



**Hayden Kilkelly**  
Independent Financial Advisors

# Terms of Business



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# 1 About Us

## Our Aims & Ethos

At Hayden Kilkelly Independent Financial Advisors Ltd (HK IFA) our sole objective is to provide you with good advice and a great service through our HK Way Proposition.

We understand that no two people have the same circumstances or experiences and take care to tailor our advice to your individual needs and requirements.

We believe that your understanding is a key part of the advice process. We want you to know exactly what we have recommended, why, and what the risks are. For this reason, we will always take time to explain and clarify our advice.

## Our Services

Hayden Kilkelly Independent Financial Advisors Limited (HK IFA) are able to advise you on Investments, Pensions, Protection, Equity Release mortgages and non-investment insurance plans including Long Term Care.

At our initial consultation, we will describe our services fully and the costs involved.

## Our Standards

We are committed to providing the highest standard of financial advice and service. Your interests are very important to us.

In providing our advice and services to you, we will:

- Be open, honest and transparent
- Not place our interests above yours
- Communicate clearly, promptly and without jargon

## Basis of Our Advice

### Investment Advice

We offer an independent investment advice service. This means our investment recommendations are based on a comprehensive and fair analysis of the market.

We place no restrictions on the investment markets we consider before providing investment recommendations, unless you instruct us otherwise. We will, however, only make a recommendation when we know it is suitable for you.

### Protection Advice

Our protection recommendations are based on a fair analysis of the market. We are not tied to any product providers.

### Equity Release - Lifetime Mortgages and Home Reversion plans

We offer advice on an equity release following an assessment of your personal needs and circumstances. We will consider all products and providers that we have access to. This means that we will not consider those providers that are only available by you going direct to them.

### Chartered Financial Planning Practice

HK IFA is very proud to have been awarded Chartered Status by the Chartered Insurance Institute (CII).

This means we have met the CII's stringent eligibility criteria, demonstrating a professional commitment to:

- high competency standards
- continued professional development and;
- adherence to ethical principles.

As a Chartered Firm, we are required to provide our clients with access to an individually qualified Chartered Financial Planner on request.

Both of our advisers, Graham Kilkelly and Paul Hayden Jones, are qualified to Chartered (Fellowship) Status.

### Environmental, Social & Governance (ESG) Considerations

We have firm wide policies, controls and risk management procedures in place. These set our expectations, provide oversight, seek to eliminate conflicts of interest, and support the escalation of concerns. Our Code of Ethics, Corporate Social and Responsibility, Equality and Diversity and Conflicts of Interests Policies are available on request.

## 2 The 'HK Way'

### Our Proposition

Our HK Way Proposition seeks to act as your lifetime financial planning Sat nav, providing you with financial directions through life's journey.

It is innovative in its design and delivery and is built around a bucket-list approach to aspirational lifetime financial planning and the creation and ongoing maintenance of lifetime financial plans.

We believe that true success as a financial planner is for clients to fully understand exactly where they are with regards to their finances currently, and what steps are being taken to help ensure that they achieve their targets and objectives. We will explain to you all of the viable options available to you, the advantages and disadvantages of each one, and make a recommendation as to which option we believe is the most suitable for you. We spend considerable time exploring client aspirations. We want clients to dream big.

Sounds simple and straightforward, but we continually meet prospective clients who have a poor understanding of both their existing financial arrangements and where they are with regards to meeting their personal objectives.

The challenge is for the adviser to be able to explain complex products and arrangements in a way that clients understand. We believe that the success of HKIFA is built around our skills and abilities in our delivery of advice to clients; the way that we present our advice and the way that we engage with our client's aspirations. We are part coach, part teacher, part confidante, part project manager and part progress checker.

Our proposition is designed to be engaging. We find that turning numbers into pictures helps. We're big on using visual aids, whether this be the creation of your lifetime financial plan using industry leading software or our 'HK Way' pop-up, road-map brochure.

We deliver our HK Way proposition to all of our clients. We do, however, appreciate that all clients are different, and we look to adapt our service accordingly.

For additional details and as to where and how our proposition is delivered, please refer to Appendix 1.

