



About our services and costs

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

- We offer products from the whole market.
- We can only offer products from a limited number of companies.
- We can only offer a limited range of the products from a single group of companies.

Insurance

- We offer products from a range of insurers for Term Assurance, Income Protection and Critical Illness
- We can only offer products from a limited number of insurers for Term Assurance, Income Protection and Critical Illness
- We only offer products from a single insurer for Term Assurance, Income Protection and Critical Illness

Mortgages

- We offer mortgages from the whole market.
- We can only offer mortgages from a limited number of lenders / companies.
- We can only offer a limited range of the mortgages from a single lender / company.

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.

We specialise in ethical and socially responsible investments and therefore will only consider investments for clients from a universe of funds and services which are formally screened or adopt a socially responsible or sustainable approach to investment. Where unscreened funds, products or services may meet with our client's objective we will verify with them first that these are acceptable.

- 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 number 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 Term Assurance, Income Protection and Critical Illness.
- You will not receive advice or a recommendation from us for Term Assurance, Income Protection and Critical Illness. 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.

Mortgages

- We will advise and make a recommendation for you on mortgages after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of mortgages that we will provide details on. You will then need to make your own choice about how to proceed.

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

Investment

Payment for our services can be made on the basis of fixed or hourly fees. Alternatively, in some cases it may be possible to pay us our adviser charge via a retail investment product if facilitated by a product provider. 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.

Other costs including taxes (for example VAT), related to transactions in connection with the *packaged product or other advice we may give you* and that are not paid via the *firm* or imposed by it, may arise. We will inform you when these additional charges may be applied.

The cost of our services

The costs of our services for investment and planning advice will be met by fees based upon the following hourly rates:-

- Adviser £125 per hour
- Paraplanner £80 per hour
- Administrator £50 per hour

For initial advice the fee payable will be based upon a fixed project cost, combining elements of all three fee rates, for the work agreed and this will typically include an engagement fee, research & analysis fee, report & presentation fee, implementation fee.

Initial Advice

We offer three levels of initial advice service designed to meet the varying needs of our clients. These services are; a limited advice service, focussed planning service and a comprehensive financial planning service. Further details on these service levels are available in our brochure.

For example

Service	Initial Charge
Limited focused - Advice and recommendations for regular pension saving £150 per month	Combined project fee of £445 (ex-VAT) approx 5 ½ hours
Focused Planning - Review of two existing personal pensions and future pension funding (pre-retirement)	Combined project fee of £1,265 (ex-VAT) approx 14 hours
Comprehensive Financial Review of existing life & pension plans, initial and ongoing advice on £100,000 investment portfolio	Combined project fee of £2,025 (ex-VAT) approx 20 hours

On-going Advice

There will be an additional charge for any ongoing work, such as periodic or ongoing reviews, we carry out on your behalf. We will confirm the rate, frequency and length of this ongoing service before beginning any ongoing service.

Your payment options

You are engaging Ethical Futures to provide financial advice and payment for this advice is not contingent upon the purchase of a financial product. Whether you buy a product or not there will be an adviser charge for our advice and services, which will become payable on completion of our work.

We offer a range of options for payment of advice fees and these are detailed overleaf.

Settling your adviser charge through a single payment

Settlement of the payment for your adviser charge will be due within 14 days of completion of our work. We accept payments by cheque, bank transfer. We do not accept payment by cash.

Settling your adviser charge by instalments

Clients should note that a firm is only permitted to offer the option for clients to pay their adviser charge by instalments where regular premium products are recommended

Settlement of the adviser charge for initial advice does not relate to the provision and payment of an ongoing service. For details of the costs for ongoing services please see the note "Payment for ongoing services" below.

If you choose to pay for the advice you receive through instalments, these instalments will be deducted from the premium you pay each month and allocated towards settling the adviser charge. An example of how this would work is noted below.

For example, the total cost of advice is £600. You have been recommended a regular premium product of which £250 will be paid each month. £50 will be taken from this amount to pay off your adviser charge over 12 months. The remaining £200 will be invested during this time. At the end of this period the adviser charge would have been settled in full. From month 13 the full £250 will be invested."

