

Our Service Proposition



CHADWICK

FINANCIAL MANAGEMENT

www.chadwickfinancial.uk.com

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About Us

With offices in Dartmouth since 1983, we deal with all the things you would expect - pensions, investments, life assurance, mortgages and so on - but our priority is to get to know you and understand what makes you tick. Then we can really make a difference to your life.



Karen Cooper
Chadwick Financial Management

Based on this client rating
by visitors to VouchedFor



We use the latest software, our professional acumen and our years of experience to provide local, trusted advice.

We just think of it as doing our professional utmost to exceed the standard of service you should expect, treating you in the way we'd like to be treated ourselves.

And we don't believe in keeping you waiting all year to find out how your portfolio is doing, either. Instead, we give you online access, which lets you see an instant snapshot of your financial position on your phone, computer or smart TV, wherever you are and whenever you like.

Wealth Platform

Do you know where all your wealth is held?

If your financial assets, shares, pensions and trusts are held with many different financial brokers and organisations, our Wealth Platform solution can bring all your financial interests together in one easy-to-access place.

The Wealth Management Platform is a simple and reliable way to have your pension and investments collated and updated securely in one place - regardless of where you hold investments - giving you more control.

It enables us to focus on planning and looking after your financial needs. It will show you the complete picture of all your investments, helping you focus on the most important thing - getting your future right.

If suitable, we can discuss the cost of this service and what assets we can add to the Platform based on your own unique circumstances.

Get the Inside Track

The client site enables you to:

-  View your portfolio with Real Time Valuations
-  Track your Performance
-  Analyse your investments
-  Manage your finances with banking integration
-  Document storage
-  impulseSave top-up technology

The Services We Offer

Investments

Are you getting a good return on your money? Unit Trusts / ISAs or Investment Bonds can provide a flexible, tax efficient means of saving lump sums or regular monthly amounts. Stocks and Shares ISAs don't have to be risky - there are options for smoothed returns that cautious clients may prefer, especially with cash returns being at an all-time low.

Pensions

The state will provide but only in a limited way. Your employer may help, but what if you don't have a company or workplace scheme? Even if you already have existing pensions in place with your employer or privately, will they provide you with enough to live on when you retire? We use the latest technology to set up your retirement goals; we review your current pensions plans and project forward to see what likely outcome they will provide at your chosen retirement date. Newer pension contracts offer more flexibility as well as often cheaper charges and greater transparency.

Estate Planning

Inheritance Tax is a tax on your estate when you die and is also sometimes payable on Trusts or Gifts made in your lifetime. With a little planning, you may be able to reduce the bill or mitigate inheritance tax altogether.

Life & Mortgage Protection

The need for protection through life assurance can be of paramount importance. As Independent Financial Advisers, Chadwick can search the market for the most competitive terms and access to specialist products providing cover for many pre-existing conditions/illnesses at competitive/bespoke cost.

Critical Illness & Income Replacement Insurance

You are much more likely to suffer a serious illness then die before retirement and at this very worrying time, you and your family should not be worrying about a loss of income or money problems.

Equity Release Schemes

We hold the specialist qualifications to provide advice on Equity Release. We search the whole market to find the right solution for your individual needs and goals.

Business Insurance

Business cover is designed to keep your business going whatever lies ahead. We can help with Key Person Insurance and Share Protection.

Private Medical Insurance

We all know the pressure on the NHS - and many people are considering funding their own private medical care but assume it is too expensive. We can do tailor-made plans to suit all needs and budgets. Some plans offer cashback too!

Cash ISA Reviews

Many cautious or retired clients have funds sitting in cash ISAs providing very poor returns. It has never been more important to review cash investments and look to alternative funds that can provide a smoothed, diversified solution and potential to improve on cash returns without locking your money away for years at a time.

General Insurance

We have over 20 years experience of giving advice on home insurance to homeowners, landlords and tenants. We can access products not available on comparison websites and are always on hand to help with claims.

