



Your Wealth Management Partner

The EB Partnership London Limited

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Terms of Business

EB Wealth is a trading style of The EB Partnership London Limited, which is an Appointed Representative of Bond Wealth Ltd, City Pavilion, Cannon Green, 27 Bush Lane, London, EC4R 0AA, which is authorised and regulated by the Financial Conduct Authority (FCA number: 778835). The EB Partnership London Limited is registered in England & Wales No. 08977367. Registered address as above.

EB Wealth is a wealth management business, servicing individual clients, families, and trusts. Our permitted business includes advising clients on pensions and investments (“Investment Recommendations”); as well as insurance (“Non-Investment Insurance Services”). We also offer additional permitted services, as well as a non-advisory service for pensions and ISAs (“Non-Advised Direct Offer Promotions”). See later for further information in relation to these areas.

We are not permitted to handle clients’ money. We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

You can check our permissions and exclusions on the Financial Conduct Authority Register (FCA number: 585548) by visiting their website www.fca.org.uk/firms/financial-services-register; by contacting them by telephone on 0800 111 6768; or in writing to The Financial Conduct Authority at 12 Endeavour Square, London, E20 1JN.

Core Services

We provide the following core services:

- *Independent Advice* including Investment Recommendations and Non-Investment Insurance Services. The core areas we cover are pensions & retirement planning; inheritance planning; general financial planning, including ISA and structured product investments; and education fees planning. We also advise on different protection services, including private medical insurance, critical illness cover, life cover, etc. These lists are not exhaustive.
- *Non-Advised Direct Offer Promotions*. This is a low-cost solution that enables our clients to invest in a pension or ISA without receiving personalised recommendations or advice.
- *Personalised Guidance Meetings and other Non-Advised Services*. We offer clients the opportunity to talk with us to understand the different options available to them, dependent upon their circumstances. Clients may subsequently engage us as their adviser if they would like to receive recommendations on the options available to them.

Our Commitment to You

EB Wealth takes all its regulatory responsibilities very seriously and we ensure that all our staff receive adequate training and are suitably competent to undertake their role. Our business is structured in a manner that is designed to meet in full all the requirements set by our regulator, the Financial Conduct Authority, and under European Securities and Markets Authority rules.

Your Wealth Management Partner

We are committed to treating all of our clients fairly and acting in a manner to deliver good outcomes for you as per the Consumer Duty. This means that we will endeavour to ensure any recommendations we make are suitable; aligned with your personal financial objectives and goals; and are in your best interests. In order to achieve this, prior to providing you with any advice, we will take time to understand your current needs, circumstances and attitude to risk (where applicable).

We are equally committed to providing services to you at a reasonable cost. We review our own pricing annually to ensure our prices are fair and seek to recommend platform providers (where applicable) who also offer competitive pricing.

As per our Best Execution policy, we endeavour to obtain the best possible outcome for you at all times. As well as the factors outlined above, we are committed to transacting your business in a timely manner; using platform providers that have efficient processes; and communicating with you effectively.

All communications and documents will be provided to you in English in a format that is easy to understand and transparent. We communicate to our clients mainly via video calls, telephone and emails but are able to communicate via other mediums to suit your circumstances and we endeavour to respond to all queries and contact from yourselves in a timely manner.

We pledge to be transparent in all our dealings with you. We also encourage you to invite another member of your family or other third party to any meetings if you feel this would benefit you in any way.

Accounting to You

We will forward to you all documents showing ownership of your investments as soon as practicable after we receive them. Where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them on to you collectively.

CLIENT CLASSIFICATION

Investment

EB Wealth classifies all of its clients as 'retail clients'. This means you are afforded all protections under the rules of the Financial Conduct Authority. Should you wish to be classified differently for investment business, please discuss this with your adviser. Your adviser will inform you should your circumstances dictate that we would need to classify you differently for non-investment insurance business. Please note that should you wish to be considered as a different category of customer for investment business, such as a [professional client](#) (institutional investor) or [eligible counterparty](#), you must inform us in writing. We will provide you with a new Individual Client Agreement and you may lose a number of protections, which will be outlined in that new agreement.

Non-investment and general insurance

EB Wealth classifies all clients as 'consumers' for non-investment insurance business, which means you are afforded all protections under the rules of the Financial Conduct Authority.

Should we need to classify you differently we will discuss this with you. However, you should be aware that you may lose a number of regulatory protections which will be outlined in a revised agreement.

Providers

As an Independent Advisory Firm, we can work with any product provider when making recommendations but, as a minimum, we aim to work with providers who have good credit ratings on Moody's and Standard & Poor's.

We offer a Centralised Investment Proposition (see below) in order to provide more cost-effective solutions for clients, which is facilitated through the product provider Transact. We regularly review the suitability of continuing to use Transact and compare this product provider against others in the market for our target clients, assessing financial viability, efficiency, investment offerings, services available, pricing and other factors.

