

Guide to our Services

Not all firms offer the same services. The services we offer are ticked below. Please use this document to decide if our services are right for you. During our initial meeting we will describe our services and explain your payment options as follows. We will confirm your choices to you separately in writing.

1. What services do we offer?

Independent Advice. We will advise, make a recommendation and arrange any suitable products for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.

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. Once you have made your choice, we will arrange the selected product on your behalf.

If you choose to receive advice from us, this can be in the following ways:

One off advice: Our initial advice will be appropriate for you based on your requirements and circumstances at that time. We will not ensure that any initial advice is still suitable for you at a later date unless you specifically ask us to do so; you can ask us to do this at any time.

Ongoing services. In addition to our initial services, you could ask us to undertake further services on an ongoing basis. Details of any ongoing services that we offer are detailed later within this document.

2. How much might our services cost

Our fees are detailed below. We will discuss your payment options with you and answer any questions you may have.

In exceptional circumstances, the fee payable may be more or less than the fees detailed below. If this happens, we will explain the actual amount payable and the reasons why the fee is different.

We will not charge you until we have agreed with you how we are to be paid. Once agreed, and before providing any services to you, we will confirm the actual fee payable in our separate "Service and Payment Agreement".

If we base our fee on a percentage of the amount to be invested, and you decide at any point not to proceed with the investment, or our advice is not to invest, we reserve the right to charge you a fee to reflect the work already completed. This amount will never exceed the amount initially agreed with you, had the investment actually gone ahead.

All fee amounts quoted below are exclusive of VAT, expenses and disbursements; these will be added to the invoice if applicable.

2.1 Initial Service

One-off fees:

Before we provide services to you, we will gather information about your circumstances and needs. We will not make a charge for this.

After this we will charge you:

A one-off fee as a percentage of the amount available to invest as follows:

The first £50,000	Charged at 4% subject to a maximum of £2,000 and a minimum of £460 and then
The next £100,000 (i.e. investment of up to £150,000)	Charge at 3% subject to a maximum of £3,000 and then
The next £200,000 (i.e. investment of up to £350,000)	Charged at 2% subject to a maximum of £4,000 and then
The next £200,000 (i.e. investment of up to £550,000)	Charged at 1.8% subject to a maximum of £3,600 and then
The next £200,000 (i.e. investment of up to £750,000)	Charged at 1.5% subject to a maximum of £3,000 and then
The next £250,000 (i.e. investments of up to £1,000,000)	Charged at 1.25% subject to a maximum of £3,125 and then
The remaining amount (i.e. investment over £1,000,000)	Charged at 1% subject to a minimum fee of £1,000

Example of how much our Initial Fees might cost

If you invest a lump sum of £50,000 we would receive a fee of 4% of the invested amount (£2,000)

We will tell you how much the fee will be before you complete the investment, but you may ask for more information earlier.

Or

A fee based on a percentage of the regular premium amount as follows:

£100-£500	25% per month for the 12 months, subject to a maximum of £1,500 and a minimum of £460 and then;
The next £1000 (i.e. investment up to £1500 pm)	20% per month for 12 months, subject to a maximum of £2,400 and then;

The remaining amount (i.e. investments above £1500pm)	15% per month for 12 months, subject to an overall maximum of £6,000
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Please note that you must invest a minimum of £100 per month in order to receive advice on regular investments.

Example of how much our Initial fees might cost

If you invest £500 a month we would receive a fee of £125 for 12 months.

We will tell you how much the fee will be before you complete the investment, but you may ask for more information earlier.

Or

A fee based on the amount of time spent, at the following hourly rates:

Advice	£150
Specialist Advice	£225
Administration	£50
Research	£80
Travel	£50

Example of how much our Initial fees might cost

If the amount of time taken to advise and arrange a suitable product for you is 8 hours, made up of 4 hours of advice, 3 hours of research and 1 hour of administration, then there will be a total fee of £890 payable.

We will tell you how much the fee will be before you complete the investment, but you may ask for more information earlier.

Or;

A Fixed Fee for the following services:

- 1.5% for Annuities (subject to a minimum of 460)
- 2% for Enhanced Annuities (subject to a minimum of £600)
- Review and report only (no product recommendation) £460 per review

Example of how much our Initial fees might cost

If you buy an annuity for £50,000 we would charge you a fee of 1.5% of the invested amount (£750)

We will tell you how much the fee will be before you complete the investment, but you may ask for more information earlier.

2.2 Ongoing services

There will be 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 any ongoing service(s) before commencing that ongoing service.

Ongoing services offered:

- Ongoing meetings
- Reporting
- Investment monitoring and review
- Contact
- Administration

More details on the services we offer will be provided separately.

Example of How much our ongoing charge might cost if based on a percentage of fund value:

Based on a fund value of £100,000, an ongoing charge of 0.75% of this amount would mean that it would cost £ 750 per annum to provide an ongoing service ($£100,000 \times 0.75\% = £750$). If the fund value increases over time, the ongoing charge then increases accordingly. Conversely, if the fund value decreases over time, then the ongoing charge will reduce.

The frequency of the ongoing charge will depend on the service(s) you choose and is usually made by [direct debit / standing order] on the [1st] of every month.

We will agree what will be charged before any service(s) provided and the amount will be confirmed within our 'Service & Payment Agreement'.

OR

We have a range of ongoing services we can provide to ensure that your personal recommendation is reviewed frequently and remains relevant to your changing circumstances. The frequency of the charge will depend on the service you choose and is usually made by direct debit on the [1st] of every month. Details of the individual service propositions are available separately. Ask your adviser for more details.

3. What happens if you decide to cancel?

3.1 Initial service

If you have paid your fees direct no further action is required.