The Way We Work

Welcome

We will arrange an introductory meeting at our expense to fully explain how our service works, identify your primary financial needs and objectives and answer any questions

Get to know you

Your Adviser will work with you to fully understand your objectives and develop these into well-defined goals. This will involve gathering financial information on any existing plans to enable us to provide a comprehensive picture of your circumstances

Research and Preparation

Once your objectives are agreed, we will discuss any key considerations with you assess your attitude to risk. We will then conduct the required research and planning to consider potential benefits and potential solutions to your objectives including the suitability of any existing plans

Tailored proposal and present your plan

We will present our recommendations to you and take you through them stage by stage. We will set out specific and realistic recommendations aimed to achieve your stated objectives over an agreed time period

Action

Once you fully understand our recommendations and you are happy with them, we will put these into action

Ongoing Review

You can agree to an ongoing service from us. This allows us to review your plans to make sure they are on track with your objectives. Our reviews will take account of any changes to your personal circumstances, financial market conditions and relevant legislation

Developing a Personal Service

Chadwick realise that every situation is different and every individual is unique. We have therefore developed a range of services that can be tailored to meet your specific needs no matter how complex.

Rest assured that however you choose to develop your personal service, our four key principals – honesty, integrity, reliability and adding value will underpin our relationship at all times.

Financial Review & Recommendation

The initial consultation, which is at our expense, consists of a meeting with one of our qualified financial advisers. This is an opportunity to ask questions, discuss our service proposition and costs involved and for us to establish what your financial needs are.

After the initial meeting, we will then carry out an extensive assessment of your financial circumstances to establish your financial planning requirements.

This will include:

- Understanding your situation by gathering information about your existing financial arrangements and personal circumstances
- Understanding of your investment knowledge and attitude and tolerance towards investment risk
- Recommendation of an asset allocation model that matches your risk profile and the subsequent assessment and suitability of any existing investments
- Analysis and design of your investment strategy
- Presentation of your recommendation

There is a charge of £995 for this service however, we would offset this fee against the adviser charge we receive at the arranging and setting up stage.

Next Steps

Agree implementation and regulatory advice fee which is bespoke to you and the complexity of work required.

Initial Fees

The fees for implementing your recommendation vary according to the complexity and scope of the work required and the type of products we are implementing (eg investments, insurance, mortgages)

Plan Type	Fee
Investments and Pensions	
Lump sums (including transfers)	
Up to £40,000	Fixed Fee £1295
£40,001 - £200,000	Up to 4%
£200,001 and over	By negotiation and agreement
Regular contributions (new plans and top ups)	In line with our agreement and depends upon total Assets under Management
General Insurance Products	We receive commission from product providers for insurance based products. If this is the case we will disclose this to you. We may also charge an admin fee.
Mortgage including Equity Release	£1090 over two payments £595 upfront fee with £495 being paid at Offer stage Certain mortgage providers may also pay us introducer fee/commission in addition to our fee.
Life Protection / Critical Cover	Choice of commission or fee based advice. If fee based advice – initial non-refundable fee (minimum £295) due on application and balance due when policy goes on risk. Commission is rebated to you meaning lower monthly premiums.

Payments for investment business can either be taken from your investment upon receipt by the policy provider or paid directly by you. If it is taken from your investment by the policy provider, the amount invested in your plan will be your payment minus the fee.

Ongoing Service Options

	1 Wealth Management	2 Financial Planning	3 Ad Hoc Financial Advice
Annual review by Adviser via email/post	✓	✓	
Additional review meetings with your Adviser as required	✓	By agreed ad hoc fee	
Annual Investment Valuation Portfolio Report provided by provider	✓	✓	✓
Additional Investment Valuation Portfolio Reports provided as required	✓	By agreed ad hoc fee	
Telephone and/or email assistance by Administrator	✓	✓	
Telephone and/or email assistance by your Adviser	✓		
Undertake specific requests/reports subject to a prior agreed fee	✓	✓	✓
Provide additional guidance/advice in any financial matter as required	✓		
Access to your personal Client Website	✓	✓	✓
Email newsletters	✓	✓	
4 x Withdrawals per year	✓		
Liaising with 3rd party professionals	✓		
Ongoing Service Charge	1% pa Minimum Charge £1500 pa	1% pa Minimum Charge £795 pa	PAYG

Please note that normally the ongoing administration charge is deducted monthly from your investment(s). Should you prefer, this could be paid by standing order, direct debit, telephone/online banking or by personal cheque.

1

Wealth Management Service

Overview

This is our most comprehensive service proposition, which covers all areas of financial planning together with your investment, tax and estate planning needs. This service is for clients with complex financial needs who will benefit from a long term relationship with their Adviser.