## 'HK Way' Proposition

Lifetime Financial Plan forecast	Turning numbers into pictures, producing for you a visual forecast of your future wealth. This is your personal road map. Your personal financial journey. It helps you define your goals and objectives and helps you understand your finances.
Lifetime Financial Plan forecast - "What if?"	A base forecast alone is insufficient. Change is constant. We need to understand how your financial journey is affected by future potential events. We can create any number of "what if" scenario forecasts for you, enabling better financial planning decision making.
A complete review of your financial planning strategy, focused upon achieving your goals and aspirations.	<p>We need to understand your financial planning journey and its destination, and how we might best get there. We will seek to include provision for lifetime aspirations and your 'bucket list' items, remembering that life is not a rehearsal. As your financial planning sat-nav, we commit to regularly reviewing your progress with you.</p> <ul style="list-style-type: none"> <li>• Structured reviews</li> <li>• An assessment of your circumstances and any changes to your plans that are needed</li> <li>• An analysis of your future objectives and whether you are on course to achieve them</li> <li>• A review of your existing products/investments in terms of tax efficiency, charges and performance; to continually re-assess ongoing suitability.</li> <li>• Income tax analysis; continually adjusting the tax efficiency of your income/capital to take account of changing tax allowances.</li> <li>• Inheritance tax analysis; continually reviewing your estate's potential position, with a focus upon use of allowances and a strategy for tax mitigation.</li> </ul>
Generational Planning	We will often work with several generations of the same family to help ensure that your wealth is protected and that capital can pass between the generations as smoothly and tax efficiently as possible. We can look to tailor appropriate parts of our advisory proposition to assist your children and/or parents, whether this be on an ad-hoc or ongoing basis. Such advice can incorporate Long Term Care planning, pre and post nuptial arrangements and Lasting Powers of Attorney.
Attitude towards risk and capacity for loss	If you are needing to build up or preserve your wealth for your future, we will review with you how much investment risk you are prepared to take, how much risk you may need to take to achieve your goals and, just as importantly, how much investment risk you can afford to take. We will discuss any conflicts between the three. In tandem with your attitude towards risk we will discuss how much you would be comfortable for your portfolio to fall in value, and how much your lifetime financial plan forecast could tolerate your portfolio falling in value, whilst still remaining on course to achieve your goals.
Portfolio construction and management.	In line with your attitude to risk and your capacity for loss, we will use scientific risk profiling methodology leading to suitable asset allocation and portfolio design, its construction and thereafter ongoing maintenance. The intention is to ensure that you are able to achieve your goals and objectives.
Full Visibility	For added convenience and peace of mind, we provide you with online access to your portfolio valuation. Your information is available any day of the week 24/7 via your personalised HK client site (where supported by product provider(s)). Your HK Client Site also provides you with access to your advice library. Indeed, your personal details can be viewed, edited and updated by you, online, via your personalised HK Client Site.
A Co-Ordinated Approach	Ensuring that your needs are fully catered for may require input from other professionals. We want to ensure that everyone on your financial team provides you with advice in a co-ordinated and professional way. With your consent, we will therefore provide strategic updates to your Accountants and any other professional advisers. We will supply them with end of year taxation information (as required). We will recommend suitable professionals to you as and when other needs arise.
'In The Event Of My Death'	The death of a loved one is a deeply upsetting and distressing time for those left behind. This service pulls together every aspect of your financial affairs, to help make the process of administering your estate easier.
'Remove the Hassle'	Feedback from our clients tells us that they value us working our way through the various correspondence you receive from product providers between meetings. Which papers to keep? Which papers to shred? We're happy to remove the hassle for you, taking the complexity and hassle out of administering your financial life.



Using the **latest tools** our **key** ongoing focus with you is creating and continually updating **your personal financial plan**.  
**This is at the heart of what we do.**  
Turning numbers into pictures in order that you can see your projected financial future.



## 'HK Way' In Practice

Imagine that your financial future is a jigsaw puzzle. We like our clients to tell us what the picture should look like when it's finished. You may well have a picture in your head? After all, it is your future and so you should design exactly how it looks. Dream big!

We're going to empty out all of the pieces from the box and sort through them to make sure that they are all fit for purpose. Then we'll put them together in the right places and replace or create those that are missing or damaged.

We are conscious that life is not a rehearsal and so we are keen to find out what is on your 'bucket list', and then help you to devise a plan to make sure that you live your life to the full. We look at:

### What we know

- We will talk about your life, how you have arrived at where you are now. Everybody has a story. We'd like to hear yours.