We also work closely with Prudential, Fidelity and a number of structured product providers who intermediate on our behalf with various banks.

We use research tools including Morningstar, Trustnet, Defaqto and Structured Edge amongst others to select products and providers from across the market, using criteria set to meet your needs.

When advising on Non-Investment Insurance, we use Iris Exchange to get comparison costs across the market for insurances. We also contact product providers directly to assess the suitability of our recommendations.

We do not receive any financial inducements or gifts from any of our providers that will in any way compromise our ability to provide you with suitable advice.

SCOPE OF SERVICES FOR INDEPENDENT ADVICE

Investment Recommendations

In order to provide advice services to you, EB Wealth will gather and analyse your personal and financial information; identify your financial needs and objectives; and assess your attitude to risk and capacity for loss.

If relevant, we will review your existing holdings, compare these against potential new strategies and deliver a written recommendation suited to your individual requirements, which will contain full details of the advice and the reasons behind our recommendations.

As an Independent Advisory Firm, we can work with any product provider and are able to provide advice and recommendations on a wide range of products available on the market, dependent upon your requirements and personal situation. In respect of the financial products we use, we do not restrict ourselves to certain types of products. We make recommendations from across the full range of Retail Investment Products and consider cash ISAs, National Savings products and other products we consider appropriate for your situation.

We may also recommend our Centralised Investment Proposition, which is designed to be taken up alongside our Ongoing Monitoring & Review Service, which includes ongoing fund management. See below for further details.

Once you decide to accept our recommendations, and if you require us to do so, we will provide any necessary documentation and liaise with the relevant product provider(s) to process your application(s) and ensure the recommendation is implemented as swiftly as possible.

Ongoing Review Service

Following any Independent Financial Advice Service, our optional Ongoing Review Service is also available to you, which includes the following:

- An annual 1-1 meeting (approx. 1hr) by video call, telephone, or at our offices.
- A review of your investment objectives and financial situation.
- Periodic review report confirming the ongoing suitability of our overall advice and confirming the products and investments we have recommended remain suitable & any proposed changes to our advice, if relevant; and highlighting any potential planning issues which are not being addressed but which we deem to be important.
- Ongoing telephone / video call and email access to an adviser if you require any support or guidance.
- Updates on any regulatory changes relevant to your situation.

Centralised Investment Proposition

Often our clients share common characteristics in terms of their financial circumstances and financial objectives and our Centralised Investment Proposition incorporates a standardised approach to providing investment advice in a cost-effective manner.

Our Centralised Investment Proposition consists of a number of growth and income model investment portfolios, which have been designed in-house over time to meet many of our clients' needs. We recognise that not all clients have the same attitude to risk and our different portfolios take this into account. Our model portfolios may be recommended for different investment policies e.g., pensions, stocks & shares ISAs, General Investment Accounts.

Ongoing Monitoring & Review Service

We continually evaluate the make-up and performance of our model portfolios, including quarterly reviews of the markets and available funds. Following approval by our investment committee, our quarterly reviews may lead to our portfolios being updated e.g., changes to the funds held and / or different weightings to existing funds held. Upon your authorisation, your investments will be aligned with our latest portfolios whenever they are updated. We send out a Quarterly Report that provides our evaluation of different markets for that quarter and how that impacts on the funds held in our portfolios.

We automatically rebalance any growth portfolios monthly, which helps ensure any interest or dividends received, as well as any contributions you are making, are correctly invested throughout the year. It also ensures that your portfolio remains in line with your agreed attitude to risk. Due to the potential selling and buying of funds within your portfolio, there may be some trivial buy-commission costs for any rebalancing undertaken. We expect these to be less than 0.005% of your portfolio. In the event any such costs exceed 0.1%, we will not proceed without obtaining your authorisation.

In addition, we regularly review the market to identify and research bespoke products (structured products and structured deposits) that look attractive based on our selection criteria. We may recommend investing in a selection of these bespoke products that we believe may be a good fit to your personal circumstances and complement your existing investments. We will only prepare a recommendation for you if it is appropriate given your specific situation, taking into account how much of your overall investments are already invested in bespoke products.

We facilitate our Centralised Investment Proposition and our centrally-researched bespoke products through the product provider Transact due to their viability and the services they provide. Their online processes are efficient and the charges very competitive. Transact have a high standard of service and access to an extremely wide range of funds. We regularly review the suitability of continuing to use Transact and

Your Wealth Management Partner

compare this product provider against others in the market, assessing financial viability, efficiency, services available, pricing and other factors. We will inform you if we believe there is a benefit to change providers.

