



1. INTRODUCTION

This part of our Client Agreement provides an overview of services we offer, our charges for delivering those services and payment methods. Our Client Agreement consists of four parts.

This Part 2 must be read in conjunction with our:

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| • Client Agreement (Home Finance Advice & Protection Planning) – Part 1 – General Information and Responsibilities | which sets out the terms under which our services are to be provided |
| • Client Services Brochure | which provides full details of what is included in each of our services |
| • Client Agreement (Home Finance Advice & Protection Planning) – Part 3 – Client Consent | which records what specific services and charges have been agreed with you |

If you have not been provided with copies of any of these documents, please ask your adviser for one or view them on our website at www.investorsplanning.co.uk

Investors Planning Associates Limited is focussed on helping you understand and plan for your financial future. We are able to act on your behalf in advising you on investments, non-investment insurance contracts and mortgages (both residential and non-residential).

We offer you an initial discussion (at our expense) at which we will describe our services more fully and explain the payment options. Following our initial discussion, should you decide to go ahead there is a cost for our advice and services.

If we intend to advise you on investments, we will provide you with a separate document detailing the investment planning services we offer and the costs of those services.

2. FINANCIAL PLANNING AND HOW WE CHARGE FOR IT

For any aspect of our financial planning, all actual charges and fees will be fully disclosed to you.

We will not charge you until we have discussed your payment options and agreed with you how we are to be paid.

We will also let you know if there are any other costs that might arise in connection with the services we provide to you.

Our charges will be VAT exempt unless the work we provide for you only involves advice and/or preparing a report, in which case VAT may be applicable. We will always tell you if you have to pay VAT before we undertake any work for you.

2. FINANCIAL PLANNING AND HOW WE CHARGE FOR IT (*cont'd*)

2.1 Home Finance Advice

Our home finance advice service is designed to provide you with the best home finance solution for your needs.

We will consider a comprehensive range of mortgages from across the market but not deals that you can only obtain by going direct to the lender.

2.1.1 Home Finance Advice Fee

The minimum fee for our home finance advice service is £1,000. This is payable when your mortgage goes ahead.

Your adviser can provide you with an indication of the home finance advice fee that will be charged, which will depend upon the complexity of your circumstances and mortgage requirements.

If we receive any commission from the mortgage lender this will be disclosed on the Key Facts Illustrations you will receive for your chosen mortgage and we will offset that commission against your fee.

If the commission we receive from the mortgage lender covers the cost of our fee, no additional fee will be charged to you.

However, if the commission is less than our chargeable fee, we will ask you to make a payment to make up the difference.

Please note, we will only charge the home finance advice fee if your mortgage goes ahead.

2.1.2 Home Finance Advice – Paying our Charges

Our home finance advice fees are payable on completion of our work and must be settled within 10 business days of the date of the invoice.

Payment can be made by cheque or BACS (we do not accept payments by cash or card).

2. FINANCIAL PLANNING AND HOW WE CHARGE FOR IT (*cont'd*)

2.2 Protection Planning

Our advised protection planning services are suitable if you are looking for the best way to protect you, your family or your business through products such as critical illness cover, health insurance and life cover.

We advise on non-investment protection products eg term assurance, income protection and critical illness from a range of insurers.

You can pay for our advised protection planning services by:

1. A fee
2. Commission (where this is available)
3. A combination of fee and commission

2.2.1 Paying by Fee only

Our fee will be based on an **hourly rate of £275** subject to a **minimum fee of £1,000**.

Any commission we receive from the product provider can be used to offset this fee and any surplus above our fee will be refunded to you.

We will always present you with a personalised quote before undertaking any work that might be charged for.

The following example shows what our typical costs would be:

Average charge to a client requiring family protection against death and critical illness based on £360,000 of cover	7 hours at £275 per hour = £1,925
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If we received commission from your chosen product provider of £1,750 this would reduce the fee you pay directly to us to **£175**

Our charges are payable on completion of our work and must be settled within 10 business days of invoice.

Payment can be made by cheque or BACS (we do not accept payments by cash or card).

2.2.2 Paying by Commission only

Where we are paid by commission only, we will tell you the amount before we carry out any business for you.

Although you may pay nothing to us up front that does not mean that our protection planning service is free. You still pay us indirectly through deductions from the amount you pay into your product.

In respect of any regular premium policy which we have arranged for you, should you subsequently cease to pay premiums on the policy and in consequence we are obliged to refund the commission that has been paid to us (in part or full payment of our charges), we will charge you a fee representing the amount we have to repay for a period of up to four years after commencement of the policy. We will issue you with an invoice which must be settled in full within 10 business days of the invoice date.

We will confirm the exact amount that will need to be repaid by you and the timescale over which it will need to be repaid in the Protection Planning Report we will send you when a recommendation is made.

We will not charge any such fee if you exercise your right to cancel in accordance with any cancellation notice sent to you by the life insurance company.