

# Important Information About Our Services

**Kelvin Financial Planning**  
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**0141 204 3272**

## Who are we and what do we do?

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Kelvin Financial Planning was established in 2011 and we are proud to offer completely independent financial advice. We have a strong focus on financial planning and believe in establishing and maintaining long term relationships with our clients.

Kelvin Financial Planning is authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent regulator of financial services in the United Kingdom. Kelvin Financial Planning is entered on the Financial Services Register ([www.fca.org.uk/register](http://www.fca.org.uk/register)) under reference 568257.

## What can we do for you?

Our mainstream service is to act on your behalf for the purpose of arranging and advising on the following:

- **Investments & Pensions, for example an ISA or Personal Pension Plan;**
- **Personal & Family Protection, for example a Life Assurance or Critical Illness Plan;**
- **Mortgages, including Buy-to Let;**
- **Releasing equity from your home (Equity Release);**
- **General Insurance, for example Buildings, Contents or Private Medical.**

For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs and objectives to determine if these services are suitable for you. We will then undertake research in order to provide a personal recommendation(s) and related information relevant to your individual circumstances. If, after due consideration you would like to accept any or all of our recommendation(s), we will then implement them and arrange any products and/or related services on your behalf.

Once your financial plans are in place it is important to keep them under review. Subject to the type of services you require from us, we can continue to act on your behalf through our Comprehensive Service option. Alternatively, for those who prefer a more transactional or ad-hoc 'pay as you go' service, we are also happy to provide our services as and when you need them. Ultimately, whichever type or level of service you require from us we will act in your best interests at all times.

**Further details about these and other related services we provide are contained in the pages below. This also confirms the typical cost and how you can pay us for them.**

## IMPORTANT INFORMATION

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Before you consider our services in more detail we would like to draw your attention to the following important information:

When we have discussed and agreed with you the services that we are to provide we will confirm this to you in a our fee agreement. This will describe the specific services to be provided, including any on-going services and the cost.

From time to time it may be necessary for us to collect personal information from you, prior to concluding a written Fee Agreement, to assess whether we are able to meet your needs. In this event we will clearly identify the data to be collected and will use it only for the purpose of assessing our ability to provide services to you.

Under the terms of Financial Conduct Authority (FCA) regulations we will classify you as a retail client for investment and pensions business. As a retail client you have the right to request re-classification as an elective professional client. This may be generally or in respect of a particular service, type of transaction or product, and is subject to the following:

- All requests for re-classification must be made in writing;
- We will consider such requests on a case by case basis against the criteria set out in FCA rules.
- We will confirm the scope of any re-categorisation along with the consumer protections you will lose as a result.
- You must keep us informed of any change to your circumstances that could affect your classification

We will not advise you if you are experiencing difficulties managing debts. Free help and advice about managing your debts is available by contacting the Money Advice Service via its website; [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

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## INFORMATION ABOUT OUR INVESTMENT & PENSION SERVICES

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We offer a range of services to help you meet your investment and/or retirement objectives. We provide independent advice which means that our recommendations to you will be based on the following selection criteria:

1. We will determine which, if any, of the following types of investment or pension products are capable of meeting your needs, along with any associated 'tax wrappers' available (e.g. an ISA):
  - Open Ended Investment Company Funds (OEICs) including Exchange Traded Funds (ETFs), Unit Trusts and Investment Trusts;
  - Personal Pensions, Stakeholder Pensions, Self-Invested Personal Pensions (SIPPs) and Annuities;
  - Insurance Based Investments, including Capital Investment Bonds and Endowments;
  - Structured Capital at Risk Products (SCARPS) and Structured Deposits;
  - Certain Specialist Investments suitable for retail clients, including Venture Capital Trust (VCT) Investments and Enterprise Investment Schemes.
2. We will then consider a broad range of different providers of these products from a fully researched panel that is representative of the whole of the market available to financial advisers and which we review on a regular basis using factors such as the risks, costs, complexity and their competitiveness in the market place.

Subject to your individual needs and objectives, we may also recommend that you hold and trade your investments and/or pensions in one place via a Platform Service. We may also recommend that some or all of your investments and/or pensions are managed by a Discretionary Investment Management Service (DIMS).

We will consider a broad range of these service providers from a fully researched panel that is representative of the whole of the market and which is also reviewed on a regular basis as described above.

We may recommend products or services related to your investment and pension needs which are not regulated by the Financial Conduct Authority. For example, cash deposits, National Savings & Investment Products (NS & I), or Inheritance Tax Planning (IHT).

### **What can you expect to pay for our investment and pension advice?**

A description of our initial and ongoing services, their associated costs and payment terms, is provided below.

The amount we charge and the basis of the payment will depend on the service you choose and your individual circumstances.

We will discuss your payment options with you and answer any questions that you may have. We will let you know if you have to pay VAT on the cost of our service.

