p> <p>Engagement Fee³: £297 (exc. VAT).</p> <p>For analysis of your circumstances, research appropriate to your identified needs, preparing and presenting your recommendations for:</p> <p>Protection of your Life: £290 (exc. VAT)</p> <p>Protection of your Income (including Critical Illness Cover): £290 (exc. VAT)</p> <p>General Insurance (e.g. Private Medical Insurance): £200 (exc. VAT)</p> <p><i>The above fees are payable in advance of us carrying out any chargeable work.</i></p> <p>.....</p> <p>For implementing our recommendations and your financial plan:</p> <p>An amount equivalent to:</p> <p>24x the nil commission premium for Term Assurance and Income Protection</p> <p>20x the nil commission premium for Whole of Life Assurance and General Insurance</p> <p>For example:</p> <p>For a Term Assurance policy with a nil commission premium of £100 per month, our implementation fee would be £2,400.</p> <p>Our total fee would therefore be £2,987 (exc. VAT).</p> <p><i>This fee becomes payable upon making an application for the insurance policy.</i></p>

On-going Charges (as previously stated, this is recommended, but it is an optional service)

- No specific charge relating to the specific sum insured or premium under the policy, but we recommend joining The Maintenance Programme to ensure the recommendations made remain suitable.

The Maintenance Programme

- We operate a menu of other services that can aid your future financial planning.
- Full details of this are available upon request and are priced according to your personal requirements.

³ The Engagement Fee is a contribution towards the back office costs of establishing your file if we agree to work together.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from insurance product providers, for arranging insurance contracts on your behalf.

6. Information about our Mortgage Services

Whose products do we Offer?

We are not limited in the range of mortgages we will consider for you. We offer both first and second charge mortgages.

For those seeking to increase their existing borrowing, alternative finance options may be available and more appropriate for your needs. For example, a further advance from your existing lender or an unsecured loan (e.g. a personal loan).

How much will you have to pay for our Mortgage services?

For establishing your needs, undertaking research and making a recommendation, we charge a fee of typically £375. This is payable upfront before any work is carried out.

If you choose to proceed with our recommendation through us, we charge an implementation fee of typically 1% of the mortgage amount. This fee is payable on receiving a mortgage offer.

For example, for a loan of £100,000, our total fees would be £1,375.

If the lender pays us a commission on completion for arranging the mortgage on your behalf, this will be used to reduce your Implementation Fee.

For example, for a loan of £100,000, our total fees would be £1,375, but if the lender paid us commission of £300 on completion, this would reduce the amount payable by you to £700 in this example.

If we charge you a fee, and you receive a mortgage offer, but your mortgage does not go ahead, you will not receive a refund.

You will receive a personalised illustration when considering a particular mortgage. This will highlight the key facts about the mortgage product, including any fees relating to it and the amount of any commission due to us from the mortgage lender.

7. Information about our other Related Services

Non-Advised Services

We will tell you how we get paid and the amount before we carry out any business for you.

Credit Broking

We are also Credit Brokers. This means that if you require a loan other than a mortgage (for example, a personal loan), we can refer you to a specialist third party who can discuss your specific needs with you. We will not advise you on this type of borrowing and you will need to make up your own mind whether to go ahead or not.

8. Miscellaneous Fees for Other Services (for existing clients)

- **Meeting Fee:** for each meeting for up to 1 hour with a Financial Architect (or additional meeting if on a Maintenance Program) £ 350.00
- **Support Fee:** for up to 30 minutes telephone support with admin team if not on a paid-for Maintenance Program £ 39.00 per call
- **Schedule Fee:** admin fee per Policy / Investment placed into a summary Schedule (s.t. max. £300) £ 30.00
- **Trust Completion:** admin fee for each Policy / Plan put into Trust using the Providers Trust £ 150.00
- **Age Admission / Verification:** admin fee for each Policy / Plan where we facilitate admitting age to the provider £ 29.00

All of the above fees in this section are EXCLUDING VAT. Fees for all other work are always by prior written agreement. All fees are subject to review. Notice will be given of any change by issuing a new Fee Agreement for your acceptance.

9. Consultancy Fee for Pure Advice

This service is typically suitable for those who want to spend time with a Financial Architect to discuss any financial or other matter, not necessarily relating to the transaction of a new product.

Our adviser charge for this service is:

£550 per hour (exc. VAT) for Anand Financial Architecture Managing Director

£350 per hour (exc. VAT) for Anand Financial Architecture Financial Architects

For example, a two hour meeting with a Financial Architect would cost £700 (exc. VAT)

10. What happens if you have a Complaint?

If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint, is available upon request.

If you would like to make a complaint please contact us either in writing to: **Complaints, Anand Financial Architecture, Eagle Court, 9 Vine Street, Uxbridge, Middlesex, UB8 1QU**; or by e-mail: enquiries@anandassociates.com; or by telephone: **01895 457 440**.

If we are unable to settle your complaint or you are unhappy with our response, the Financial Ombudsman Service may be able to help. We will explain how at that point.

If you require further information about the Financial Ombudsman Service you can contact them directly: **Tel: 0800 0234567, Website: www.financial-ombudsman.org.uk**

11. Are we covered by the Financial Services Compensation Scheme (FSCS)?

Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:

Investments:

Arranging and advising on most types of investment (e.g. an ISA) is covered up to a maximum limit of £50,000 per person per firm.

Long Term Insurance Contracts:

Arranging and advising on long term insurance contracts (e.g. a life insurance policy, personal pension or annuity) is covered for 100% of the claim without upper limit.

General Insurance Contracts:

Arranging and advising on compulsory classes of insurance (e.g. employers liability), professional indemnity insurance, and general insurance contracts that pay out on death or incapacity due to injury, sickness, or infirmity (e.g. an accident & sickness policy) is covered for 100% of the claim without upper limit.

Arranging and advising on other types of general insurance contracts (e.g. Building and Contents) is covered for 90% of the claim without upper limit.

Mortgages & Equity Release Products:

Arranging and advising on mortgages and equity release products is covered up to a maximum limit of £50,000 per person per firm. Further information about the FSCS is available from their website: www.fscs.org.uk

We will not advise you if you are experiencing difficulties managing debts. Free help and advice about managing your debts is available by contacting the Money and Pensions Service via its website; www.moneyandpensionsservice.org.uk

Arranging and advising on mortgages and equity release products is covered up to a maximum limit of £85,000 per person per firm.