### What we want to achieve and by when

- We want to understand what your goals and objectives are and by when you would like to have achieved them.

### What we've got

- Our role is to identify ALL the resources available to you NOW...
- ...ALL of the resources that will become available to you in the future...

### What we need

- ...and, more importantly, the resources that might HAVE to become available to you in order to SATISFY the needs of your life plan

### What would you want to happen in the event of.....

- We need to understand what the financial impact would be to your plans if something went wrong (for example, death, illness, unemployment).
- We want to understand what you would want to happen in the event of things going wrong.

## Our Advice Process & How We Are Paid

### Discovery Meeting

At our first meeting, which is at our expense, we will thoroughly discuss our Terms of Engagement to ensure that you fully understand the services that we are able to offer to you and the costs of those services, both initially and ongoing (should you decide to subscribe to our ongoing service).

### Financial Plan

At the heart of our lifetime planning process is the creation of a financial forecast.

We believe that everyone obtains value, and hopefully peace of mind, from seeing into the future. Whilst based upon assumptions, which we will explain, we're attempting to forecast forwards in time to illustrate your potential financial future. This is delivered to you in a visual format, turning numbers into pictures, to aid understanding.

Your forecast will help with your financial decision making, as we focus upon the achievement of your objectives and the [Strategy](#) to get you there.

### Analysis and Strategy Design

During this part of the process we will conduct a thorough review of your financial arrangements to ensure that they are fit for purpose.

We take into account your tax status and will ensure that you are making the most of tax allowances that are available to you currently.

If your financial plan indicates that your needs would be best served by rearranging your existing financial products and investments, or by obtaining a new financial product or investment, then, and only then, will we help you in arranging, reviewing and amending financial products to specifically suit your financial plan. We'll educate where appropriate. We'll aim to minimise risks. We'll aim to minimise tax consequences.

We will undertake "Stress Tests" to establish what would happen to your goals should anything happen to derail your plans. This will include considering what would happen if you were unable to work for a particular reason or if you, or another member of the family unit, were to become ill or die unexpectedly. It is important that consideration is given to what would happen financially to those who are left behind.

### Implementation

Having agreed with you the way forward, we will take control of implementing any changes that we have agreed upon, keeping your input to a minimum and making any transition as smooth as possible - accurately putting the jigsaw pieces in place to cement the changes we have proposed.

## Initial Advice Fees - Advice & Recommendations

### Advice & Recommendation Fees

We charge an initial fee for our advice and recommendations. Should you agree to us undertaking work for you then this fee will become payable regardless of whether or not we proceed to implementation stage. Our fee is to cover the cost of research, analysis and recommendations.

HK Way Engagement - Construction of several Lifetime Financial Plans, “what if” scenarios, Gap Analysis, review of your existing circumstances and objectives, and creating visual forecasts of your financial future.	£850
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**Advice and Recommendation fees will not normally be refunded but may be offset against the Implementation fees we receive where you proceed with our recommendations.**

### Implementation Fees

We charge an implementation fee if you ask us to implement our advice.

Where possible, you can choose for our fee to be paid:

- Directly to us - for example from your bank account.
- Facilitated by the Provider from the proposed product - this means that the advice fee is paid to HKIFA from your investment plan. On receipt of the initial contribution (or transfer) the product provider will facilitate our fee by making a deduction from your investment. This will reduce the amount initially allocated to your product and, in the case of ongoing fees, the future value of your plan. For example, if £100,000 is invested with an initial advice fee of £1,500, the actual value of the investment at commencement would be £98,500.

We will advise you in advance before any charges are levied.

## Initial Advice Fees - Implementation Of Our Advice

Once we have made our recommendations, we will discuss with you if you want us to implement our advice.

If you would like us to proceed, we will act for you in the following ways:

- Help you complete the relevant Application Forms and any other documentation
- Facilitate and deal with all administration with the provider(s) on your behalf
- Communicate with you regularly to keep you informed of progress
- Provide you with all documentation in line with your expectations

All fees and charges will be fully documented in your personalised illustration and our Suitability Report.

It is the case that the fee paid at implementation stage reflects the work undertaken and the value added throughout the advisory project process.

