

# Information about our services

## Who are we?

Novus Wealth Management Ltd are Independent Financial Advisers. Our Companies House registration number is 09460330.

## What do we do?

We primarily advise on protection, pensions and investments for both individuals and companies including discretionary wealth management services. Other services are available via the formal and informal links we have with a number of professional firms, such as accountants and solicitors, which enables us to ensure our clients receive a fully integrated financial service, thus saving them time and giving them peace of mind that they have all their angles covered.

All this support ensures that our clients can trust us to supply the best technical input to arranging their affairs in the most effective and efficient ways. This is to help minimise our clients' tax liabilities, optimise investment returns, ensure the family wealth and security remains intact.

That is only part of the equation; the other main ingredient is to do with the way we work at a personal level with our clients. Every client is unique since they all have different backgrounds, circumstances, experience of financial services, needs and objectives, and as such, we seek to tailor our offer and services to each and every client to the best of our ability.

## Are we fully independent?

Yes, importantly, we provide a full **Independent Advice** service.

This means that we will advise and make a recommendation for you after we have assessed your needs, based on a comprehensive and fair analysis of the market. We have access to the widest possible range of products and companies.

## Are we regulated?

Yes. We are authorised and regulated by the **Financial Conduct Authority (FCA)**. Our FCA registration number is 681730. As such, you are likely to be protected by the **Financial Ombudsman Service (FOS)** and the **Financial Services Compensation Scheme (FSCS)**. Please see the back of this document for further information about what this means to you.

## Our ethos?

We listen to your needs and aim to act fairly and impartially and to communicate with you in a jargon-free, easy to understand manner. We aim to provide you with top quality advice and to treat you fairly in all matters. We will only offer advice on the most suitable financial products for your personal circumstances and will at all times work in your best interests.

## Why are you being given this document?

This document is designed for those considering buying financial products. It tells you about us, explains what services we offer and how much these services cost. It is important that you understand how we operate, how we charge and how we manage client relationships. We will be pleased to answer any questions you may have once you have taken some time to read this important document.

## Our service propositions

### **New Clients**

All potential new clients will receive a consultation at our cost during which we will explain how we work and how we charge for our services. We will also assess your needs and then agree with you how to proceed.

### **Financial review service**

For most clients, if we are to help you to achieve your financial goals, we believe that ongoing face-to-face advice is essential and we therefore offer an ongoing financial review service.

If you choose this option, we will see you as often as is necessary and will deal with any queries or questions that you may have, through face-to-face meetings, written correspondence, over the telephone or by email. At least once a year, we will endeavour to update your records, re-appraise your financial objectives and provide updates on how your plans and policies have performed. This could include all or some of the following depending on your needs and circumstances: the provision of policy valuations, a review and update of your personal circumstances, investment risk profile, asset allocation and tax position including inheritance, capital gains and income tax status.

We offer two types of ongoing financial review service, the Wealth Management Service or the Financial Planning Service.

### **Wealth Management Service**

#### ***You can retain control of your investment decisions, by using our Wealth Management Service***

You will have a single point of contact responsible for providing you with independent advice about your portfolio strategy. Their advice will be based on an understanding of your investment portfolio and your financial objectives, obtained through ongoing meetings and discussions with you. We will provide you with advice around asset allocation and risk management, as well as ongoing market commentary about specific changes within the market. Our advice will be holistic taking into account all aspects of your personal circumstances. This will also include the ability to Invest in a wider range of assets such as Commercial Property via Pension arrangements.

You can decide on the level and frequency of contact which will be a minimum of one annual face to face meeting, and half yearly portfolio valuations.

### **Financial Planning Service**

#### ***We will assess your risk and provide advice around our range of risk graded funds***

We will conduct a risk analysis of your attitude to risk and provide advice around multi asset funds. The funds will have a broad range of asset classes such as cash, bonds, equities, commodities and property. This offers you a simple route into a dynamic diversified portfolio.

We will provide one annual portfolio valuation, and will react to requests for information on your investment.

### **Transaction only service**

We can offer a standalone transaction only service, which will typically be for insurance based products or bespoke consultancy.

### **'Ad-hoc' and 'Bespoke' services**

Clients can request 'ad-hoc' services at any time, such as additional meetings, telephone query handling, additional documentation, valuation reports, or simply to ask us to process a transaction on their behalf. We will also undertake bespoke services as necessary; for example the provision of advice and services to employers, trusts or charities.