How your payment plan works

Total monthly premium payable	£250	
Total cost of advice	£600	
Monthly payment for advice	£50	
Length of repayment period	12 months	
Monthly payment: £50 per premium period: 12 months		→ Advice £50
		→ Invested £200

Paying through other arrangements

If you choose not to pay for the adviser charge through the recommended retail investment product, Ethical Futures are willing to offer you the option to pay its adviser charge by instalments by standing order. We will be willing to accept payment by up to four monthly instalments (25% of the total initial adviser charge). The total fee will be divided into four equal payments and a standing order to our business account will be set up to commence on the first of the month following the implementation of our advice. Full payment will be collected over four months and this will settle the fee. This does not represent a fee for any on-going advice.

Keeping up with your payments

If you elect to settle our adviser charge by instalments, it is important that you keep up with your payments. Should you fail to maintain your payments, either by cessation of standing order or cancellation of the retail investment product and associated direct debit, we shall notify you of the outstanding balance payable. This balance fee will then be payable with 14 days from our invoice. Failure to settle the fee may result in referral to legal recovery of the outstanding fee.

Payment for ongoing services

We have a range of ongoing services we can provide to ensure that your personal recommendation is reviewed frequently and remains relevant to your changing circumstances. The frequency of the charge will depend on the service you choose.

We offer an ongoing Fund Monitoring Service where we review investment funds and discretionary services recommended by Ethical Futures for changes in performance, management or ethical criteria. The review is on-going and reported quarterly. In the event of a critical issue that we feel merits specific action by you, we will inform you of new recommendations or changes that may be relevant to your circumstances.

This service is provided at a charge of 0.25% - 1.0% p.a. of the value of your investment funds under management (dependent upon investment service selected) and will be deducted from your investments. This service can be cancelled at any time.

For Example

Investment	Product/Fund	On-Going Fee	Cash Equivalent
£10,000	Single multi-asset fund	0.25% + VAT of funds under management	£25.00 + VAT
£50,000	Discretionary Funds Management	0.50% + VAT	£250 + VAT
£100,000	Bespoke portfolio on wrap platform	1.00%	£1,000 ex-VAT

We offer an ongoing Annual Review service where we will meet with you and review your financial planning needs every 12 months and inform you of new recommendations or changes that may be relevant to your circumstances. This service is provided at a charge of £25 (ex-VAT) per month and is paid by monthly standing order usually paid by monthly standing order on the 1st of every month. This service can be cancelled at any time.

Please ask your adviser for more details about these services.

Insurance

Please note that adviser remuneration arrangements for pure protection or 'non-investment' insurance contracts differ from those of retail investment products. A pure protection service is where a firm provides a personal recommendation for pure protection and/or arranges the sale of a pure protection contract. Where Ethical Futures is already providing associated advice, payable by an adviser charge, on 'retail investment products', a separate fee will be payable in respect of a personal recommendation for a pure protection product. This will be confirmed to you in writing prior to commencement of work



A fee will be charged in accordance with our standard fee rates as detailed in section 4 and will be in respect of research, advice and implementation in connection with non-investment insurance contracts such as term assurance and critical illness and income protection plans. Where the client pays a fee for the full cost of advice for non-investment insurance recommendations, the contract will be set up on a nil commission basis. If the client would prefer, we will set the contract up on an indemnity commission basis and use the commission payable to offset the pure protection advice fee. If the commission is insufficient to meet the full fee, the balance will be payable by the client. Where commission is in excess of the fee, we will retain it to reflect the additional risk of indemnity payments. Please note that it is not permissible to use commissions arising on a pure protection plan to offset fees for advice on a retail investment product.

In the event that the policy lapses during the initial period and Ethical Futures suffer a claw back of initial commission, we shall notify you of the outstanding balance payable. This balance fee will then be payable with 14 days from our invoice. Failure to settle the fee may result in referral to legal recovery of the outstanding fee.

Additional fees may become payable over the life of the contract in respect of mid-term adjustments such as advice on variation of cover, arranging trust documentation or assignment of the policy.



No fee

Full details of service fees are available upon request.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Mortgages



No fee. We will be paid by commission from the [lender/company that buys your home.



A fee of £290 payable at the outset for research and £200 payable when you apply for a mortgage. Where we will also be paid commission from the lender we will waive the mortgage application fee.

You will receive a *key facts illustration* when considering a particular mortgage, which will tell you about any fees relating to it.

Refund of Fees

If we charge you a fee, and your mortgage does not go ahead, you will receive:



A full refund if the lender rejects your application.



A refund if your application falls through.



No refund if you decide not to proceed.