If we take our charge via your investment product(s) and you subsequently cease to pay premiums or cancel the investment, we may not have been able to take our total charges from your investment/s. One instance where this may occur would be in the event of regular premium investments where we have agreed to deduct our fee from your monthly contributions over a specified period of time. In such cases, we may exercise our right to charge you the amount we have been unable to recover. If we exercise this right, you agree to pay us the amount due on demand. The maximum amount you have to repay will not exceed the total fee agreed within our separate "Service and Payment Agreement".

For example in respect of a lump sum investment, if a fee of £3,500 was agreed in respect of arranging an investment of £100,000, then depending on the type of investment in which the money is placed, one or two things may happen should you decide to cancel before we have received the full fee:

Typically, for investments such as Investment Bonds, Unit Trusts etc, the product provider will deduct our fee from the product and forward on to us. If you decide to cancel the product purchase within the timeframe given (usually called the “cooling off” period) then the product provider will refund your money less the fee amount that has been paid to us. There may also be some reductions (from the amount you invested) due to fluctuations in the stock market.

However, if you elected to invest £100,000 in to a pension, the pension provider would be obliged to return the entire £100,000 to you in the first instance. In this instance, you would have to make separate arrangements to forward the £3,500 fee payable to us in respect of services rendered

3.2 Ongoing Services

We will provide you with our services for as long as you ask us to. You can ask us to stop acting for you at any time, but you must do so in writing. If you decide to end this agreement and have paid fees in advance for future advice, we will refund a reasonable amount of the fees.

If the agreement is ended while we are providing services to you, we will finish providing the agreed services unless you ask us not to. You will have to pay any outstanding fees for our services even if this agreement has ended

For further information please see “Ending this agreement” within our Terms of Business.

4. What are your payment options?

Not all firms charge for their services in the same way. The payment options we offer are listed below. We will not charge you for any services we provide until we have discussed your options and obligations and you have agreed how we will be paid.

Please see section 2 for details of our typical payment rates.

Paying our fee directly: You may pay our fee for our services directly. This means that the fee will be due from you once we have completed the agreed service. So for example, if you agree to receive our initial service, then payment will be due once that initial service has been carried out. We will agree with you at outset the basis upon which our fee will be calculated.

Paying our fee via your investment product: In some circumstances, we will be able to take our fee from the investment product you hold. This could be the investment product/s we might recommend, or investment product/s that you currently hold. If you decide on this payment method of payment, bear in mind that the amount of your investment will be reduced.

A combination of the above: You may split the way in which you wish to pay your fee. For example, you may wish to pay the fee for any initial advice directly, and then have the fee for any ongoing services taken directly from the recommended investment product. If you decide on this payment method, bear in mind that the amount of your investment will be reduced.

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 a Key Features Document.

Accounting to you

We will confirm to you in writing the basis or our reason for recommending the transaction executed on your behalf.

We will also make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. 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 to you.

Investment objectives and restrictions

Following the issue of this document, any subsequent advice or recommendation offered to you will be based on your stated investment objectives, agreed level of risk you are prepared / able to take and any restrictions you wish to place on the type of investments or policies you are willing to consider. Details of your stated investment objectives will be identified during our discussions with you and confirmed within the suitability report that we will issue to you to confirm our recommendation(s). Unless confirmed in writing, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

Best execution policy

It is in the interests of our clients and Rigby Financial that we obtain the best possible result when placing orders with other firms (e.g. third party brokers) for the execution of client orders or when transmitting orders on behalf of clients for particular investments – e.g. shares. We are required under the Rules of the Financial Conduct Authority to take all reasonable steps to provide ‘best execution’ when carrying out such transactions.

Where we place or transmit orders for such investments on behalf of our clients, we may utilise the services of a third party broker and base our decision to place or transmit an order on the price and cost of execution of the order. For orders in collective investment schemes (e.g. unit trust), however, the price of units or shares in the scheme is normally set by the scheme operator or manager and as such we have little influence over the price available.

Full details of our best execution arrangements are provided in our Best Execution Policy, a copy of which can be provided on request.

Nominee & Safe Custody Services

Rigby Financial does not safeguard or administer client assets but we may arrange business through platforms, which will provide custody services for your assets. Where this is the case, the legal title of investments will be registered in the name of the third party's nominee.

Transactions will be transmitted to the fund supermarket, investment wrap platform, or similar third party investment institution for them to execute. Money or transferred assets will be placed immediately with that third party for investment – we will never hold the assets for you. We will provide you with the relevant

account opening details for the identified third party such as their Terms & Conditions, Nominee and Safe Custody Service, Best Execution Policy, Execution Venues and Conflicts of Interest Policy (or equivalent documents). The legal title of investments will be in the name of the third party's nominee.

For non platform business we will make arrangements for your investments to be registered in your name unless you first instruct us otherwise in writing.

Mode of communication

We will enter into communication with you through whatever means are convenient to you and us, including face-to-face, telephone, e-mail and other acceptable electronic communication method

What to do if you have a complaint

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

- In writing: Write to Simon Rigby, Rigby Financial, 4B Millbrook Business Park, Mill Lane, Rainford, St Helens, Merseyside, WA11 8LZ
- By phone: Telephone 01744 886077

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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 of £50,000. Further information about compensation scheme arrangements is available from the FSCS

Data Protection

Please refer to the separate Data Protection Statement that we have issued to you that sets out how we collect and use data about you.

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read the terms carefully before signing, as by signing you consent to the terms contained within. If there are any terms within this agreement that you do not understand, please ask for further information. The Client Agreement will come into effect from the date of acceptance of this agreement, which will be confirmed by the date provided in the 'date of signature' box below, unless otherwise stated.

Client Name(s)

Client signature(s)

Date of signature(s)

Date of issue
