

Contents

Section one: Introduction and our approach to fees	3
Section two: Heritage product service	4
Section three: Initial advice fees	5
Section four: Ongoing advice fees & service classes	8
Section five: Examples of initial & ongoing advice fees	10

Introduction

Our approach to fees is simple – we aim to ensure that clients are clear about the services being provided, and the fees they are required to pay for those services. We aim to agree fees that represent fair value, both to ourselves and our clients. This provides a solid foundation for a successful long-term relationship.

Before we provide you with our advice, we will add together all of the costs and charges payable, so that you can clearly see and understand the overall costs of our services and recommendations.

This is referred to as ‘Aggregated costs and charges’ disclosure, and will be included within our scope of work and/or suitability letter.

Transparency is key, particularly where fees are concerned. Fees will be detailed in monetary terms, and agreed by you in advance.

You will also be notified of any additional costs which might be incurred, prior to work commencing.

Should you have any other planning requirements not listed, we will be happy to discuss them with you and agree a personal arrangement.

Our approach to fees

We work with many clients who have taken advice from other financial advice firms and therefore we have a good understanding of the fees they charge and how these are structured.

In the majority of cases, adviser fees depend on you following their course of action or investing capital; this is

called contingent charging. A typical implementation fee from such advisory firms will range between 1% to 5% of assets invested. Based on £1million, for example, that is £10,000-£50,000.

Our approach to fee charges is different as illustrated in the example below.

	Typical fees in our profession	*Indicative TPO initial fees
Cash flow	N/A	£1,850 to £3,000
Existing investment & plan analysis	Nil	£1,850 to £3,000
Advice	Nil	£2,000 to £5,000
Implementation	1% to 5%	Nil
Total fee payable	£10,000 to £50,000 Fee is contingent	£5,700 to £11,000 If you accept our recommendations, we do not charge an implementation fee

Our journey starts with discovery – during the discovery phase you will get to know more about TPO, the services we provide and start to build a relationship with your adviser. This is a no obligation introductory meeting which is **free of charge**.

If you decide to engage with us to support you in meeting your current and future financial goals your adviser will seek a deeper understanding of your financial aspirations and the products and planning you have already put into place to meet your objectives. This will typically be followed by in depth analysis of your existing investments and plans to assess

whether they offer good value for money and are fit for their intended purpose. We describe this as the planning stage and an explicit fee will apply to each planning service required from the menu of services later in this document.

Once we have completed our review we will prepare your personalised recommendation for how best to meet your objectives going forward. A separate advice fee will be levied.

We do not charge an additional implementation fee for facilitating the set up of the plans we have recommended.

*Your journey, and the services you engage us to provide, are based on your personal financial planning needs and will not necessarily mirror the journey in the example above. Please read on for our detailed menu of services and associated fees.

Heritage Product Service

If you are a long term investor you may already have capital invested in products offered by traditional Life Assurance providers.

Our Heritage Product Service has been designed for clients who are invested in Life and Pension products offered by these providers, for example Onshore Investment Bonds, Retirement Annuity Contracts and Personal Pension Plans.