Our Ongoing Monitoring and Review Service Fee also includes the following:

- Annual 1-1 meeting (approx. 1hr) by video call, telephone, or at our offices. The frequency of these meetings may be increased when taking into account your risk profile and the types of financial products that have been recommended.
- Review of your investment objectives and financial situation.
- Periodic review report confirming the ongoing suitability of our overall advice and confirming the products and investments we have recommended remain suitable; a breakdown of fees and charges over the year; any proposed changes to our advice, if relevant; and highlighting any potential planning issues which are not being addressed but which we deem to be important.
- Facilitation of lump sum / regular contributions (set-up or amendment, including employer contributions) into existing Transact wrappers.
- Ongoing telephone / video call and email access to an adviser if you require any support or guidance.
- Updates on any regulatory changes relevant to your situation.

Our Ongoing Monitoring and Review Service Fee incurs an adviser charge - see below.

Non-Investment Insurance

We advise on different non-investment insurance products, including private medical insurance, critical illness cover, life cover, etc. We offer a personal recommendation on the basis of a fair and personal evaluation of the market. This means that we will conduct a fair and unbiased analysis of the market in relation to all relevant products, gather quotes from across all market providers and select the most appropriate one for your specific and personal needs. We use Iris Exchange to get comparison costs for insurances and we also contact product providers directly to assess the suitability of our recommendations.

We are an insurance intermediary and act on behalf of clients and not insurers. We are not under any contractual obligation to conduct insurance business exclusively with one or more providers.

Payment for Services

To ensure that you are always fully aware of what our advice costs and how and when you are going to be asked to pay for this, we will always confirm this verbally and in writing to you. In addition, you will be asked to sign an Individual Client Agreement detailing the exact terms of any agreed payment prior to us commencing any chargeable work. The Individual Client Agreement may include both an initial fee and an ongoing fee.

If you buy a financial product, you can choose to have your adviser charges deducted from your product, if this is allowed by the provider, or you can choose to pay our fees directly. Where you choose to have fees paid from your product, although you may pay us nothing up front, this does not mean that our service is free. For investments, you still pay us indirectly through deductions from funds held inside your investment products, which would reduce the amount left for investment. For non-investment insurance, you still pay us indirectly via a provider-facilitated commission payment, which would increase the monthly premiums you pay. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower. We will always agree any fees with you in writing before we start any work.

Initial Fee

This covers the work we undertake to fulfil the recommendations that we may propose to you in order to achieve your financial needs and objectives. It will include a review of your current situation and understanding your attitude and tolerance to risk, as well as your capacity for loss. We will undertake any necessary research and provide a written report confirming our understanding of your situation and our recommendations.

Generally, we will ask you to pay for our services at the end of the advice process.

We can be paid by a fixed fee or fixed percentage fee; or by hourly rate. If you wish to pay us by hourly rate you may also ask us not to exceed a given amount without checking with you first.

Ongoing Services

Ongoing Monitoring and Review Service Fee

Our Ongoing Monitoring and Review Service fee is only applicable to our Centralised Investment Proposition. Once you have decided to implement a recommendation that includes investment into our Centralised Investment Proposition, we recommend taking advantage of this service, which is charged as a percentage of the total value of your managed portfolio, excluding any cash wrappers, but including any cash value held inside other wrappers e.g., pension or ISA wrappers. This fee is deducted monthly from funds held inside your investment products and paid to us via Transact.

You may cancel your payment at any time, but this will also result in the termination of the service we provide to you for this fee.

Ongoing Review Service Fee

Our Ongoing Review Service fee will usually be subject to VAT and can be paid for directly or via adviser charging from investments that you hold (if your investment provider facilitates this). Fees are payable annually on the anniversary of any initial advice meeting and we can also accept monthly payments if necessary. You may cancel this service at any time but any unpaid fees for an annual review that has already been completed will still be chargeable.

SCOPE OF SERVICES FOR NON-ADVISED DIRECT OFFER PROMOTIONS

Our Direct Offer Promotions are a low-cost online solution that enable you to invest into a pension plan or stocks & shares ISA plan without receiving personalised recommendations or advice. You are able to open a plan, pay in single contributions, set up a direct debit and transfer in any other existing plans if you would like to consolidate your plans on a single platform.

We are able to offer an initial meeting, if required, which may be over the phone or via video call, during which we will discuss your generic needs, describe our services more fully and explain our remuneration options. If you decide that you wish to engage with EB Wealth and accept one of our Direct Offer Promotions, we will provide some options on how to invest your funds, either into one of our pre-selected, risk-adjusted growth portfolios (our Passive Centralised Investment Proposition) or into our default fund. Our pre-selected portfolios are typically made up of index trackers and have been designed in-house over time to meet many of our clients' needs. We recognise that not all clients have the same attitude to risk and our different portfolios take this into account.

Although we are able to answer questions on a Direct Offer Promotion, it is important to understand that you will **not** be receiving independent advice from us as to the suitability of the solution for you. You need to decide if the product on offer is right for you based on the information provided. If you require advice on a personalised basis, we would be more than happy to discuss our advice services.

