



HARTSFIELD FINANCIAL SERVICES LTD

Hartham Park, Corsham, Wiltshire SN13 0RP

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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 Whose products do we offer?

Investment

Please refer to section 3 of this document

Insurance

- We offer products from a range of insurers for life assurance, critical illness cover, and income protection.
- We can only offer products from a limited number of insurers for life assurance, critical illness cover, and income protection.
- We can only offer products from a single insurer for life assurance, critical illness cover, and income protection.

3 Which service will we provide you with?

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 market.
- 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 range of companies.
- 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 will advise and make a recommendation for you after we have assessed your needs for life assurance, critical illness cover and income protection.
- You will not receive advice or a recommendation from us for life assurance, critical illness cover and income protection. 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.

4 What you will have to pay us for our services?

You will pay for our services by either a fee or a combination of fee and/or fee by payment facilitation through product charging. 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 what advisory services will be provided and how we are to be paid. Value added tax may be payable on some or all of the work we do. We will inform you if VAT is applicable.

Investment

When **paying by fee**, you will pay us for our advice and services (whether you buy a product or not) at an amount or a rate agreed before we commence any work.

Our hourly rates are:

Role	Code in Fee Examples	Hourly Rate Charged
Director (or Specialist)	"Specialist"	£250 per hour
Fully Qualified Financial Adviser	"Adviser"	£175 per hour
Administration / Paraplanning	"Paraplanner"	£75 per hour

NB. These are actual rates charged, but are subject to review from time to time.

Our typical fees based upon the above hourly rates are:

Service	Likely Time Taken	Likely Resultant Fee Charged
Initial Meeting	Approx. 2 "Adviser" Hours	At our expense (free)
Initial Financial Review (Financial Needs Analysis)	Approx. 6 "Adviser" Hours and 6 "Paraplanner" Hours	£1,500
Implementation (Research and recommendations)	Approx. 6 – 12 "Adviser" Hours and 6 – 12 "Paraplanner" Hours	£1,500 to £3,000
Inheritance Tax Planning (Research and recommendations)	Approx. 6 – 12 "Adviser" Hours and 6 – 12 "Paraplanner" Hours	£1,500 to £3,000
Pension Review (Excludes Final Salary & Drawdown Review)	Approx. 6 – 9 "Adviser" Hours and 6 – 9 "Paraplanner" Hours	£1,500 to £2,250
'Specialist' Pension Case Review (Final Salary or Drawdown sign-off by specialist)	Approx. 2 – 3 "Specialist" Hours and 2 – 3 "Paraplanner" Hours	£650 to £975
Ad-hoc Financial Reviews	Approx. 6 "Adviser" Hours and 6 "Paraplanner" Hours	£1,500

These fees are indicative only and, in any event, are subject to review annually. In cases that are complex in nature, our fees may be higher than our stated "typical rates". However we will always provide you with a breakdown of our estimated fee and agree this with you prior to undertaking any work.

Example Costs

- 1 To undertake an initial financial review, then research and recommend an appropriate investment strategy, it would likely cost £3,000 (£1,500 for the initial review + £1,500 for the implementation).
- 2 To undertake an initial financial review, then research and recommend a pension transfer which includes a single 'final salary' pension, it would likely cost £3,650 (£1,500 for the initial review + £1,500 for the implementation + £650 for the file review by a pension transfer specialist).
- 3 To undertake an ad-hoc financial review (for example of an investment portfolio) it would likely cost £1,500. This would be charged where no 'ongoing servicing arrangement' is in place.

You may wish to set a fixed amount of fees that cannot be exceeded without further reference to you, in which case please speak with your Adviser. Where charging a fixed fee we will provide you with a fee agreement showing the actual fee that will be payable for the agreed service being provided. Where charging an hourly rate we will provide a letter of engagement to indicate how much we might charge in total.

Your Payment Options:

Settling your adviser charge directly through a single payment

You will be required to settle the payment of our fees on completion of our work within 7 days. We accept cheque or electronic bank payments. We do not accept payment by cash.

Paying through your recommended product

If you buy a financial product, you can choose to have your adviser charge deducted from the product. Although you pay nothing to us directly up front, that does not mean that our service is free. You still pay us indirectly through a deduction from the amount you pay into your product. These deductions will pay towards settling the adviser charge and will reduce the amount left for investment.

Keeping up with your payments

If you fail to keep up repayments of the adviser charge we will terminate our relationship. You may elect that we are remunerated **by fees and offset fees (paid by a product provider)** the actual amounts will depend on the service provided to you but will be in line with the arrangements set out above.

The fee will not exceed the rates shown in this document. We will agree the rate we will charge before beginning work and we will tell you if you have to pay VAT. The fee will become payable on completion of our work. You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first.