What we will deliver

- We will invite you to review your financial goals to ensure they remain on track. This will be at least annually but may be more often
- We will provide you with a minimum of one Portfolio Valuation each year with ad-hoc valuations available on request
- You have direct access to your dedicated Adviser for any queries or future needs.
- We will review your attitude to risk profile regularly to ensure that your investment solutions continue to meet with your requirements
- Any investments that are placed in Trust at outset will be included in the cost. If a bespoke Trust is required we will work with you and a Trust expert to meet your needs. This may attract an additional charge
- Keep you updated with regular newsletters, industry updates and budget information
- You will have your own personal, secure client site. This market leading technology means you will be able to track your investments, keep all your policy documents, safe, real time valuations and much more any time of the night or day
- Private client lawyer/legal review, Will, LPA and Estate planning
- Retirement income planning and review and forecasting report
- Cash ISA review
- ID verification for third parties and passport sign off
- Information provided for tax return
- Private Medical introduction
- Business review needs for self-employed
- Unlimited regular income/partial withdrawals including Chargeable Gain calculations.

Our charges for this service

Our annual ongoing charge for this service is up to 1.00% of your funds under management with a minimum fee of £1500 per annum.

2

Financial Planning

Overview

This service will cover investments and pensions where limited future contact may be needed.

NB It is a regulatory requirement that certain areas of advice have regular reviews and this includes Drawdown and Flexi Access Drawdown pensions and as such, these contracts cannot fall into this category.

What we will deliver

- Our Administration team will be on hand to assist you
- We will provide you with a Portfolio Valuation annually by email
- You will have access to your personal client site with Chadwick. This market-leading technology means you will be able to track your investments, refer to your policy documents and much more any time of the night or day
- We are happy for you to contact us in the future if you would like further advice or support or more detailed assistance and ongoing support as your needs change and agree our fee with you

In addition

We can provide a more comprehensive review including a telephone or face to face meeting annually which may be subject to an additional cost.

Our charges for this service

Our annual ongoing charge for this service is 1.00% of your funds under management with a minimum of £795 per annum. If you decide to engage us further we will discuss and agree a fee with you in advance for the work required.

3

Ad Hoc Financial Advice

Overview

Offering clients a 'PAYG' option, using set fees list. Upgrade to our ongoing service options at any time.

What is included?

- Client website
- Annual statement from provider.

Set fees list

- 1 Review and recommendation report£995
- 2 Partial withdrawals (no tax calculations)£40 per transaction
- 3 Partial withdrawals (with tax calculations).....£295 per transaction
- 4 Will, Lasting Power of Attorney and Trust review£750
- 5 ID Verification/Passport/Bank.....£25 each
- 6 Lasting Power of Attorney registration with providers and trustee identification£250
- 7 Death certificate registration and probate valuation£125 per policy/provider
- 8 Bed and ISA "standalone"£300
- 9 Drawdown advice "standalone"£995
- 10 Document print/Policy Valuations print and post (other than annual statement)£25

Additional work will be timecosted:

- Admin.....£75 per hour
- Adviser£250 per hour

Client Service Agreement

This agreement is made between: Chadwick Financial Management and Client:

Name:
Address:

This Agreement is supplementary to the Key Facts document and Client Proposition I have already discussed and supplied you with and sets out the basis on which we will charge for our services. We recognise that all our clients have different financial needs and objectives and we will build a plan appropriate to the needs of each client. In order to clarify the expectations of all parties and to provide transparency of charges, we have set out in this document the services available and associated costs. Please feel free to contact us if you wish to discuss any aspect of these terms.

The agreed Client Proposition is *(delete as appropriate)*:

Ad Hoc / Financial Planning / Wealth Management Service

The agreed fees are:

.....Adviser Charge, and % Ongoing Adviser Charge

To be deducted from the contract / direct payment
(delete as appropriate)

Declaration:

Client consent

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully in conjunction with the Key Facts and Service Proposition before signing them. If you do not understand at any point please ask for further information. Please confirm to us in writing if you do not consent to us or any company associated with us processing any sensitive data as described above.

Data Protection

The information you have provided is subject to the Data Protection Act 1998 (the "Act") and the General Data Protection Regulations of 25th May 2018. By signing this document you consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

Marketing contact

By ticking the following box(es) you agree that I can contact you with appropriate marketing material:

Post Telephone Email

I confirm that I am are aware of all the costs of the Financial Review and any ongoing service as covered in the Key Facts Document and the Service Proposition you provided me with.

I hereby give consent to Chadwick Financial Management for my personal data to be processed in accordance with the General Data Protection Regulations (GDPR) and in relation to the purposes described in Section 1 of the Privacy Terms & Disclosure document.

Signed:
For Chadwick Financial Management

Client 1 Signature: Client 2 Signature:

Client 1 Name: Client 2 Name:

Date:



Local trusted advice

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