## Investment Philosophy

If you are considering making an investment, we will thoroughly analyse your needs, objectives and aspirations. This will include a detailed analysis of your attitude to investment risk which is the amount of risk you are prepared to take in order to meet your investment objectives as well as your capacity and capability to absorb financial loss.

We will recommend an appropriate investment 'wrapper', for example, an ISA, investment bond, collective investment portfolio or personal pension. We will then recommend one or more fund managers that are suitable for your objectives and are matched with your investment risk profile. Before doing so, we undertake extensive research with the objective being to recommend fund managers that have a proven track record of successful fund management.

After the initial fund manager recommendation, we will regularly monitor the funds recommended and review the managers' performance to ensure ongoing suitability as part of our service to you.

We may recommend that the investments be placed on an investment platform which is a means of consolidating various investments in one place, hence easing administration. We may also recommend that a discretionary fund manager be used, which means that they can execute and settle transactions on your behalf without prior reference to you, but only in accordance with your investment objectives and any agreed asset allocation risk profile. We'll discuss both these options with you and agree whether or not they would be appropriate, together with any additional cost that such services may entail. We will review any recommended funds or portfolios regularly but will not make any changes without prior agreement with you.

## How much do our service propositions cost?

### Transaction only service

#### Insurance

Our fee for setting up insurance based products may be equal to any commission we receive from the product provider. Commission received from the product provider is payable conditionally on premiums being paid during the initial commission period which will be disclosed and if regular premiums cease or reduce, the commission already paid to us but which relates to premiums (or parts of premiums) not received will need to be repaid to the product provider. For this reason, we reserve the right to charge you a fee to compensate us for any shortfall subject to our minimum fee of £750. This will all be disclosed to you before you decide to proceed.

We may also on occasions need to charge a fee in addition to the commission but will always agree this with you in advance.

#### Pensions and Investments

Our fee for setting up a regular premium pension or investment is 30% - 50% of the first year's premium (subject to a minimum fee of £750).

Example: For premiums of £1,200 per annum, our fee would be £750 (minimum fee); for premiums of £3,600 per annum, our fee would be £1,080 - £1,800 (30% - 50% of first year's premiums).

Our fee for arranging a lump sum investment into a pension or investment is up to 3% of the lump sum being invested. Example: For an investment of £25,000, our fee would be up to £750; for an investment of £250,000, our fee would be up to £7,500.

Our fee for setting up a pension annuity or similar is up to 5% of the total value of the annuity funds (subject to a minimum fee of £750). The actual fee will be agreed with you in advance. Example: For an annuity fund of £10,000, our fee would be £750 (minimum fee). For an annuity fund of £50,000, our fee may be £2,500 (5% of the fund).

#### Fixed fee option

Under certain circumstances and depending on your requirements, it may be appropriate to charge a fixed fee for any work undertaken. The fee will be agreed in advance.

### Financial review service

For our review service, we charge a percentage of your total investment and/or pension funds. The percentage charged varies depending on the service provided, as follows:

Service Level	Percentage charge	Example	
Wealth Management Service	1%	Funds valued at £100,000:	Maximum monthly charge of £83.33 (£1,000 per annum)
		Funds valued at £500,000:	Maximum monthly charge of £416.67 (£5,000 per annum)
Financial Planning Service	0.5%	Funds valued at £100,000:	Maximum monthly charge of £41.67 (£500 per annum)
		Funds valued at £500,000:	Maximum monthly charge of £208.33 (£2,500 per annum)

**Note:** The actual fees paid will vary in line with any fluctuations in the value of your investments. This means that as your investments rise in value, the corresponding percentage based fee will also rise. Conversely, should the value of your investment decrease then the corresponding percentage based fee will also decrease.

#### Hourly charge for 'Ad-hoc' and 'Bespoke' services

The majority of our work will be charged on the basis of the fee structure explained above under 'Transaction only services', 'Fixed fee option' or 'Financial review service'. Under certain circumstances and depending on your requirements however, it may be appropriate to charge a fee commensurate with the time taken to complete the work. Where this is agreed, the hourly rate charged will be up to £250 per hour. Please note that this fee may be subject to VAT (see overleaf for more information).

Examples where this charging structure may be appropriate are: a holistic review of your financial circumstances and arrangements; corporate advice provided to an employer; advice provided to a trust or charity.