Insurance

If you buy a protection product you may elect that we are remunerated **by commission**. The commission is paid directly by the provider. Although you pay nothing up front that does not mean our service is free. The commission paid to us forms part of a 'product charge' which you pay when you purchase the product. Product charges pay for the product provider's own costs and any commission payable to third parties. If you opt to pay us in this way, you need to be aware that these charges reduce the amount left for your investment.

You may elect that we arrange for the protection premium to be discounted by the commission that otherwise might have been payable under the policy recommended. In this instance you will need to pay a fee appropriate to cover our advice and work, in accordance with our hourly rates detailed above. The amount of commission we receive can vary depending on the type of policy, the term of the policy and your age.

Ongoing Services

Ongoing services are optional; however, we will always recommend an ongoing service where we believe it to be in the client's best interests. We have a range of three ongoing service arrangements which we can provide to ensure that your personal recommendation is reviewed frequently and remains relevant to your changing circumstances. The frequency and amount of the charge will depend on the service you choose and is usually made by standing order on the 25th of every month.

Termination

Ongoing service agreements may be terminated at any time, by either party. Notice of termination must be given in writing and will take effect immediately upon receipt. Termination will be without prejudice to the completion of transactions already commenced on your behalf or any rights or obligations already arising. You would be expected to pay for any costs incurred up to the date of termination or a due proportion of any fees previously agreed for work already undertaken.

Service Level	Payment Direct from Client or paid through product funds	Notes on payment	Typical Services Provided
"Transactional"	Ad-hoc fees payable depending upon work undertaken	Charged at: £250 per hour (Director or Specialist) £175 per hour (Financial Adviser) £75 per hour (Paraplanner) £75 per hour (Administrator)	Ad-hoc services at client's request
"Supportive"	0.5% on first £500,000 0.25% on amounts over £500,000	Subject to a minimum charge of £600 per year. This service is typically only suitable for clients with at least £120,000 to invest	Annual review* of client's circumstances and objectives 6-monthly investment review Bi-monthly client magazine sent to you by post
"Comprehensive"	1% on first £250,000 0.5% on next £250,000 0.3% on amounts over £500,000	Subject to a minimum charge of £1,200 per year. This service is typically only suitable for clients with at least £120,000 to invest	6-monthly review * of client's circumstances and objectives Quarterly investment review Bi-monthly client magazine sent to you by post Annual update of 'Financial Needs Analysis' and 'Shortfall Analysis'

* An annual review will consist of: Discussing your current circumstances (to include any changes since the previous review), reviewing progress against previously agreed objectives and agreeing on future objectives, identifying and addressing any immediate issues, discussing and confirming your attitude to investment risk and capacity for loss, reviewing investment performance and any resultant change in percentage-based fees, providing updates on any regulation changes which may impact you, discussing any other business and agreeing on the date for the next review meeting.

Example Costs

For an investment of £80,000 on a “comprehensive” service arrangement, it would cost £1,200 pa (minimum fee of £1,200 applies).

For an investment of £150,000 on a “comprehensive” service arrangement, it would cost £1,500 pa (i.e. 1% of £150,000).

For an investment of £1 million on a “supportive” arrangement it would cost £3,750 pa (i.e. 0.5% of the first £500,000 = £2,500 PLUS 0.25% of the remaining £500,000 = £1,250).

It is important to note that, because our ongoing services are charged on a percentage basis, they will increase as the value of your investment grows. They would also decrease should the value of your investment fall.

5 Who regulates us?

Hartsfield Financial Services Limited, Hartham Park House, Hartham Park, Corsham, Wiltshire SN13 0RP is authorised and regulated by the Financial Conduct Authority. Our FCA Registration number is 615731.

Our permitted business is advising on and arranging investments, pensions and insurance contracts.

You can check this on the FCA's register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0845 606 1234.

6 What to do if you have a complaint

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

...in writing Hartsfield Financial Services Limited, Hartham Park House, Hartham Park, Corsham, Wiltshire SN13 0RP

...by phone 0800 612 6633

...by email mark.futcher@hartsfield.co.uk

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

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.

Deposit business for new depositors is covered for 100% of £75,000 so the maximum compensation is £75,000.

Investments: Arranging and advising on most types of investment (e.g. a Stocks & Shares ISA) is covered up to a maximum limit of £50,000.

Long Term Insurance Contracts: Arranging and advising on long term insurance contracts (e.g. a life insurance policy or annuity) is covered for 100% of the claim without upper limit.

Further information about the FSCS is available from their website: www.fscs.org.uk.

**Message from the Financial Conduct Authority:
THINK CAREFULLY ABOUT THIS INFORMATION BEFORE DECIDING WHETHER YOU WANT TO GO AHEAD**