It is possible that other costs, including taxes related to the business we conduct and products we arrange for you, may arise. These costs will not be paid by our firm but borne by you.

Our typical fees for advice and arranging an investment or pension on your behalf are set out below. Where hourly rates are stated, these are the actual hourly rates that will apply. There is an additional charge should you opt for our on-going service package. The typical cost of our ongoing services and what they include is also set out below.

### Initial and On-Going Advice Services

You will pay a fee for our services (either via a fee paid by cheque by you or through the product via Customer Agreed Remuneration) with the exception of non-investment protection contracts such as term insurance for which we will receive commission. We will discuss your payment options with you before you are committed to paying a fee. We will not charge you until we have agreed with you how we are to be paid.

### Financial Planning Fee Payment Options

#### Implementation Fee

Our Implementation fee option is available to clients who wish us to provide financial planning which includes a product recommendation.

Our implementation fee is based on a percentage of the investment amount as follows:

<b>Initial Fee</b>	1% of the investment amount subject to a minimum of £1,000 (Ex VAT).
<b>Ongoing Fee</b>	1% of the investment amount subject to a minimum of £1,000 for our Comprehensive Service (Ex VAT). (please refer to the Kelvin Financial Planning Service Levels & Fee Agreement p10 for full details regarding our ongoing service options).

For example, an investment of £150,000 we would receive an initial fee of 1% which equates to £1,500 and on an ongoing basis 1% of the value of the fund which is £1,500 every year. An investment of £90,000 would equate to £1,000, our minimum fee and 1% of the value of the fund £1,000 every year.

The amount of annual ongoing charge may increase as funds grow. You may cancel this ongoing service at any time in writing to us.

You will have the option of paying this fee directly to us or having it deducted from your investment. An invoice for the initial work will be issued within 7 days of completion of the work, if you have opted to pay the fee directly to us. We must receive full payment of the invoice amount within 30 days of issue.

**The initial fee becomes payable, in full, once work has commenced but shall be invoiced on the completion of agreed work. The fee is payable even where recommendations are not implemented.**

#### Pension Transfers

Our pension transfer fee is applicable to occupational pension transfers. Our fees for this service are as follows:

<b>Initial Fee</b>	Fixed fee of £5,000 (Ex VAT).
<b>Ongoing Fee</b>	1% of the investment amount subject to a minimum of £1,000 for our Comprehensive Service (Ex VAT). (please refer to the Kelvin Financial Planning Service Levels & Fee Agreement p10 for full details regarding our ongoing service options).

For example, an investment of £250,000 we would receive an initial fee of £5,000 and on an ongoing basis 1% of the value of the fund which is £2,500 every year. An investment of £500,000 would equate to an initial fee of £5,000, and 1% of the value of the fund £5,000 every year.

The amount of annual ongoing charge may increase as funds grow. You may cancel this ongoing service at any time in writing to us.

You will have the option of paying this fee directly to us or having it deducted from your investment. An invoice for the initial work will be issued within 7 days of completion of the work, if you have opted to pay the fee directly to us. We must receive full payment of the invoice amount within 30 days of issue.

**The initial fee becomes payable, in full, once work has commenced but shall be invoiced on the completion of agreed work. The fee is payable even where recommendations are not implemented.**

## Hourly Rate

Our hourly fee option is available to clients who wish us to carry out a financial planning review or specialist project work which does not involve any product recommendation. We will agree a fee with you in advance based on the number of hours anticipated to complete the work. We will carry out a review of any existing plans, complete a cash flow analysis based on your current financial position and provide you with a report with our comments on your existing plans.

Director	£150 per hour (Ex VAT)
Adviser	£150 per hour (Ex VAT)
Administrator	£75 per hour (Ex VAT)

Our average charge for a client with 4 existing plans is £1,112.50:

Administrator	1.5 hours	£112.50
Director/Adviser	6 hours	£900

We will always present you with a personalised quote before undertaking any work that might be charged for.

We will tell you if you have to pay VAT

We will issue an Invoice for the initial work within 7 days of completion of the work, which will be paid directly by you. We must receive full payment of the invoice amount within 30 days of issue.

Should you decide to then opt for a full product recommendation we will offset the hourly rate fee against the implementation fee.

## What are your payment options?

- We accept direct payment by cheque or direct bank payment.
- We do not accept cash or credit/debit cards.
- We will tell you if it is possible to settle our fees through a deduction from your investment/pension.

## Other benefits we may receive

Some of the firms whose products we recommend provide us with access to training and software which allows us to offer you a better service. Some of the costs of these benefits may be passed onto you as part of the total charges you pay, should you choose to purchase a product from one of these firms. Further information regarding these arrangements is available on request.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from investment product providers, for arranging investments.

## INFORMATION ABOUT OUR INSURANCE SERVICES

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### Personal and Family Protection

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for, Life Assurance, Critical Illness Cover, and Income Protection Insurance.