The breadth and scope of work required will vary depending on circumstances and requirements and therefore we will agree in advance, prior to commencing the work, the likely number of hours required. By way of example, a holistic review of your financial circumstances and arrangements will typically take 6 – 10 hours; advice on setting up an auto enrolment pension scheme for an employer with 10 employees will typically take 10 – 15 hours. It would be misleading to provide examples for other bespoke services; this is why we will agree the likely number of hours with you before commencing work.

#### When do fees become due?

Individual Transaction, Fixed Fee of Hourly Charge:

- The fee will become due immediately following the inception of any transaction. It can be paid directly to us by the product provider by way of a deduction from the value of your investments or as a commission payment. Alternatively, we may invoice you directly.

Ongoing Services:

- The fee will become due immediately following the inception of any transaction and will be paid monthly, quarterly or annually usually in arrears. It will be paid directly to us by the product provider and will be deducted from the value of your investments.

## Are you protected?

The **Financial Conduct Authority (FCA)** is the independent watchdog that regulates the financial services industry. Independent Financial Advisers Ltd, address, are fully authorised and regulated by the FCA. Our FCA Register number is 681730. You can check this by going to the FCA Register at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA directly on 0800 111 6768.

We are authorised to provide advice on pensions and retirement planning, investments, personal and business protection and insurance. Please note that some of the products or services that we arrange for you or give advice on, may not be regulated by the FCA, but if this is the case, we will tell you beforehand.

#### So what happens if you are dissatisfied with us?

Hopefully, this won't be the case, but should you be dissatisfied with the advice we have given you or with the service provided, you should firstly register a formal complaint with us, by either writing to the Compliance Officer at the company address above or by ringing us on the number above and speaking with the Compliance Officer or a Director. We will then provide you with details of the complaint investigation process and investigate your complaint thoroughly. Finally we will write to you to explain our findings.

Furthermore, individuals and small businesses are protected by the **Financial Ombudsman Service (FOS)** and the **Financial Services Compensation Scheme (FSCS)**.

If you are dissatisfied with the way that your complaint has been handled or investigated, you may refer the matter to the FOS, an independent arbitrator.

Should you be entitled to compensation and we are unable to pay the compensation due, you may be entitled to a payment from the FSCS. Broadly speaking, most types of investment business are covered up to a maximum limit of £50,000, while insurance arranging and advising is covered for 90% of the claim without upper limit. The compensation limits are complicated so if you are concerned in any way, please ask us for more information. Alternatively, you can contact the FSCS directly.

Please note that if you are not an individual, you may not have a right to refer your case to FOS and FSCS. Again, the rules are complicated and depend on factors such as your turnover, the number of employees you have and the value of your business. If in doubt, you should seek more information from us, the FOS [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or the FSCS [www.fscs.org.uk](http://www.fscs.org.uk).

## Terms and conditions

Before we proceed with any service, we will give you our Terms and Conditions of Business detailing our terms and conditions, which you should read carefully.

## Fee agreement

Before we proceed with any service that will require you to pay us a fee, we will detail the fee due as accurately as we can and tell you when fees are payable, how they are paid and the circumstances under which you may be entitled to any fee refund. We will use a fee agreement for this purpose and we will ask you to sign a copy before we proceed further. This is so that we can make a clear and transparent disclosure of fees due in advance of any required payment.

## VAT

The majority of our services are not subject to VAT. However, where we provide you with a pure advisory and consultancy service, where there is no reasonable expectation that the advice will result in a recommendation to transact a financial product or to invest funds, then VAT may be charged in addition to our fee at the rate prevailing at the time the fees are charged.

## Your cancellation rights

You may cancel any ongoing service agreement you have with us at any time, although this should be made in writing. Any ongoing fee will cease within 14 days of written notification of cancellation. We will complete any transactions or work that is in progress at that time of the cancellation, unless you do not wish us to do so. We may cancel any ongoing service agreement with you by giving you a minimum of 14 days' notice. No penalty shall be payable on any cancellation but we shall be entitled to remuneration for work undertaken prior to such cancellation. For the avoidance of doubt, if we have analysed your requirements and prepared a recommendation report on your behalf and you decide not to proceed with our recommendation, you will be liable for any initial transaction fee as detailed in this Fee Agreement, which will become immediately due.