



Client Service Proposition

Who are AIC Financial Ltd?

AIC Financial provides a full financial planning service to both the commercial and domestic markets.

At AIC Financial we believe that financial planning is about two things: creating wealth and protecting wealth. These two objectives are at the heart of everything we do. And, as a member of Intrinsic Financial Services, we give you a small-company service but with a large-company set up – the best of both worlds.

What do we do?

We offer a wide range of specialist services, including advice on investment, retirement, borrowing, protection and Inheritance Tax planning, including all types of pension schemes and employee benefits. Our focus is on both capital enhancement and capital protection.

We believe in providing a high quality service, with the emphasis on building long-term relationships with our clients, and we have dedicated and skilled advisers that work together to achieve this.

How do we do it?

The objective of the advice service that we provide is to put in place product solutions to enable you to meet your financial goals and then regularly review the performance of those solutions to help you remain on track. In order to achieve this, we follow the process set out below, which is broken down into six stages:

- An initial consultation
- Factfinding
- Research
- Report of recommendations
- Implementation: arranging products and related actions
- Ongoing review

Initial consultation:

The purpose of this is to identify your personal needs and objectives, establish what benefits would result from using our services, outline our associated costs and give you the opportunity to appoint us.

Factfinding:

This could involve a specific review of particular issues you feel require attention or could involve a complete overview of your entire financial situation. Any or all of the following issues could form part of our review service and we would agree this at the initial consultation.

Investment Review - An objective assessment of your risk tolerance and complete review of existing investments held, including the interest rates applicable on cash deposits.

Pensions Review & Retirement Planning - A review of existing pension arrangements, guidance on generating income in retirement, including conventional annuity purchase, investment linked annuities, capital protected annuities, impaired life annuities & more.

Protection Review - An assessment of any life or health protection policies in place, the level of cover provided and any identified shortfalls.

Estate Planning Review - A review and assessment of the impact of Inheritance Tax on your estate and possible solutions to mitigate this.

Lifestyle Financial Planning - Creation and implementation of a strategy to enable you to achieve your objectives, which may include repayment of borrowing/mortgages, saving for school/university fees or saving for other specified goals.

Research Process

Using the results of our review process we will then carry out research to enable us to identify the most suitable recommendations to help you to achieve your personal financial needs & objectives.

Recommendation process:

We will present back to you our report detailing the results of our research & recommended strategy including specific investment products that will support you in achieving your personal needs & objectives.



Client Service Proposition

Implementation:

This process only begins once we have your agreement to suggest arrangements to be put in place. This may involve arranging investments or acquiring products on your behalf or simply implementing a specific financial planning process, such as estate planning.

Ongoing review service:

An ongoing relationship with our clients has always been integral to our business as we believe that it can add significant value to both individuals and businesses. Dependent upon client circumstances the ongoing relationship may vary but the main purpose of this is to monitor your ongoing position to ensure that the products continue to meet your requirements. Through regular reviews we can also develop our planning strategies over time to take into account your changing circumstances and objectives as well as developments in economic conditions, legislation (taxation etc), new ideas and financial products. Elements of ongoing service can include the following:

Valuation Service - *Up to date valuation of all investments held, quarterly, six monthly or annually.*

Regular Review Meeting - *Telephone and email access to your adviser, along with a face-to-face meeting to review your affairs at pre defined intervals. An assessment of your investments and pensions with an assessment of the individual funds held and guidance as to whether more suitable products / funds are available in the market.*

Taxation Planning Service - *Guidance regarding the minimisation of your income and capital gains tax liabilities in relation to your Investments as well as how to restructure your holdings to mitigate the effects of inheritance tax on your estate.*

Pensions Service - *Advice regarding changing pension legislation and the opportunities and threats created by this.*

Services & Costs:

Initial Services & Costs

Charges for the design, production and implementation of a financial strategy are calculated as follows:-

In Respect of Lump Sum Investments and Single Premium Pensions

The charge is calculated according to the size of the transaction, as set out below:-

Initial charge:

- 3 to 5% of the first £150,000,
- 0 to 3% on the next £100,000 and
- 0 to 2 % on any balance above

In Respect of Regular Premium investments (for a maximum 12-months' premiums)

The charge is calculated according to the size of the transaction, as set out below:-

Initial charge:

- 10% of monthly premium for up to 36 months.

In respect of Mortgage Advice:

- Up to £750 upon application which is non refundable for all Residential Mortgages
- Up to £750 upon application which is non refundable for all Buy To Let Mortgages
- £250 upon application and £550 upon completion of all Equity Release Mortgages

Client Service Proposition

On Going Service Proposition	Financial Advice	Financial Planning	Wealth Management
Level of Funds under Management	<£50k	£50k - £150k	£150k+
Half Yearly Face-to-Face review meeting. Covering <ul style="list-style-type: none"> Assessment of personal Circumstances Review of Goals & Objectives Review of Investment performance & holdings Valuations & Investment commentary Reassessment of Risk Profile & Asset Allocation Fund Switching & Rebalancing as appropriate 			x
Annual Face-to-Face review meeting. Covering <ul style="list-style-type: none"> Assessment of personal Circumstances Review of Goals & Objectives Review of Investment performance & holdings Valuations & Investment commentary Reassessment of Risk Profile & Asset Allocation Fund Switching & Rebalancing as appropriate 		x	
Budgetary and Taxation updates		x	x
Annual Valuation	x		
Annual risk profile questionnaire	x		
Annual Telephone Advisory Update	x		
Option for additional reviews*	x	x	x
Half Yearly E-Newsletter facility	x	x	x
Strategic Support Services			
Telephone and email access to professional adviser	x	x	x
Dealing with enquiries & changes to your plans	x	x	x
Liaising with providers on your behalf	x	x	x
Access to estate & long term care planning services	x	x	x
Personal introduction to professional legal services	x	x	x
Personal introduction to professional accountancy services	x	x	x
Liaising with your other professional advisers i.e. legal, accountancy.			x
Annual Service Charge	0.5%	0.75%	1%



Client Service Proposition

On Going Services & Costs:

Set out on page 3 are the detailed elements for the indicative levels of ongoing service that we carry out with our clients. You can if you wish to, add or enhance levels of service with your adviser if you feel appropriate.

Financial Advice: *A straightforward advice service typically centred on immediate client issues and needs that require initial analysis and recommendations with ongoing limited advisory updates and awareness for client peace of mind.*

Financial Planning: *A more comprehensive service aimed at initial analysis, recommendation and implementation in line with client's immediate needs with ongoing review and recommendation service to adapt to clients changing needs and circumstances.*

Wealth Management: *Where client's portfolios grow in terms of value, and potentially complexity, these need to be managed and reviewed appropriately. Building on the Financial Planning service above, this service offers more frequent review and opportunity to ensure clients are kept informed of performance and maintained in line with client's circumstances and objectives. This may well include consultation with other specialist advisers.*

Additional Services & Charges*

Should you require any additional services or bespoke work carried out over and above our recommended service standards we apply a charge £150 per hour. Prior to any work being agreed and carried out we will give an indication of the approximate amount of time that these tasks might take. These additional charges might be paid by single payment of via regular monthly retainer payments

Protection Assurance

For Protection Assurance which incorporates Life Assurance, Income Protection & Critical Illness products we are paid a commission by the product provider if you take out a plan.

General Insurance

For General Insurance products that include Home Buildings and/or Contents we are paid a commission by the product provider if you take out a plan.

All the fees outlined will be payable on completion of the work & VAT will be charged where appropriate.