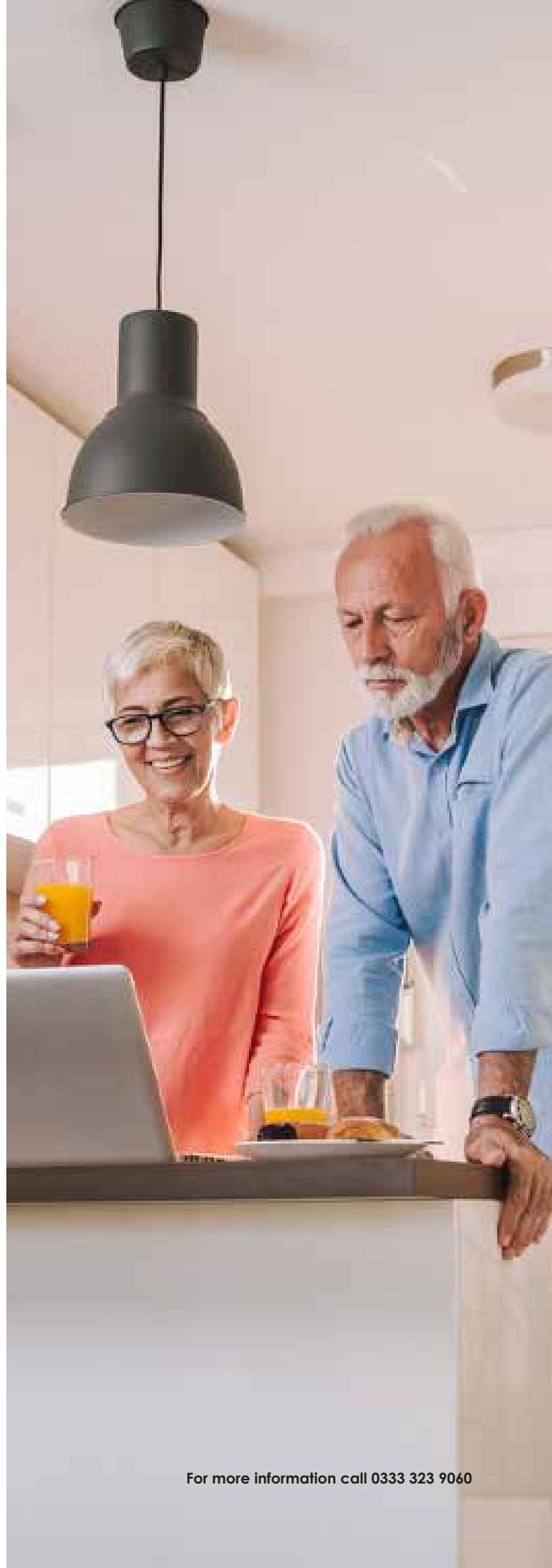
These products will typically have a restricted range of funds available for investment. This means that the solutions available within the product environment may be limited but they may also include other features which are attractive to clients.

These can range from a guaranteed annual investment return, guaranteed annuity rates when you retire or a discount on your investment for larger fund values.

For other clients it may be that they have built up significant income tax liabilities which need to be managed carefully on an ongoing basis as capital is extracted from the plans over successive tax years.

Our Heritage Product Service fee of £500 per annum (per plan payable annually in advance) includes an annual review of the ongoing suitability of the plan, taking into account any change in your personal circumstances, and a review of the underlying investment fund/s to ensure they continue to reflect your appetite for investment risk and volatility.

The plans will also be included in your annual valuation.



Initial advice fees for mainstream services

Simple financial planning

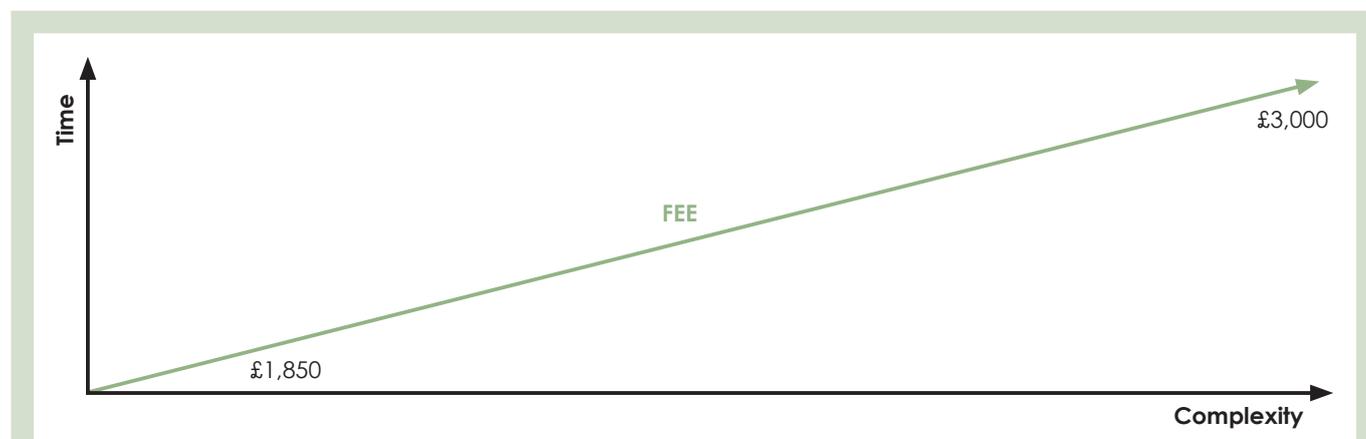
For clients starting their savings journey and requiring a simple investment solution a fixed fee approach can be a disadvantage to saving as the cost of advice can be disproportionate. The tiered fee structure below is based on delivering good value for money.