In line with the feedback we receive from clients, the initial advice and recommendations fee (as detailed on the previous page) can be charged at implementation stage as this is when it is deemed that the advisory project is completed. Clients choosing to implement our recommendations is confirmation that they are satisfied with the advice provided and the advisory work undertaken for them. Charging the initial advice and recommendations fee at this stage of the process also, in some instances, provides our clients with the option for the fee to be taken from the financial product that is being arranged.

## Investment & Pensions

Retirement Planning Advice (for new pension/annuity and /or existing arrangements, including 'at retirement' advice which do not contain safeguarded benefits)**	1.5% implementation fee subject to minimum £850* advice and recommendation fee
Lump Sum Investment Advice	1.5% implementation fee subject to A maximum cap of £15,000 A minimum £850* advice and recommendation fee.
Regular Premium Investment Advice	£850*

\*minimum fee may apply per plan or report where more than one plan is being arranged/reviewed or where more than one report is required.

\*\*'safeguarded benefits', are primarily benefits in a Defined Benefit scheme but may also be benefits such as guarantees or other promises in other types of pension scheme. We do not provide advice with regards to Defined Benefit Pension scheme transfers.

Please refer to 'Our Total Charges for Pension & Investment Advice' (Appendix 2, page 23) for examples.

Additional project costs, dependent upon requirements:	
Surrender/Partial Surrender/Encashment Advice (Personal)	£150*
Trust Planning Report (Personal)	£850*
IHT Planning Report (Personal)	£850*

\*minimum fee may apply per plan or report where more than one plan is being arranged/reviewed or where more than one report is required.

Fees may be discounted where more than one service is required and will be detailed to you before we commence any work for you. Please note that The Financial Conduct Authority does not regulate Taxation and Trust Advice.

## Protection

We will also receive commission from the provider once your plan or plans have been put in place.

Protection Advice & Recommendation *	£850* plus commission paid by provider
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\*minimum fee may apply per plan and where more than one plan is being reviewed

## Equity Release

We will also receive a procuration fee or commission from the provider once your plan has been put in place.

Equity Release Advice & Recommendation	£850 plus procuration fee paid by provider
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## 'HK Way' In Practice - Ongoing Advice

The implementation of our advice is not the completion of our journey. It is the start.....

## Our Ongoing Advice Process & How We Are Paid

The journey towards the achievement of your objectives is unlikely to be a straight and even path.

The jigsaw picture created will require continual maintenance and potential updating.

With you every step of the way, our mission is to be your financial planning "Sat nav"; your sounding board during times of worry; providing reassurance and comfort.

The process we have undertaken together is continually repeated throughout our working relationship, with regular review meetings, reassessing whether we have the all the jigsaw pieces in the right places and helping you to refocus on the final destination should something happen that takes you off course.

Our ongoing care service also focuses upon:

- The performance of your plans/investments
- Maximising tax efficiency
- Utilising appropriate contracts/solutions
- Keeping you abreast of industry and regulatory change
- Keeping you abreast of economic and investment market change

You will benefit from fully understanding the financial journey that you are on.

You will benefit from having the peace of mind that you are working with financial planning specialists who are focussed upon you and your finances, freeing up your own time to focus on maintaining your lifestyle. Remember, life is not a rehearsal.

## Investments & Pensions

It is extremely important that all recommendations are reviewed on a regular basis. This is because your circumstances, objectives and risk profile will almost certainly change over time.

## Protection & Equity Release

It is important to review your protection arrangements when your circumstances change to make sure that your plans are still relevant and suitable for you. We will **not** automatically contact you for a review, but we ask you to contact us should your circumstances change so that we can arrange to discuss your situation.

## Ongoing Advice Fees

If you require our ongoing HK Way service, we charge an ongoing advice fee.

Typically, our ongoing advice service fees are based on the current value of the investments under our advice. They are typically paid in arrears on a monthly or quarterly basis depending on the provider. However, you do have the option to pay us directly from your bank account rather than our fees being facilitated by product providers.

The amount you pay is likely to be 0.75% of the investment values of your investments under our advice, subject to a minimum ongoing advisory fee of £1,500 per annum. The amount we receive will therefore fluctuate with the value of your investment - if your investment increases in value the amount paid out to us will also increase and vice versa.

At each review we will confirm the service level and charges in writing. This will detail what has been paid and what is likely to be paid for the services agreed for the coming year.

In the first year of becoming a client of HKIFA, the forecast of charges will be estimated based on the assets you propose to be managed by HKIFA.

