

Ackland

Independent Financial Advice



About our services and fees

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Triple A Advice Limited trading as Ackland Independent Financial Advice is an appointed representative of The On-Line Partnership Limited which is authorised and regulated by the Financial Conduct Authority. Registered in England & Wales.

Registration No: 09666827.

Registered Office: 39 Ridgeway Road, Bristol, BS16 3DY FCA: 709929

ABOUT OUR SERVICES AND FEES

This document forms part of our agreement with you. For your own benefit and protection, you should read About Our Services and Fees carefully before signing our Client Agreement. If you do not understand any point, please ask for further information.

1. Whose products do we offer?

- Independent advice** – We give advice in relation to investment products based upon research of a sufficiently diverse range of products available within the market.

Insurance

We are insurance intermediaries and we act for you, the customer.

- We give advice in relation to contracts of insurance on the basis of an unlimited analysis of the market. We advise on term assurance for life and/or critical illness, whole of life assurance plans and income protection insurance.

2. What will you have to pay us for our services?

Investment

1. You will pay for our services on the basis of the work undertaken for you. We will discuss your 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.
2. Please note that depending on the type of product, there may be other costs or taxes that are not paid through us or imposed by us.
3. We will discuss your payment options with you and answer any questions you have. If we are to be paid by commission we will tell you the amount we will receive. If we are to be paid for implementing a transaction by a fee payable by you we will not complete any business until we have agreed with you how much this will be and how we are to be paid.

Advised services

4. You will pay for our services on the basis of the work undertaken for you. Generally this will relate to the advising on and arranging of financial products on your behalf.
5. We will discuss your payment options with you and answer any questions you have. We will tell you the specific amount payable before we carry out any chargeable work for you.

The cost of our services

6. Our standard charges are broken down as follows:

Service	Adviser Charge	Note
Initial meeting to explain what we do and to obtain information about you that will allow us to establish if we can assist you and indeed that you would like our assistance.	No Charge	
A financial review report containing a full analysis of your current financial, personal and other circumstances and identification of any shortfalls in your financial plans.	No Charge	
Provision of a detailed specific recommendation or recommendations report on how best to address any shortfalls in your financial plans, and identifying the terms of an appropriate financial product.	No charge	
Implementation of any agreed personal recommendations.	Up to 3%	For example, for every £200,000 invested we would charge a maximum of £6,000.
Ongoing review service to monitor your policies and products to make sure that they continue to meet your requirements and needs.	Engaging us to provide you with an ongoing service is OPTIONAL . If you wish to receive an ongoing service there will be an additional charge. Please see the "Payment for ongoing services" section of this document for more details and before making a decision.	

Note: VAT may apply in some circumstances. We will tell you if VAT is to be paid.

Your payment options

Settling your adviser charge through a single payment

- Whether you buy a product or not you will be required to pay us an adviser charge for our advice and services, this will become payable on completion of our work. You may decide to settle your adviser charge by way of a single payment either by cheque, debit card, credit card or bank transfer. Where you have purchased a product you may also have the option of paying our adviser charge by a single deduction from the product.

Settling your adviser charge by instalments

8. In the case of regular premium products, you may have the option of paying our adviser charge over an agreed period of time but within 12 months of our advice. We will agree with you the amount and timescale of payment that is best for you. The instalments only cover the adviser charge and will not cover the cost of any ongoing service, which will be agreed with you separately.

a. ***Paying by instalments through your recommended product***

Some regular premium product providers will accept your specific instruction to pay our adviser charge from the product you have purchased. They will require you to instruct them of the amount to be paid for each instalment and the number of instalments to be made.

While this option means that you will not pay us upfront, it does not mean that you are not paying us. Our adviser charge will be paid indirectly through the product deductions. These deductions could reduce the amount left for investment.

b. ***Paying by other arrangements***

We can facilitate payment by instalments through a direct debit or standing order agreement.

Keeping up with your payments

9. It is important that where you have decided to pay your adviser charge by way of instalments, you keep up with your payments. Where you do not keep up with your payments, the total outstanding amount will become immediately payable on demand.

Payment for ongoing services

10. Any ongoing service is optional.
11. We provide an exclusive ongoing service. Where you request and we agree to provide an ongoing service to you there will be an additional charge for this. We will confirm the rate, frequency and length of this ongoing service before it starts.

Service Level	Payment Direct from client or paid through product funds	Examples where the fee is based upon a % of the fund value
Bespoke Wealth Management Service	0.75% of investable assets on which the ongoing service is being provided	• For investable assets of £200,000 the annual charge would be £1,500

12. Please note that if you pay for ongoing services on a percentage basis the amount we receive may increase as the fund value increases, and conversely reduce if the fund value falls.

13. The ongoing service charge can be paid by way of a deduction from your investments or by direct payment from you under a bank transfer, direct debit or standing order as an annual or monthly payment schedule. Any payments will be payable in advance of us providing the review service in each period.
14. An ongoing service can be cancelled by either party by providing 30 days written notice of cancellation. This will be subject to the delivery of any outstanding items by us, and any settlement of monies due for the ongoing service by you.
15. Please note that VAT may apply to our ongoing service fees. We will tell you if VAT is to be paid.

Insurance

- A fee. If we deem that it is more cost effective to reduce the premium payable by commuting any commission offered by the insurance provider we will levy a fee instead of the commission.
 - No fee. We will receive commission from the insurance company selected for life assurance & non-investment insurance.
16. Where the chosen provider pays us commission for introducing you to them for life assurance or non-investment insurance, we will tell you the amount we will receive which may be a percentage or a flat fee of the total annual premium.
 17. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Indemnity

18. If a fee for our services is to be deducted or a commission paid from a recommended product, should the product not proceed or be cancelled and this results in the non-payment of the fee or commission, the amount outstanding will be payable by you directly.



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