Core advice segments	Cost
Cash to investments	Up to £100,000 – 2% Balances over £100,000 – 1% Minimum initial fee £2,000
Cash to ISAs (including cash ISAs)	
Cash to pensions	
Cash flow analysis of your current position (one scenario)	£500 Fixed Fee

Detailed financial planning and analysis

As your portfolio increases in value your planning needs will evolve and we offer a menu of services, each with an explicit fee, so that your financial plan, and the fees you pay are tailored to your specific needs.

Core advice segments	Cost of financial planning	Cost of advice
Detailed cash flow forecast (multiple scenarios; price depends on number of scenarios required)	£1,850 to £3,000	N/A
Defined Contribution pensions review	Each segment fee between £1,850 to £3,000	Advice segment fee between £2,000 to £5,000
Investment review		
Inheritance tax overview		
Structured deposits		
Long-term care planning		



The fee charged will be based on the time and complexity of:

- The number of policies under review
- Technical expertise required from the team
- Complexity of the policy structures
- Complexity of the recommended solution

Notes

Please turn to **page 10** for worked examples of our initial and ongoing fees.

Product provider and/or platform as well as fund management charges will be payable in addition when investing - these will be fully disclosed in your personalised Financial Planning Agreement and/or recommendation letter.

Unless explicitly stated in our service menu VAT will not apply to our fees if you implement our recommendations. Please refer to page 9 for more information.

Initial advice fees for specialist services

Pension transfer service

It is important that you have read our Defined Benefit Pension Guide before deciding to take advice. Please get in touch with us to request a copy.

Defined Benefit pension review	Cost of financial planning, including investment advice
<p>Abridged Advice Service</p> <p>We will review your personal circumstances and retirement objectives to assess whether a transfer may be potentially suitable for you. An Abridged Advice Service provides one of two outcomes:</p> <ol style="list-style-type: none"> 1. A personal recommendation not to transfer 2. Confirmation that more detailed analysis is required and that you will require our Full Advice Service 	<p>Fixed fee</p> <p>£995 + VAT</p>
<p>Full Advice Service</p> <p>We will complete more detailed analysis of both your financial position using cash flow modeling and your pension scheme benefits to determine whether a transfer is suitable for you. If you have already engaged in our Abridged Advice Service we will reduce our Full Advice fee accordingly.</p>	<p>Fixed fee</p> <p>£9,500 + VAT</p> <p>This fee includes the review of one Defined Benefit pension scheme; an additional fee of £500 per scheme will apply for multiple schemes</p>

Alternative investing

This service is available for clients who, due to their level of investable wealth or circumstances have a need for more sophisticated tax planning strategies.