Please refer to page 22 for your ongoing service options.

You are not obliged to sign up to our ongoing advice service. If you do decide to do so, you can subsequently opt-out at any time (please see 'termination of our authority to act' in section 7).

## VAT

Under current legislation our services are not subject to VAT but, should this change in the future whereby VAT becomes due, we will notify you before conducting any further work.

## Transactional Service

Where we **are not providing you with an ongoing service**, we class you as a transactional client. It remains very important that you review your arrangements on a regular basis if your circumstances change.

Changes in circumstances would include such things as the following:

- Change of job or employer.
- Moving abroad/moving house.
- Change of relationship status.
- Illness.
- Having financial dependents.
- Receiving an Inheritance/ Making substantial gifts of capital.

Please note that this is not an exhaustive list.

Where you are a transactional client and request us to review your situation and policies, or require further advice, our standard fees will apply to each review.

## Cash Management Service

Where relevant and suitable our recommended strategies and ongoing advice can include the management of any cash that you hold within deposit-based accounts, with a view to enhancing the level of interest being received and also monitoring your protection provided by the Financial Services Compensation Scheme (FSCS).

## 'In The Event Of My Death' Service

A comprehensive record of your financial arrangements for those who you leave behind and/or administer your estate.

- Documents everything about your life in one place.
- Everything is included from your bank accounts, investments, pensions to your magazine subscriptions, utilities, funeral wishes and details of your Will.
- It is updated when anything changes so the record is always current.

The death of a loved one is a deeply upsetting and distressing time for those left behind. To help make the process of administering your estate easier, we've created the 'In The Event Of My Death' pack to pull together every aspect of your affairs.



## 3 Our Relationship With You

### How We Manage Your Data

Please refer to our separate Data Protection Privacy Statement (this can be downloaded from our website [www.hkifa.co.uk](http://www.hkifa.co.uk)).

### How We Verify Your Identity

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up to date. For this purpose, we may use electronic verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

Any copies of documents taken for anti-money laundering purposes, including the personal information contained therein, will be retained on our files.

### Handling Client Money

HKIFA is not permitted to handle client money or handle cash.

We cannot accept a cheque made out to us, unless it is in respect of an item for which we have sent you an invoice.

### Receiving Your Instructions

Any client instruction should be in writing so that it is clear what you are requesting and to help to avoid any future misunderstandings.

Instructions via email are accepted.

### Conflicts of Interest & Material Interest

Occasions may arise where we, or one of our clients, have some form of interest in business being transacted by you.

If this happens or we become aware that our interest or those of one of our client's conflict with your interest, we will write to you and obtain your consent before we carry out your instructions and detail the steps we will take to ensure fair treatment.

### Your Documentation

We will endeavour to make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing.

All policy documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete, and then forward them to you.

## Your Contract Cancellation Rights

In most cases, you can exercise a right to cancel by withdrawing from the contract. Generally, you will have between 14 and 30 days as a cancellation period.

Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you.

This means that, in certain circumstances, you might not get back the full amount you invest if you cancel a policy.

## Termination of Our Authority to Act

The authority to act on your behalf may be terminated at any time, without penalty, by either party giving seven days' notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated.

Any transactions effected before the termination and a due proportion of any period charges for services shall be settled to that date.

## Legal Aspects

This client agreement is governed, and shall be construed, in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English courts.

Force Majeure - Hayden Kilkelly Independent Financial Advisors Limited shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

This is our standard client agreement upon which we intend to rely. For your own benefit and protection, you should read these terms carefully. If you do not understand any point, please ask for further information.

## 4 Regulatory Information

### Who Regulates Us?

Hayden Kilkelly Independent Financial Advisors Limited is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Register number is 711070.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.gov.uk/register](http://www.fca.gov.uk/register) or by contacting the FCA on 0845 606 1234.

### How We Classify You

Any advice or recommendation that we offer to you will only be given after we have assessed your needs and considered your financial objectives and attitude to any risks that may be involved. We will also take into account any restrictions that you wish to place on the type of products you would be willing to consider.

With very few exceptions, we will confirm to you in writing the basis of our recommendations along with details of any special risks associated with the products recommended.

Full details of the products we recommend to you including, for example, the minimum duration of the product, information on your right to cancel or whether no right to cancel exists, and any other early termination rights and penalties, will be covered in the relevant product disclosure information you will receive before conclusion of any contract.