### General Insurance

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for, Buildings & Contents, Accident Sickness & Unemployment and Private Medical Insurance.

**How much do we charge for our insurance services?**

We do not charge a fee for advice and arranging an insurance product. We will receive commission from the insurer and this is reflected in the premium amount you pay to them. The amount of commission we receive will vary depending on the type of contract, term of the cover and the premium amount. We will tell you how much commission we expect to receive before we transact business for you. You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy we arrange for you.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from insurance product providers, for arranging insurance contracts on your behalf.

**For cases where commission is taken such as life policies, the commission is normally subject to a clawback period by the product provider to allow them to recover costs if the product is cancelled during this period. Therefore if the product is cancelled, or lapses due to non-payment of any regular premiums by the Proposer of the contract, we reserve the right to invoice you for the portion of the commission that is clawed back from us.**

**INFORMATION ABOUT OUR MORTGAGE SERVICES**

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**Whose products do we offer?**

1. We offer a comprehensive range of mortgage products from across the market. We offer both first and second charge mortgages, but not deals that you can only obtain by going direct to a lender.

For those seeking to increase their existing borrowing, alternative finance options may be available and more appropriate for your needs. For example, a further advance from your existing lender or an unsecured loan (e.g. a personal loan).

**How much will you have to pay for our mortgage services?**

For establishing your needs, undertaking research, making a recommendation and implementation, we charge a fee of £300.

Our fee becomes payable when the mortgage offer is produced. We will also be paid commission from the lender for arranging the mortgage on your behalf.

The amount of commission we receive varies from lender to lender. Information about the range of commissions available to us from the mortgage products we recommend is available on request.

If you apply for a mortgage that does not go ahead for any reason we reserve the right to invoice you for a fee of £300 to cover our costs. For example, when inaccurate information is provided which results in additional work and submission of further applications.

You will receive a personalised illustration when considering a particular mortgage. This will highlight the key facts about the mortgage product, including any fees relating to it and the amount of any commission due to us from the mortgage lender.

**INFORMATION ABOUT OUR EQUITY RELEASE SERVICES**

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**Whose products do we offer?**

Equity release products are either lifetime mortgages or home reversion plans. We offer a comprehensive range of equity release products from across the market but not deal's that you can only obtain by going direct to a lender.

**How much will you have to pay for our equity release services?**

For establishing your needs, undertaking research, making a recommendation and implementation, we charge a fee of £750.

Our fee becomes payable when the mortgage offer is produced. We will also be paid commission from the lender for arranging the mortgage on your behalf.

The amount of commission we receive varies from lender to lender. Information about the range of commissions available to us from the mortgage products we recommend is available on request.

If you apply for a lifetime mortgage that does not go ahead for any reason we reserve the right to invoice you for a fee of £750 to cover our costs.

You will receive a personalised illustration when considering a particular equity release product. This will highlight the key facts about the lifetime mortgage or home reversion plan including any fees relating to it

## **INFORMATION ABOUT OUR OTHER RELATED SERVICES**

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### **Non-Advised Services**

We will tell you how we get paid and the amount before we carry out any business for you.

### **WHAT HAPPENS IF YOU HAVE A COMPLAINT?**

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If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint, is available upon request.

If you would like to make a complaint please contact us either in writing to:

**Complaints, Kelvin Financial Planning, 2<sup>nd</sup> Floor, 176 Bath Street, Glasgow G2 4HG**

or by e-mail: [chris@kelvinfp.com](mailto:chris@kelvinfp.com); or by telephone: **0141 204 3272**

If we are unable to settle your complaint or you are unhappy with our response, the Financial Ombudsman Service may be able to help. We will explain how at that point.

If you require further information about the Financial Ombudsman Service you can contact them directly:

**Tel: 0800 0234567**

**Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)**

## **ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?**

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Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:

### **Investments:**

Arranging and advising on most types of investment (e.g. an ISA) is covered up to a maximum limit of £50,000 per person per firm.

### **Long Term Insurance Contracts:**

Arranging and advising on long term insurance contracts (e.g. a life insurance policy, personal pension or annuity) is covered for 100% of the claim without upper limit.

### **General Insurance Contracts:**

Arranging and advising on compulsory classes of insurance (e.g. employers liability), professional indemnity insurance, and general insurance contracts that pay out on death or incapacity due to injury, sickness, or infirmity (e.g. an accident & sickness policy) is covered for 100% of the claim without upper limit.

Arranging and advising on other types of general insurance contracts (e.g. Building and Contents) is covered for 90% of the claim without upper limit.

**Mortgages & Equity Release Products:**

Arranging and advising on mortgages and equity release products is covered up to a maximum limit of £50,000 per person per firm.

Further information about the FSCS is available from their website: [www.fscs.org.uk](http://www.fscs.org.uk)