Alternative investing for tax planning and diversification	Cost of financial planning, including investment advice
<p>Stage 1 – Assessment and discussion document (including cash flow forecast)</p> <p>Once our initial analysis has been completed, including a detailed assessment of your knowledge and experience of investing and your capacity for loss combined with a consultation with your accountants and legal advisers (where appropriate) we will present our conclusions and discuss the potential solutions available to meet your planning needs</p>	<p>£2,500 + VAT</p> <p>This fee includes 3 cash flow scenarios; there will be an extra £500 fee applied per additional scenario</p>
<p>Stage 2 – Advice and recommendation</p> <p>Following presentation of our stage 1 findings we will prepare our detailed recommendations</p>	<p>Advice segment fee between £2,000 to £5,000</p>

Estate planning service

Inheritance tax review service	Cost of financial planning, including investment advice
<p>Stage 1 – Assessment and discussion document (including cash flow forecast)</p> <p>Once our initial analysis has been completed, including consultation with your legal advisers and accountants (where appropriate) we will present our conclusions and discuss the potential solutions available to meet your estate planning needs</p>	<p>£2,500 + VAT</p> <p>This fee includes 3 cash flow scenarios; there will be an extra £500 fee applied per additional scenario</p>
<p>Stage 2 – Advice and recommendation</p> <p>Following presentation of our stage 1 findings we will prepare our detailed recommendations, including an investment strategy (if appropriate)</p>	<p>Advice segment fee between £2,000 to £5,000</p>

Notes

The applicable fee for Stage 2 would vary dependent on a number of factors, including:

- Complexity of solution (type and number of underlying strategies required to meet individual circumstances and objectives)
- Number of plans/schemes under review
- Time and technical input required

Unless explicitly stated in our service menu VAT will not apply to our fees if you implement our recommendations. Please refer to page 9 for more information.

Initial advice fees for additional services

Retirement planning – accessing your pensions

Planning work	Cost
Designing your retirement plan	£3,850*
Pension annuity	£1,850*
Accessing tax free cash only	£1,850**
Pension income withdrawal only from crystallised fund	£925**
Drawing an Uncrystallised Funds Pension Lump Sum (UFPLS)	£1,850**

Defined Benefit scheme pension services at retirement

Accessing your pension benefits (without investment advice)	£2,850 + VAT
With investment advice (following extraction of a pension commencement lump sum)	£4,850

*Existing client service charge. This charge does not apply to existing clients in the Bespoke ongoing service class. Loyalty fee reductions available for all qualifying clients in other service classes.

New clients requiring this service will receive a personalised scope of work and fee proposal which will take into account the assets available to support retirement expenditure. Please refer to page 5 (detailed financial planning and analysis) for indicative costs.

**No charge if invested in one of our centralised investment portfolio solutions on a preferred portfolio.

Cash management

Core advice segments	Cost of financial planning	Account administration
National Savings & Investments	£500	£250 (maximum 3 accounts) ⁱ
Cash platform	£1,000	£250
Open architecture cash portfolio	£1,850	£50 per account

ⁱ£50 per additional account

Ancillary services

Planning work	Cost
Investment strategy switch within Preferred Portfolio Service	£450 (additional £225 per portfolio where multiple portfolios are held)
Annual allowance/carry forward analysis	£450 to £1,850
Lifetime allowance analysis	£450 to £1,850
Purchase life annuity	£1,850

Cost will vary in accordance with number and type of plans; for example, the planning cost for carry forward analysis on a DB scheme would be £1,850

Protection planning

Planning need	Cost of financial planning
Family protection	£2,000
Complex family and business protection	£3,000
A tiered plan administration fee is payable in addition as follows:	£200 per £100,000 sum assured / £1,000 p.a. monthly benefit (or part thereof) up to £1 million / £10,000 annual benefit
	£100 per £100,000 sum assured / £1,000 p.a. monthly benefit (or part thereof) over £1 million / £10,000 annual benefit

To see how this works in practice, please refer to the examples on **Page 10**.

Where the sum assured or benefit exceeds £5 million (or £50,000 annual benefit), our fees will be agreed on a case by case basis.