If you decide to apply for one of our Direct Offer Promotions, we will submit the required application to the product provider and ensure that all the duties and services required of us, as laid out in the Direct Offer Promotion, are met as swiftly as possible. You will be provided with an annual valuation of your investments as well as a quarterly market commentary report.

Our Direct Offer Promotions are designed to be taken up alongside our ongoing services offering, which comprises an annual review of the provider, to ensure its offerings are still suitable and competitive. We also undertake a review of the default fund, at least annually, along with the index-tracker funds within the pre-selected portfolios to ensure they track their respective markets accurately and cost effectively, replacing them in our fund selections if appropriate. In addition, if you choose one of our pre-selected portfolios, we will re-balance your portfolio quarterly to make sure the funds are split as per the initial offering and the allocation continues to meet your chosen investment strategy.

We facilitate our Direct Offer Promotions through the product provider Transact due to their viability and the services they provide: their processes are efficient and the charges very competitive. Transact have a high standard of service and access to an extremely wide range of funds. We regularly review the suitability of continuing to use Transact and compare this product provider against others in the market for our target clients, assessing financial viability, efficiency, services available, pricing, and other factors. We will inform you if we believe there is a benefit to change providers.

Payment for Non-Advised Services

To ensure that you are always fully aware of what our costs are, these are clearly detailed in our Direct Offer Promotion letters that form part of our online application process.

Set-Up / Transfer Fee

We charge an initial fee when setting up a pension or ISA via Direct Offer or when transferring in existing plans. This includes the work we undertake to administer your request as per your Direct Offer application.

Once you have set up a pension or ISA plan via Direct Offer, we reserve the right to charge additional nominal administration fees, as detailed in our Direct Offer Promotion letter, where multiple requests are received to update your plan.

We will request any applicable fees whilst undertaking the work on your behalf. You can choose to pay our fees directly to ourselves or they may be deducted from your product. Where you choose to have fees paid from your product, although you may pay us nothing up front, this does not mean that our service is free. You still pay us indirectly through deductions from funds held inside your investment products. These deductions reduce the amount left for investment.

Ongoing Service Fee

Our Ongoing Service fee encompasses the services outlined above. This fee is deducted monthly from funds held inside your investment products.

SCOPE OF SERVICES FOR PERSONALISED GUIDANCE MEETINGS & OTHER NON-ADVISED SERVICES

Personalised Guidance Meetings

We offer meetings of one hour or more with a fully qualified Independent Financial Adviser and specialist wealth planner. These meetings can cover a wide range of topics, including general financial planning; retirement / pension planning; tax planning, etc. (see also our Menu of Services) and have the aim to support people to make decisions which improve their financial sustainability.

Our adviser will request you gather certain financial information in preparation for the meeting to ensure that the options discussed are relevant for your personal circumstances. Our adviser will discuss various options and any associated tax implications, as well as answer questions you may have, but will not provide advice and no recommendation will be made. This service does not include a written report.

If you would like to receive a full recommendation, you may subsequently engage us as your adviser to receive independent advice. Alternatively, you may decide to use our low-cost Direct Offer Promotion to help you achieve some of your goals.

We are able to offer Personalised Guidance Meetings either via online video call, telephone or in person at our offices.

Other Non-Advised Services

Additional non-advised services that we offer include cash-flow modelling and a pension carry-forward exercise.

Based upon your personal data, our cash-flow modelling service aims to help you understand your current financial position and your future financial position by generating a financial planning forecast.

Our pension carry-forward exercise will establish if you have any unused pension contribution allowances from the previous three years and the options available to you on claiming any tax relief.

Payment for Services

To ensure that you are always fully aware of what our services costs and how and when you are going to be asked to pay for this, we will always confirm them verbally and in writing to you. In addition, you will be asked to sign an Individual Client Agreement detailing the exact terms of any agreed payment. Payment may be requested either via invoice or, for existing clients, may be taken directly from your product provider.

MENU OF SERVICES

Typical charges for our services are as detailed below. For all of our services listed below, we can be paid by a fixed fee or fixed percentage fee; or by hourly rate. If you wish to pay us by hourly rate you may also ask us not to exceed a given amount without checking with you first.

Option 1 – Paying a Fixed Fee / Fixed Percentage Fee

Advice Services

In order to provide our advice services to you, we will hold an initial meeting to discuss your finances and your personal situation and gather information to better understand your financial status. Where relevant, we will gather further information on any policies you currently hold. Our advice services include comprehensive research in relation to the options available to you, as well as a written report with a full recommendation. The report will demonstrate the rationale for our recommendation.

