

## **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?**

#### **Investments**

Purposeful.Money are Independent Financial Advisers and therefore are able to offer products from the whole of the market.

### **3. Which service will we provide you with?**

#### **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, fair and personal analysis of the market.

#### **Restricted advice**

We will advise and make a recommendation for you after we have assessed your needs, but we only offer products from one company or a limited number of companies. You may ask us for a list of the types of products we offer.

#### **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.

Prior to making any recommendations, we undertake a suitability assessment to enable us to act in your best interest. So that we can recommend suitable products or services for you, it is important for us to gather information that is up-to date, complete and accurate. Where we agree to provide you with an ongoing investment advice service, we will annually assess whether the information we hold about you remains accurate and up to date and review the suitability of the investments recommended; the outcome of this review will be confirmed to you in writing.

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

### Investments

You will pay for our services on the basis of adviser charging. 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.

The charge/fees will be VAT exempt unless the work we provide for you only involves advice and/or preparing a report, in which case VAT may be applicable. In either circumstance we will advise you before we undertake any work for you. The initial and ongoing services form part of the same package.

We will also tell you if there are other costs that might arise in connection with the services we provide to you.

### Paying for initial services

Our fee structure means that you will know exactly what you are paying for our services.

Pension transfer	£0.00
ISA Transfer	£0.00
Investment transfer	£0.00
Regular pension contribution	£0.00
Regular ISA/Investment contribution	£0.00

If there is any additional research required for any other matters not relating to the implementation of an ethical portfolio there may be a separate charge which would be based on an hourly rate of £150.

### Your payment options

Whether you buy a product or not, you will pay us an adviser charge for our advice and services, which will be chargeable when you agree to progress to the recommendation stage of the process. The fee will be paid when either the ethical portfolio has been implemented or directly by invoice if the recommendations are not undertaken.

### Settling your adviser charge in a single payment

If you buy a financial product, we may receive our adviser charge direct from yourself by cheque or from the product provider from your investment funds. Although in the latter case you pay nothing to us up front, that does not mean our service is free. You still pay us indirectly through the provider facilitated adviser charge. The adviser charge will reduce the amount left for investment and may, depending on your circumstances, have other consequences. If you select this option we will discuss the implications of using this payment method with you prior to putting it in place. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower. We will always agree the charge with you and confirm what we will charge you in writing before beginning work.

## Paying for ongoing services

If you subscribe to our Ethical Portfolio Service you will receive annual reviews and will have access to your dedicated consultant whenever you require advice or assistance. The service is provided at a charge of 1.00% per annum, paid monthly. This 1.00% per annum fund-based fee can be taken via product provider or client and is to cover the cost of annual reviews/administration and monitoring. These charges can either be deducted from the investment or paid by direct debit.

Examples of our ongoing charges using the Ethical Portfolio Service are:

Service	Ongoing charge
Investment of £15,000	1.00% (£150) each year from year 1 (the actual amount in later years will vary in line with your fund value)
Investment of £100,000	1.00% (£1000) each year from year 1 (the actual amount in later years will vary in line with your fund value)

We will confirm what we will charge you in writing before beginning work. We will tell you if you have to pay VAT.

## Paying by a combination of adviser charge and adviser charge (provider facilitated)

You may choose to pay our charges through a combination of payment direct to ourselves by cheque and provider facilitated adviser charges. The actual amounts will depend on the service provided to you but will be in line with the arrangements set out above.

## Other benefits we may receive

From time to time we may attend training events funded and/or delivered by product providers, fund managers and platforms. These events are designed to enhance our knowledge and ultimately therefore enhance the quality of service we provide to our clients.

## 5. Who regulates us?

Purposeful.Money Limited, Sir Peter Thompson House, 25 Market Close, Poole, Dorset, BH15 1NE is authorised and regulated by the Financial Conduct Authority, 25 The North Colonnade, Canary Wharf, London, E14 5HS. Our Financial Services Register number is 125148.

We are permitted to advise on and arrange pensions, savings and investment products.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0800 111 6768.

## **6. What to do if you have a complaint**

If you wish to register a complaint, please contact us:

In writing: Write to:

The Compliance Officer  
Purposeful.Money  
Sir Peter Thompson House  
25 Market Close  
Poole, Dorset  
BH15 1NE.

By phone: Telephone 01202 084000

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Full details of the FOS can be found on its website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## **7. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

### **Investments**

Most types of investment business are covered for 100% of the first £50,000.

Further information about compensation scheme arrangements is available from the FSCS.