

About our services and costs

Moor Investment Services Ltd



Pinto
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Tonbridge
Kent
TN12 6LX

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Which Service will we provide you with?

Investment

- ✓ **Independent advice – we offer an Independent advice service. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. We will however only make a recommendation when we know it is suitable for you.**

- x **Restricted advice – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.**

- x **No advice - You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.**

Insurance

- ✓ **Non-investment protection contracts - we offer non-investment protection products e.g. term assurance, income protection and critical illness from a range of insurers.**

- x **You will not receive advice or a recommendation from us for non-investment insurance contracts. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.**



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3. Whose products do we offer?

Investment

- ✓ **Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the products of the whole of the market.**

- x Restricted advice – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.

- x No advice - You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

Insurance

- ✓ **We offer products from a range of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover.**

- x We only offer products from a limited number of insurers for non-investment insurance contracts. Ask us for a list of the insurers we offer insurance from.

- x We can offer products from a single insurer for non-investment insurance contracts. We only offer our own products for non-investment insurance contracts.

4. What is our process and what will you have to pay us for our services?

The cost of our service proposition:

You will pay for our services by way of an advice fee and possibly an additional implementation charge. We will discuss all our payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid for our services.

The Financial Planning Process:

There are six stages to the full financial planning process, each of which is separately costed:

STAGE:

1. Initial consultation (at our expense if conducted during normal office hours)
2. Full understanding meeting
3. Research
4. Financial review & Recommendation
5. Arranging and implementing your financial plan
6. On-going Service and Reviews



1. Initial Consultation:

The initial consultation, which as mentioned above, is usually at our expense if conducted during normal office hours. If you require your initial consultation to be outside normal office hours a charge of £150 will be levied for the meeting but will be waived should you subsequently engage us on a fee paying basis. This consultation will comprise:

- An initial meeting with our Chartered Financial Planner
- An opportunity to ask questions and understand what we do
- Opportunity for us to establish your financial needs, aims, objectives and goals
- Discuss our service propositions and costs involved

Following this consultation, should you wish to engage us, we will ask you to sign a bespoke 'Letter of Engagement' detailing precisely the service we will provide and the cost involved.

2. Full Understanding Meeting:

This is usually a further separate meeting and this process covers the following:

- understanding your situation by gathering information about your full personal circumstances and taking your authority to speak to the providers of the existing financial services companies that you are using;
- understanding your investment knowledge and attitude and tolerance towards investment risk, if appropriate and relevant to our discussions;
- re-affirming your financial needs, aims, objectives and goals

Usually, the charge for this part of our service is a fixed fee of £500 which becomes due at the end of the meeting. This fee is payable immediately should you decide NOT to proceed beyond this step of the process.

3. Research:

Following on from our previous meeting(s), and back at our offices assuming you would like to proceed, we undertake extensive in depth research and analysis on your financial arrangements. We will make an assessment and judge the suitability of any existing investment and pension arrangements that you currently have. We then formulate what financial resources you have and will need, to meet your aims and when you will need them.

4. Financial Review & Recommendation:

This is usually a further meeting which will comprise the following:

- presentation of our recommendation(s) from the above research in a fully personalised written format



- fully discuss any future investment strategy that we might have recommended that matches your investment risk profile;
- analysis, design and explanation of your future financial plan;

There is an additional minimum fee for this part of our service of £1,000 making a total minimum amount due to this point of £1,500. If, due to the level of work involved, the fee to this point is likely to amount to more than the £1,500 minimum, this will be included in your bespoke 'Letter of Engagement' mentioned at stage 1 above.

As highlighted, we will provide you with a report detailing the suitability of our recommendations for your future financial planning and the reasons behind those recommendations. This fee is due immediately at the end of the meeting. It will then be your decision whether to implement our recommendations either completely or in part.

5. Arranging and Implementing your Investment – Lump Sum Investments or Transfers:

Should we make appropriate investment recommendations and you instruct us to proceed with any of those recommendations we will act for you in the following ways:

- Facilitate and deal with all fund and contract administration on your behalf and the buying of the investments;
- Communicate regularly keeping you informed of progress of the implementation;
- Provide you with all documentation ASAP in line with your expectations;
- Provide you with confirmation of the actions taken on your behalf in writing.

Recommendation Implementation costs:

Our charge for the implementation service is tiered on a percentage of the amount you invest and/or transfer and are in addition to the fees mentioned above. These charges are applied as follows:

- | | |
|---------------------------------|---|
| • Up to £50,000 – 1% | (e.g. £40,000 investment = £400 fee) |
| • £50,001 to £150,000 – 0.8% | (e.g. £120,000 investment = £960 fee) |
| • £150,001 to £300,000 – 0.6% | (e.g. £200,000 investment = £1,200 fee) |
| • £300,001 – £500,000 - 0.5% | (e.g. £200,000 investment = £1,200 fee) |
| • £500,001 to £1,000,000 – 0.4% | (e.g. £700,000 investment = £2,800 fee) |
| • £1,000,001 and above – 0.3% | (e.g. £1,500,000 investment = £4,500 fee) |

This payment plus the fee up to the 'financial review and recommendation' stage, can often be taken from your investment upon receipt by the provider or paid directly to us by you.