We may also, on occasion, advise on other financial products which are not regulated by the FCA under the Financial Services and Markets Act 2000. The Financial Services Compensation Scheme does not apply to any of these products.

Under the terms of this agreement, we may, if appropriate, advise you on investments which are not readily realisable. We would draw your attention to the risks associated with these investments as there is a restricted market for them. In some circumstances it may therefore not be possible to deal in the investment or obtain reliable information about its value.

We treat all our Clients as a 'Retail Client' unless you request otherwise.

This means you are provided with the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

## If You Have A Complaint

We want you to be happy with the advice and service you receive from us. However, if you want to register a complaint, please write to:

Hayden Kilkelly Independent Financial Advisors Limited, HK House, 6-8 Enville Road, Wall Heath, Kingswinford, West Midlands, DY6 0JT

Or email: [admin@hkifa.co.uk](mailto:admin@hkifa.co.uk)

Or telephone: 01384 900230

A summary of our internal complaints handling procedure is available on request. If we are unable to resolve the issue to your satisfaction or within our stated timescale then, where eligible, you may refer your complaint to the Financial Ombudsman Service within 6 months of the date of our first response letter. Otherwise you may lose the right to refer it to them.

They can be contacted at: Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone 0800 023 4567. Website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## The Financial Services Compensation Scheme (FSCS)

The Financial Services Compensation Scheme (FSCS) is a compensation fund for customers of authorised financial services firms. It may pay compensation if a firm is unable, or likely to be unable, to pay claims against it - usually because it has stopped trading or has been declared in default. The FSCS is independent of government and the financial industry. There is no charge to individual consumers for using their service.

### Eligibility

Compensation can be paid only if the firm is in default, only for financial loss and only to private individuals. Other claimants e.g. businesses and charities may be eligible, depending on the type of claim.

The FSCS does not usually cover firms based in the Channel Islands or Isle of Man. Further details are available at [www.fscs.gov.uk](http://www.fscs.gov.uk).

### Limits

There are limits to the amount of compensation which can be paid. Limits depend on the contract as detailed in the table below:

Product Type	Limits*
Deposits in a bank, building society or credit union	£85,000 per person per firm.
Long Term Insurance - for example a pension annuity or life policy with a savings element such as endowment policies or investment bonds (but please see below for pensions)	100% protected with no upper limit
Investments (this includes bad advice, poor investment management or misrepresentation and negligence claims relating to mis-selling of pensions)	£85,000 per person per firm.
Pensions - (If a claim involves mis-selling, it would be considered under the investment limit of up to £50,000)	Pensions, such as Personal Pensions and Stakeholder Pensions, are usually considered long-term insurance contracts, providing protection to 100% of the claim, with no upper limit if it's directly managed under a life insurance contract.  For Self-Invested Personal Pensions (SIPPS) - The compensation limit is determined by the nature of the underlying financial product held within the SIPP wrapper - for example £85,000 for cash deposit accounts and £50,000 for investments.
Home Finance (including equity release mortgage advice)	£85,000 per person per firm.

\*FSCS can only consider claims against firms that were authorised by a UK regulator at the time the advice was given. The level of compensation will depend on the date of claim and meeting eligibility requirements.

## Appendix 1 'HK Way' Ongoing Service & How It is Delivered

Value Proposition Colour Grading	GREEN	BLUE	YELLOW
Ongoing Fees Per Annum*	£3,500+	£1,500 - £3,500	Transactional/ Pay as you go
<b>Service</b>			
Ongoing access to your Chartered Financial Adviser and access to other members of the HKIFA team (phone, text, email) for ad hoc queries	✓	✓	-
The "HK WAY" proposition	Delivered at your home or our offices	Delivered at your home or our offices	Standard Fees
Additional Meeting with your Chartered Financial Adviser	No Extra Charge Delivered at your home or our offices	No Extra Charge for one extra meeting if delivered at our offices. Additional meetings charged at £300 per meeting	-
Fund Switch Advice for contracts under our advice	No Extra Charge	No Extra Charge	Standard Fees
Managing transactions within contracts under our advice - such as surrenders, encashment advice etc including calculation of tax implications	No Extra Charge	£150 administration fee	Standard Fees
Carry Forward, Taper Relief, and Lifetime Allowance calculations	No Extra Charge	£150 administration fee	Standard Fees
Top up to existing investments strategy (including pensions) under our advice	No Extra Charge	1.5% (not subject to £850 minimum adviser charge)	Standard Fees
Cash Management Service	No Extra Charge	£250 per annum	Standard Fees
'In The Event Of My Death' service	No Extra Charge	£250 administration fee	Standard Fees + £250 administration fee
All other advice and recommendations including review of other policies and implementation of that advice**	No Extra Adviser Charge (outsourced admin costs may apply***)	Standard Fees	Standard Fees