Advice Services	Description	Charges
Holistic Independent Financial Advice	<p>Our holistic independent advice service includes an initial meeting and an in-depth review of your financial and personal situation before creating a plan for your money. We are able to tailor our advice to any particular topic, as determined by your personal situation and objectives, including:</p> <ul style="list-style-type: none"> • Managing Finances • Mortgage Repayment guidance • Changes of circumstances, including divorce (e.g., pension sharing), family deaths, etc. • Elderly Care Options • Retirement / Pension Planning • Retirement Income Projections • Pension Consolidation • Tax planning • Inheritance & Gifting • Investment Guidance • Financial Protection (Critical Illness Cover, Private Medical Insurance, Life Cover, Income Protection, Family Income Benefit, Mortgage Protection, etc.) <p>You may wish to consider combining our holistic review with our annual Ongoing Review Service, to ensure your financial situation remains optimised.</p>	From £2,500
Financial Advice and One-off Investment Portfolio Recommendation	<p>This service includes investment recommendations on investment portfolios outside of our Centralised Investment Proposition e.g., an in-depth review of your current investments and any funds you are invested in to assess their suitability with a potential recommendation of specific additional / alternative funds on the same platform and will incorporate a review of the appropriateness of product provider.</p> <p>This service requires in-depth research on the provider and the funds available.</p>	From £4,500

Your Wealth Management Partner

<p>One-Off Bespoke Product Investment</p>	<p>A review of the bespoke investment products on the market e.g., structured products or deposits to find an investment to suit your particular needs, investment knowledge, attitude to risk and investment strategy, as well as an analysis of affordability and a personalised report.</p>	<p>From £2,500 (discounts available)*</p>
<p>Pension & ISA transfers / consolidation</p>	<p>If you have more than one pension or ISA plan, we can undertake an in-depth review to assess the appropriateness of consolidating them. As part of our service, we will liaise with the relevant pension / ISA providers on your behalf to consolidate the plans.</p>	<p>From £2,500</p>
<p>Trust Advice & Set-Up</p>	<p>We will undertake a thorough review of your current situation and assets and provide advice on any trust investments suitable for you. As part of our service, we will assist with setting up the trust and putting the plan in place. You have a legal requirement to perform due diligence on any trust for which you are the trustee. The initial review undertaken with ourselves, as well as any review we undertake if you require us to perform ongoing services, can help to demonstrate you are meeting your legal requirements.</p>	<p>Typical charges £6,000- £12,000 depending on complexity</p>
<p>Crystallisation and Income Drawdown</p>	<p>As you approach retirement, we can undertake a review of your current pension plans, alongside your personal financial situation and assess the options available to you, presenting you with a plan to meet your individual requirements. As part of our service, we will assist with putting this plan in place, contacting the relevant pension providers on your behalf.</p>	<p>From £6,000 (discounts available)*</p>
<p>Annuity Advice</p>	<p>As you approach retirement, we can undertake a review of your personal financial situation and assess whether an annuity is the preferential option for you. As part of our service, we will assist with putting this plan in place, contacting the relevant providers on your behalf.</p>	<p>From £3,000</p>
<p>Education Fees Planning</p>	<p>We can assist in helping you plan wisely to meet the rising future costs of private education and / or university fees to help you provide your children with the best possible education without breaking the bank. We will discuss your choice of educational institutions with you as well as your current financial situation and carry out a review of the options available to you. If you would like an annual review, our Ongoing Review Service is available to you or you may find a cash-flow planning exercise will enable you to assess if you are still on-track to meet your goals.</p>	<p>From £2,000 (discounts available)*</p>
<p>Non-Investment Insurance</p>	<p>We will provide advice on the most suitable insurance contract(s) for you. This will include a fair and unbiased analysis of the market in relation to all relevant products, gathering quotes from across all market providers and selecting the most appropriate one for your specific and personal needs.</p>	<p>From £3,000, offset by any commission payments</p>

Your Wealth Management Partner

Ongoing Review Service	<p>This service is available on an annual basis for clients who have engaged EB Wealth for one of the services listed above and are not invested into one of our Centralised Investment Propositions.</p> <p>Our Ongoing Review Service includes:</p> <ul style="list-style-type: none"> • Annual 1-1 meeting (approx. 1hr) by video call, telephone, or at our offices. • Review of your investment objectives and financial situation. • Periodic review report confirming the ongoing suitability of our advice; any proposed changes to our advice, if relevant; and highlighting any potential planning issues which are not being addressed but which we deem to be important. • Ongoing telephone / video call and email access to an adviser if you require any support or guidance. • Updates on any regulatory changes relevant to your situation. <p>This service does not include a specific review of the funds you may be invested in.</p> <p>If you are invested into one of our Centralised Investment Propositions, our ongoing review service is included in the Ongoing Monitoring & Review Service Fee.</p>	<p>£1,200+VAT or £100pm+VAT</p>
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* Discounts are available for our existing clients that are invested in our Centralised Investment Proposition as the ongoing management and review we provide may reduce the amount of research and work required.

As a VAT-registered business, VAT may need to be added to the above charges in certain situations.