Clients will have the option of paying all of our charges by a fixed fee, indemnity commission (where available) or a combination of both should indemnity commission levels be insufficient to meet the fees.

Notes

Unless explicitly stated in our service menu VAT will not apply to our fees if you implement our recommendations. Please refer to page 9 for more information.

Ongoing advice fees & service classes

We believe that ongoing advice is the key to enabling clients to make sensible, long-term decisions about money which can help them to achieve their personal goals. We work closely with our clients to help them build plans and stay on track, through a process of regular consultation refinement and restructuring where appropriate.

It is never too early to start planning for your long term financial well-being and we offer a range of ongoing services which have been designed to suit the individual needs of our clients.

TPO Service Class

1	Core
2	Premium
3	Enhanced
4	Bespoke

Our **Core** service has been designed for clients who are at the start of their savings journey and are seeking a simple solution to their planning needs but underpinned by sound planning principles.

Our **Premium** service is a natural progression service for clients who have seen their investments grow in value and start to need a more refined solution. As invested wealth increases there may be a heightened need for tax planning services and more diversified investment solutions. Our **Premium** service also caters for clients needing a guided decumulation service but who have not achieved sufficient momentum in their savings journey to require more specialized services and are content to remain invested in a centrally managed investment proposition.

Our **Enhanced** service is our most comprehensive offering for individuals at any stage of their investment journey who value a personal administration and adviser relationship. Clients will typically have accrued a substantial amount in invested wealth and may require more complex planning solutions. Clients receiving our **Enhanced** service will have access to inheritance tax planning solutions as well as capital preservation and structured decumulation advice services.

Finally, we have our Bespoke service concierge offering. Clients will typically have accumulated £10 million+ of investable assets and are seeking a highly personalised planning service, often working in conjunction with their tax planners and legal advisers. This service is ideally suited to entrepreneurs, business owners planning for a business exit and those with inherited wealth wishing to preserve their estate for successive generations.

Please check the table opposite for a more detailed explanation of each of our ongoing services and their associated costs.

Family Linked Charging Facilities

We have many decades of experience advising families and understand that as wealth accumulates the legal structures supporting your planning can become more complex.

Similarly, as your children grow and achieve financial independence there is comfort in knowing that they have access to the same trusted advice that you have enjoyed over the years and the possibility that they may be able to benefit from a reduction in the costs of the services they receive.

This is why we have a family linking charge facility which you will automatically qualify for as a client of The Private Office. The scope of the facility will vary depending on the tier of ongoing services you have engaged us to provide and is summarised in the table below.

Service class	Family Group
Core	Spouse/Civil Partner
Premium	Spouse/Civil Partner, Corporate and Trust
Enhanced	Spouse/Civil Partner, Corporate, Trust and children
Bespoke	All connected parties

Paying your ongoing advice fees

The facilities we are able to offer for payment of agreed ongoing services will vary depending on your service class. This will be explained in more detail by your adviser.

Service class	Service features	TPO Ongoing Fees
Core	Annual review	0.95% p.a. minimum annual fee £1,000 p.a.
	Access to a single TPO Centralised Investment Portfolio within each Tax Wrapper held on TPO Invest	
	Loyalty bonus - 10% initial fee reduction for new work	
Premium	Face-to-face annual review with adviser	0.95% p.a. Minimum annual fee £2,500 p.a.
	Telephone support throughout the year	
	Access to multiple TPO Centralised Investment Portfolios within each Tax Wrapper	
	Loyalty bonus - 25% initial fee reduction for new work	
Enhanced	Face-to-face review twice a year with adviser	£3,000 plus 0.75% p.a. Minimum annual fee £10,000 p.a.
	Telephone support throughout the year	
	Enhanced Investment Portfolios and Tax Wrappers	
	Ability to fix annual fee	
	Reduced ongoing Investment Management fee	
	Loyalty bonus - 50% initial fee reduction for new work	
Bespoke	Concierge service, fully tailored to your needs and provided by our most experienced practitioners and support team	£7,500 plus 0.65% p.a. or £25,000 plus 0.45% p.a. In either scenario, a minimum annual fee of £25,000 applies

Our fee charges and VAT

The application of VAT in relation to financial planning advice and the provision of ongoing services is complex.