\*Based on the value of client holdings (per household) under our advice and relevant ongoing % service proposition advice charge (typically 0.75%) at the time the service/advice is to be given.

\*\*a separate client fee agreement will be issued and fees agreed for all other services /advice required. Where we are advising to replace a product that was originally recommended to you by HKIFA, on the basis that there is now an alternative product that has been identified that better suits your requirements, our minimum adviser charge of £850 will apply instead of our Standard Fees.

\*\*\*Administration support costs are often incurred with third parties when we (HKIFA) research and produce financial planning recommendations. We reserve the right to ask the client to cover these third-party expenses. A separate client fee agreement will be issued and fees agreed with you prior to such expenses being incurred.

## Appendix 2 Total Charge for Lump Sum Investment (Examples)

Initial Investment Amount of £10,000	Ongoing Advice	Transactional only
Initial Advice & Recommendation Fee	£850	£850
Implementation Fee (1.5% of initial investment subject to a maximum of £15,000)	£150	£150
<b>Total Initial Fee</b>	<b>£1,000</b>	<b>£1,000</b>
<b>Ongoing Annual Servicing Fee</b>	<b>0.75%</b>	<b>N/A</b>
<i>Annual Ongoing Servicing Fee (based on initial investment less initial adviser fees - £9,000)</i>	<i>£1,500*</i>	-
<i>Annual Ongoing Servicing Fee (if your policy value increases to £10,000)</i>	<i>£1,500*</i>	-
<i>Annual Ongoing Servicing Fee (if your policy value increases to £15,000)</i>	<i>£1,500*</i>	-

\*the ongoing fee is less than our minimum fee of £1,500, therefore the minimum fee of £1,500 will apply.

Initial Investment Amount of £200,000	Ongoing Advice	Transactional only
Initial Advice & Recommendation Fee	£850	£850
Implementation Fee (1.5% of initial investment subject to a maximum of £15,000)	£3,000	£3,000
<b>Total Initial Fee</b>	<b>£3,850</b>	<b>£3,850</b>
<b>Ongoing Annual Servicing Fee</b>	<b>0.75%</b>	<b>N/A</b>
<i>Annual Ongoing Servicing Fee (based on initial investment less initial adviser fees - £196,150)</i>	<i>£1,500*</i>	-
<i>Annual Ongoing Servicing Fee (if your policy value increases to £200,000)</i>	<i>£1,500</i>	-
<i>Annual Ongoing Servicing Fee (if your policy value increases to £470,000)</i>	<i>£3,525</i>	-

\*the ongoing fee is less than our minimum fee of £1,500, therefore the minimum fee of £1,500 will apply

Initial Investment Amount of £1,000,000	Ongoing Advice	Transactional only
Initial Advice & Recommendation Fee	£850	£850
Implementation Fee (1.5% of initial investment subject to a maximum of £15,000).	£15,000	£15,000
<b>Total Initial Fee</b>	<b>£15,850</b>	<b>£15,850</b>
<b>Ongoing Annual Servicing Fee</b>	<b>0.75%</b>	<b>N/A</b>
<i>Annual Ongoing Servicing Fee (based on initial investment less initial adviser fees - £984,150)</i>	<i>£7,381.13</i>	-
<i>Annual Ongoing Servicing Fee (if your policy value increases to £1,000,000)</i>	<i>£7,500.00</i>	-
<i>Annual Ongoing Servicing Fee (if your policy value increases to £1,200,000)</i>	<i>£9,000.00</i>	-

The examples do not take into account any discounts that may apply if you are already an existing client of HKIFA.

Fees may be discounted where more than one service is required and will be detailed to you before we commence any work for you.

Initial Advice & Recommendation Fees will not normally be refunded but may be offset against any other fees we receive when you proceed with our recommendations.