Advice Services – Centralised Investment Proposition

Clients invested in our Centralised Investment Proposition are classified into Service Tiers dependent upon the value of their portfolio. All clients, regardless of their Service Tier are subject to our Ongoing Monitoring & Review Service Fee, which is charged at 0.50% of their total Transact portfolio value, excluding any cash wrappers, but including any cash value held in other wrappers e.g., pension or ISA wrappers.

<p>Ongoing Monitoring & Review Service Fee</p>	<ul style="list-style-type: none"> • Annual 1-1 meeting (approx. 1hr) by video call, telephone, or at our offices. The frequency of these meetings may be increased when taking into account your risk profile and the types of financial products that have been recommended. • Review of your investment objectives and financial situation. • Periodic review report confirming the ongoing suitability of our overall advice and confirming the products and investments we have recommended remain suitable; a breakdown of fees and charges over the year; any proposed changes to our advice, if relevant; and highlighting any potential planning issues which are not being addressed but which we deem to be important. • Facilitation of lump sum / regular contributions (set-up or amendment, including employer contributions) into existing Transact wrappers. • Ongoing telephone / video call and email access to an adviser if you require any support or guidance. • Updates on any regulatory changes relevant to your situation. • Quarterly evaluation and updates to our Centralised Investment Proposition portfolios, including the purchase and sale of funds or investments within your portfolios. • Quarterly Report that provides our evaluation of different markets for that quarter and how that impacts on the funds held in our Centralised Investment Proposition. • Monthly rebalancing of your portfolio (excluding income-generating portfolios). • Access to our centrally-researched bespoke products. • A review of the suitability of continuing to use Transact, comparing this product provider against others in the market, assessing financial viability, efficiency, services available, pricing and other factors. 	<p>0.50% of total portfolio value (excluding cash wrappers) e.g., if your total portfolio is worth £200,000, our fee would be £1,000.</p> <p>There is a min charge of £600 E.g., if your total portfolio is worth £100,000 our fee would be £600.</p>
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Discounts for Clients Invested in our Centralised Investment Proposition

Clients invested in our Centralised Investment Proposition benefit from the following discounted fees. The service tiers outlined below are based on typical portfolio values and some discretion may be applied when portfolio valuations are close to crossing over into the next tier to allow for market fluctuations or where family-linked accounts exist. Tiers start at £125,000 due to Transact’s charging structure. For portfolios less than £125,000, we typically offer our Passive Centralised Investment Proposition using our Non-Advised Direct Offer Promotions and services.

Your Wealth Management Partner

	Service Tier 1 £125,000 - £299,999	Service Tier 2 £300,000 - £749,999	Service Tier 3 £750,000 - £1,499,999	Service Tier 4 £1,500,000 + *
Centralised Bespoke Product Investment	Dependent upon your situation, we reserve the right to charge £300 per investment	£85 per investment	No charge	No charge
One-Off Bespoke Product Investment	From £1,600	From £1,600	From £1,600	From £1,600
Crystallisation and Income Drawdown	From £3,500	From £3,000	From £2,500	From £2,000
Education Fees Planning			From £1,000	No charge
Non-Investment Insurance		Free life insurance quotes (CIC, life, income protection, family income benefit, mortgage protection)	Free life insurance quotes (CIC, life, income protection, family income benefit, mortgage protection)	Free life insurance quotes (CIC, life, income protection, family income benefit, mortgage protection)
Personalised Guidance Meetings		£125 for family members	Up to three free Personalised Guidance Meetings for family members	No charge for family members
Cashflow Modelling	From £375	From £375	From £375	No charge
Pension Carry Forward Exercise	From £350 + £50 additional policy	From £350 + £50 additional policy	From £125	No charge
Direct Offer Promotions		£125 for transfers (into existing wrapper)	No charge for transfers (into existing wrapper) £125 set-up fee for family members	No charge for transfers (into existing wrapper) No set-up fee for family members
Annual Meeting			May be held at an alternative location convenient to you within a reasonable distance of our offices.	May be held at an alternative location convenient to you within a reasonable distance of our offices.

* Bespoke charging and discounts apply for portfolios in excess of £3 million

As a VAT-registered business, VAT may need to be added to the above charges in certain situations.

Non-Advised Direct Offer Promotions

Typical charges for Direct Offer Promotions are as detailed below.

Set-Up Fee	Transfer Fee	Ongoing Service Fee	Changes in Contributions / Portfolio Change*
<p>£250</p> <p>This includes any initial contribution or up to three transfers made at the time your plan is set up.</p>	<p>£250</p> <p>This includes up to three transfers.</p> <p>Any additional transfer made at the same time will each incur a charge of £50.</p>	<p>£250 per year for funds in excess of £90,000.</p> <p>For funds up to and including £90,000, the ongoing charge will be 0.25% of the investment per year. E.g., if the total fund (incl. any cash) is worth £50,000 our annual charge will be £125.</p>	<p>The first additional one-off contribution, set-up or change in regular contribution per tax year is free.</p> <p>Any additional request will incur a charge of £75.</p> <p>Portfolio changes from one model portfolio to another is as above.</p>

* These charges are applicable if you have undertaken our Ongoing Service.