Broadly speaking, VAT is not chargeable if the financial planning services we provide to you leads us to introduce (recommend) a financial product which is implemented. This is known as intermediation.

Where intermediation occurs both our initial advice fees and the ongoing investment and advice fees associated with these products are free from VAT.

However, it should be noted that not all of the services we provide fall within the definition of intermediation and in such cases VAT will be charged in addition to the fees outlined in this document.

Examples of services we provide where VAT will always apply are listed below:

- Cash flow planning
- Cash Management
- Defined Benefit Transfer Analysis and Advice
- Financial planning assessment and discussion documents
- Ongoing Financial Planning fees (Enhanced and Bespoke service clients only) – this does not apply to your ongoing investment fees which are payable in addition and which are associated to a specific financial product making them VAT exempt.

We will always confirm the VAT position for the services you require before commencing work.

Notes

Qualification period for loyalty reward – 2 years from the date you become an ongoing client.

Provider, platform and fund management charges will be payable in addition when investing - these will be fully disclosed to you in your personalised Financial Planning Agreement and/or recommendation letter.

Examples of initial & ongoing advice fees

Please find below some examples of how our different service classes are charged in practice.

Example 1: Core service

If you had simple financial affairs and were to invest £150,000 from cash into a new ISA, pension and General investment account as a new client to TPO, hence no loyalty reward factored in.

Core	
Initial advice fees	Ongoing advice fees
Initial discovery meeting – no cost	Annual advice fee – 0.95%
Initial advice and administration - £2,500	
Presentation meeting – no cost	
Total initial fee £2,500	Total annual fee £1,425 (0.95%)

Example 2: Premium service

As invested wealth increases financial planning needs become more complex and regular reviews are necessary to ensure your plan remains on track. Cash flow planning and a review of your existing pension and investments totalling £900,000 are delivered under our Premium service.

This example assumes a review of one investment account and two defined contribution pension plans.

Premium	
Initial advice fees	Ongoing advice fees
Initial discovery meeting not applicable	Annual advice fee – 0.95%
Cash flow planning £1,387.50 (£1,850 less 25% loyalty reduction)	
Pension and investment review £4,125 (£5,500 less 25% loyalty reduction)	
Advice fee £1,500 (£2,000 less 25% loyalty reduction)	
Presentation meeting – no additional cost	
Total initial fee £7,012.50	Total annual fee £8,550 (0.95%)

Example 3: Enhanced service

You continue to save over the next three years and are coming up to retirement at age 65. Your invested wealth has grown to £1.5m and you require a full holistic review and re-structure of your invested wealth in preparation for retirement.

Enhanced	
Initial advice fees	Ongoing advice fees
Creation of a retirement plan £1,925 (£3,850 less 50% discount)	Annual advice fee – 0.75%
Alternative investing for tax planning purposes £2,000 (£4,000 less 50% discount)	
	Annual fixed financial planning fee - £3,000
Total initial fee £3,925	Total annual fee £14,250 (0.95%)

Example 4: Protection planning

You have recently purchased a house and need to protect your mortgage liability of £350,000. You are also concerned about the affordability of your mortgage in the event of ill health and are also considering an income protection plan paying a monthly benefit of £2,750 each month.

Protection	
Planning fee	£2,000
Plan administration fee mortgage protection plan	£800
Plan administration fee Income protection plan	£600
Total initial fee	£3,400

Notes

Provider, platform and fund management charges will be payable in addition when investing - these will be fully disclosed to you in your personalised Financial Planning Agreement and/or recommendation letter.

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