Example 1; based on the figures above, if we were to arrange an investment on your behalf for £20,000, our implementation fee would be £200 (i.e. £20,000 x 1%). This will be in addition to the fee due up to and including the 'financial review and recommendation' stage of £1,500 minimum therefore, your total advice and implementation charge would be £1,500 + £200 = £1,700.

Example 2; based on the figures above if we were to arrange investments on your behalf totalling £200,000, our implementation fee would be £1,200 (i.e. £200,000 x 0.6%). This will be in addition to the fee due up to and including the 'financial review and recommendation' stage of £1,500 minimum therefore, your total



advice and implementation charge would be $\text{£}1,500 + \text{£}1,200 = \text{£}2,700$.

Example 3; based on the figures above if we were to arrange investments on your behalf totalling $\text{£}600,000$, our implementation fee would be $\text{£}2,400$. This will be in addition to the fee due up to and including the 'financial review and recommendation' stage of $\text{£}1,500$ minimum therefore, your total advice and implementation charge would be $\text{£}1,500 + \text{£}2,400 = \text{£}3,900$.

Arranging and Implementing your Investment– Regular Premium Investments

Our charge for implementing a regular premium investment plan is 10% of the first year's premium. This will be in addition to the fee due up to and including the 'financial review and recommendation' stage of $\text{£}1,500$ minimum. The fee is payable on commencement of the plan.

Example 1; if your monthly contribution is $\text{£}100$ our implementation fee would be $\text{£}120$ (i.e. $12 \times \text{£}100 / 10\%$). This will be in addition to the fee due up to and including the 'financial review and recommendation' stage of $\text{£}1,500$ minimum therefore, your total advice and implementation charge would be $\text{£}1,500 + \text{£}120 = \text{£}1,620$.

Example 2; if your monthly contribution is $\text{£}500$ our implementation fee would be $\text{£}600$ (i.e. $12 \times \text{£}500 / 10\%$). This will be in addition to the fee due up to and including the 'financial review and recommendation' stage of $\text{£}1,500$ minimum therefore, your total advice and implementation charge would be $\text{£}1,500 + \text{£}600 = \text{£}2,100$.

6. Ongoing or Ad-Hoc Service and Reviews

We will discuss the full range of our on-going service proposition during our 'Initial consultation' and Financial Review & Recommendation' stages. These services include, but are not limited to, providing you with:

- structured face to face reviews including a written report giving an update on the performance of your investment/pension funds;
- an assessment of where your financial plan stands against your current aims and objectives;
- an assessment of your personal circumstances and any changes to your plans that are needed;
- regular valuation updates and information regarding your investments throughout the year;
- a choice of differing levels of support depending on your needs;
- ongoing support with correspondence and administration issues.

Your Payment Options

Details of these different ongoing levels of services are contained in our 'Service Proposition' document. We will agree separately the level of on-going services at the time of, or prior to, making our recommendation(s) to you.

All the charges listed above can often be deducted from your investments or if you prefer, you can pay us directly. You should note that when paid through the investments it may reduce your personal tax thresholds and/or exemption levels. Where this happens we will discuss it with you and confirm it in your suitability report.



Other benefits we may receive

We advise on a range of products from a variety of firms; we may receive certain non-monetary benefits from these firms, which are used to enhance the quality of service we provide to you. Benefits we may receive include access to technical services, information technology support or the supply of product literature.

Our Protection Services and Costs

Similar to our investment services above, we will provide you with a personal and financial protection review prior to making our recommendation(s) to you. The initial parts of this service are charged as per the financial review and recommendation fees above. Should you accept our recommendation(s) we can arrange the implementation of this/these for you. The reasons for our recommendations will also be provided to you in a written report.

We do not charge a fee for our Protection services as we will normally receive commission from the product provider. This commission will be offset against the 'financial review and recommendation' fees. However, should the commission received be less than the 'financial review and recommendation' fees due, we will charge you the difference. You will not be subject to VAT for this service.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.



5. Who regulates us?

Moor Investment Services Ltd. is authorised and regulated by the Financial Conduct Authority. FSR number is 540249.

Our permitted business is to provide pension and investment advice, including collective investments (e.g. unit trusts, OEICs and investment trusts) and arrange life assurance and non-investment insurance.

You can check this on the FCA's Register by visiting the FCA's website <http://www.fca.org.uk/register/> or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint?

If you wish to register a complaint, please either write to:

The Compliance Officer,
Moor Investment Services Ltd,
Pinto,
Chantlers Hill,
Paddock Wood,
Tonbridge,
Kent,
TN12 6LX
Or, telephone: 01892 832271

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

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

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Most types of investment business are covered up to a maximum limit of £50,000, whereas insurance business is covered for 90% of the claim, without any upper limit.

Further information about the compensation scheme arrangement is available from the FSCS.