Non-Advice Services

These are one-off services which do not entail a personal recommendation. The services are, however, tailored to your personal situation and we will require you to provide us with certain information in order for us to maximise our offering.

Non-Advice Services	Description	Charges
Personalised Guidance Meetings	<p>A one-hour meeting to discuss financial options available to you based on your personal circumstances. This service does not include a written report. Topics covered may include (amongst others):</p> <ul style="list-style-type: none"> • Managing Finances • Mortgage Repayment guidance • Changes of circumstances, including family deaths, ill health, etc. • Divorce e.g., pension sharing, financial mediation • Elderly Care Options • Retirement / Pension Planning • Pension Consolidation • Tax planning • Inheritance & Gifting • Investment Guidance • Financial Protection (Critical Illness Cover, Private Medical Insurance, Life Cover, Income Protection, Family Income Benefit, Mortgage Protection, etc.) 	£250
Cashflow Modelling	Based upon your personal data, cash-flow modelling service to help you understand your current financial position and your future financial position by generating a financial planning forecast.	From £750
Pension Carry Forward Exercise	Exercise to establish if you have any unused pension contribution allowances from the previous three years and are able to claim tax relief.	From £750

As a VAT-registered business, VAT may need to be added to the above charges in certain situations.

Your Wealth Management Partner

Option 2 - We can be paid by an hourly rate

Fees payable will be calculated by taking into account the number of hours required to undertake the work and the hourly rate of the individual carrying out the work.

Our typical charges are:

Independent Financial Adviser (IFA) £250 per hour
 Administrator £75 per hour

The typical timescales and associated costs are as below.

Services	Initial / New Client Advice	Existing Client
Holistic Independent Financial Advice	4.5 hours IFA 16.5 hours Administrator Typical charge - £2,362.50	2.5 hours IFA 4.5 hours Administrator Typical charge - £962.50
Financial Advice and One-off Investment Portfolio Recommendation	9.5 hours - IFA 40.5 hours - Administrator Typical charge - £5,412.50	9.5 hours - IFA 40.5 hours - Administrator Typical charge - £5,412.50
One-Off Bespoke Product Investment	4.5 hours IFA 16.5 hours Administrator Typical charge - £2,362.50	3 hours IFA 14 hours Administrator time Typical charge - £1,800.00
Pension & ISA transfers / consolidation*	6.5 hours IFA 29.5 hours Administrator Typical charge - £3,837.50	6 hours IFA 29.5 hours Administrator Typical charge - £3,712.50
Trust Advice & Set-Up*	12 hours IFA 53.5 hours Administrator Charges from - £7,012.50	12 hours IFA 48.5 hours Administrator Charges from - £6,637.50
Crystallisation and Income Drawdown*	11.5 hours IFA 45.5 hours Administrator Charges from - £6,287.50	10.5 hours IFA 39.5 hours Administrator Charges from - £5,587.50
Annuity Advice	7 hours IFA 25 hours Administrator Typical charge - £3,625.00	6.5 hours IFA 20.5 hours Administrator Typical charge - £3,162.50
Education Fees Planning	5 hours IFA 13 hours Administrator Typical charge - £2,225.00	5 hours IFA 13 hours Administrator Typical charge - £2,225.00
Non-Investment Insurance	7.5 hours IFA 31.5 hours Administrator Typical charge - £4,237.50	7 hours IFA 31.5 hours Administrator Typical charge - £4,112.50

Your Wealth Management Partner

Services	Initial / New Client Advice	Existing Client
Ongoing Review Service (incl. Annual Meeting for clients not invested in our Centralised Investment Proposition)	3 hours IFA 6.5 hours Administrator Typical charge - £1,237.50	N/A
Ongoing Monitoring and Review Service for Centralised Investment Proposition (incl. Ongoing Suitability Review and Ongoing Fund Management)	N/A	16.5 hours IFA 32.5 hours Administrator Typical charge - £6,437.50

* Example costs for these services are based on an investment into our Centralised Investment Proposition where the portfolio research costs are spread across all of our actively managed clients.

All figures quoted are purely for example; the actual fee paid will depend on the complexity of the work undertaken and will be confirmed to you in your Individual Client Agreement prior to any work being undertaken. Some prices may be subject to VAT.

GENERAL COSTS

Meetings

We reserve the right to charge for additional meetings for any of our work that falls outside of our normal service offering at a cost of £250 + VAT per hour.

Additional Services

Should you require any additional services, an extra charge may apply. Any charges would need to be agreed between EB Wealth and yourself prior to us undertaking any additional work.

You will be required to settle the payment of any adviser charges on completion of our work within 30 days. We accept cheque, card payments or bank transfers. We do not accept payment by cash. You will be provided with a receipt upon payment.

Focused Advice

The more time we spend researching & documenting information the more expensive it can become. This can be deemed to be unsuitable where you are merely seeking advice on a specific area or a smaller investment.

You can request focused advice where we will obtain limited information from you in order to concentrate on a specific area of financial planning. You should, however, be aware that the advice you receive may be different from advice given using the holistic approach.

Information about Other Costs and Associated Charges

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third-party documentation, for example any relevant product Key Features Documents, which you will be provided with.

GENERAL

Conflicts of Interest

We have a legal and regulatory obligation to take all appropriate steps to identify and to manage or prevent conflicts of interest from arising. In the event of any of our business interests or activities creating a potential conflict of interest, we will ensure that we take all appropriate steps to manage the potential conflict by maintaining robust systems, controls and staff training. In the unlikely event that we are unable to prevent the potential conflict, we will fully disclose to you the general nature and/or sources of conflicts of interest and the steps taken to mitigate those risks.

Further details of our conflicts of interest policy are available upon request.

Termination of our Services

Initial Advice - You or we may terminate our authority to act on your behalf at any time. You will be liable to pay for any advice or services that you have received prior to the date of termination. This means that where we have agreed the advice and services that we will provide for you and we have agreed to receive payment for these, either by means of a fee for investment business or by receiving commission from a provider for non-investment insurance business, you will have to pay us for any work we have completed up to the date of termination.

Ongoing Fees - You have the right to cancel payment for any of our ongoing services. EB Wealth requires 14 days' notice of your intention to cancel. Where you hold assets within a wrap, you need to be aware that there will be terms and conditions applicable, such as your agreement with the wrap provider in respect to facilitating our fees, which means you may need to instruct the wrap provider directly and arrange for the removal of assets from the wrap or appoint another adviser who will be able to access your assets and provide further ongoing advice to you. We will be pleased to assist you at this time in cancelling our service to you, making sure that any wrap provider is informed of this cancellation.

Complaints

If you wish to register a complaint, please contact us:

- in writing to Richard Bendell, Bond Wealth Ltd, City Pavilion, Cannon Green, 27 Bush Lane, London, EC4R 0AA;
- or by phone – Richard Bendell: 0203 096 3386.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsmen Service - www.financial-ombudsman.org.uk

Compensation Arrangements

We have briefly set out some information about the Financial Services Compensation Scheme (FSCS) below. If you would like further information about compensation scheme arrangements, details are available at www.fscs.org.uk or call 0800 678 1100.

Most of the products we advise on are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we, or the product providers, cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

The actual level of compensation you receive will depend on the basis of your claim. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm and per claim category (listed below).

Investments

Most types of investment business are covered for 100% of the first £85,000 per person per firm. Therefore, the maximum compensation is £85,000 per person per firm.

Protection and on-Investment Insurance Mediation

Protection is at 100% where the claim is in relation to a long-term care insurance contract that is a pure protection contract or the claim is in respect of a liability subject to compulsory insurance.

In all other cases: 90% of the claim without limit.

Deposits

Money in accounts like current and savings accounts, including cash Individual Savings Accounts (ISAs) are covered up to £85,000 per authorised firm (£170,000 for a joint account). It should be noted that 'authorised firms' may have different brands. The FSCS will provide a £1 million protection limit for temporary high balances held with your bank, building society or credit union if it fails. A temporary high balance would apply when payments have been received in respect of specified life events, details of which can be obtained from the FSCS.

Data Protection

Any personal data you provide to us is subject to the General Data Protection Regulation (GDPR). When providing certain services to you, we may also collect personal data from a credit reference agency or other third party for our anti-money laundering requirements. When entering into a contract with us, we will act as a Data Controller (as defined by the GDPR) and will process personal data, both manually and by electronic means, for the purposes of providing advice, administration and management and any other reasons as set out in our [Privacy Policy](#).

You may be assured that we will treat all personal data as confidential and will not process it without a lawful reason (i.e., in order to fulfil our contractual obligations; in order to fulfil legitimate interests, where you have provided your consent; or to meet regulatory requirements). Steps will be taken to ensure that the information is accurate, kept up-to-date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data. WE WILL NEVER SELL OR PASS ON YOUR DATA TO A THIRD PARTY FOR MARKETING PURPOSES.

Our Privacy Policy sets out clear information about your rights in relation to your personal data, including the right of access, the right to correction and your rights to withdraw consent.

The full terms of our policy on data protection are contained in our Privacy Policy which is available on our website at www.ebwealth.co.uk/privacy-policy and which forms part of this agreement.

Client Consent

These are our standard terms of business upon which we intend to rely. For your own benefit and protection, you should read these terms carefully. If you do not understand any point, please ask for further information.

Prior to EB Wealth commencing any chargeable work we will require you to sign documentation confirming your understanding of our agreed fees and these Terms of Business.