provisio

WEALTH MANAGEMENT

Client Service Proposition

What you can expect as a client of Provisio

Working with a professional IFA firm can be an extremely rewarding and valuable experience for you and your family.

We will provide you with innovative bespoke financial solutions to assist you in achieving your financial goals. Our aim is to reduce the cost of investment and minimise the impact of taxation to help your money work harder for you. We will help you to avoid costly mistakes and deliver peace of mind at all times.

We usually work as part of a team and ensure that our advice dovetails with any planning which you are undertaking with your other professional advisers. All of our fee-based advisers are salaried and are therefore not incentivised by commission payments. Any fees we receive are agreed with you in writing and are usually levied directly from your investments. Since our fees are based on a percentage of your portfolio you can be certain that our interests are aligned.

All of our consultants are highly qualified experts and undertake continuous professional development to ensure that our advice to you is always accurate and current. We have particular expertise in self invested pensions, sophisticated tax planning and investment management and are acknowledged as experts in Index Funds and Exchange Traded Funds (ETFs) often providing comment in the press on these innovative investment funds.

Cost benefits

We operate a transparent fee structure and where possible utilise institutional investment funds to reduce your costs. We have designed our highly sophisticated, unique investment proposition with cost in mind and we believe it offers our clients exceptional value for money.

Our close association with several accountancy firms should reassure you that our tax advice is second to none. With tax changes being introduced with alarming regularity, you can be sure that we will always be best placed to advise you on the impact of these changes on your portfolio.

Wealth Management Service

Core Services	**Full Financial Health check to include** • Cash Flow Modelling • Comprehensive Needs Analysis & Strategy review • Scientific "Attitude to Risk" analysis • Mortgage, borrowings and protection review **Cost effective consolidation** • Tax wrapper optimisation - ISA/SIPP etc. • Rebalancing service to maintain your chosen risk profile • Constant review of provider to ensure cost efficiency **Access to the unique Provisio Portfolios** • Range of risk-graded portfolios • Constructed using Nobel prize winning theory • Strategic and tactical asset allocation • Broad asset allocation and diversification • Independent analysis to support tactical asset allocation • Utilise low cost Index Tracking and Exchange Traded Funds (ETF) **Portfolio Management Service** • Tactical adjustments to asset allocation • Regular rebalancing of asset allocation to tactical position • Annual Portfolio Review Report • Online access to valuation and performance data **Regular Review meetings** • At the frequency of your choice (qtrly/mthly/annly) • Face to Face or over the telephone • Full access to consultant at any time **Comprehensive Tax planning service** • Inheritance, Income and Capital Gains tax planning [1] **Bi-Monthly Newsletter** • Access to Smart Money Newsletter • Access to ad-hoc briefings. E.g Budget, Election, etc **Liaison with your other professional advisers** • Providing updates to accountants or solicitors as required • Supply of tax year end information to accountant • Copy correspondence issued to relevant parties • Source specialist advice for sophisticated tax planning needs • Unlimited telephone and e-mail support with enquiries answered within 24 hours [1] Additional fees may apply where other professionals are involved
Client Benefits	• Unlimited access to high quality advice • Peace of mind - our advisers are all experienced and highly qualified • Personal contact and a bespoke service • All financial planning services covered by annual fee
Price	• Initial Financial Review and Plan - typically 1% of investable assets (subject to a minimum £720 fee) • Ongoing review - 1% of funds under advice subject to a minimum of £720 p.a. (usually deducted directly from your investment portfolio) [2] • Fee discounts available for portfolios in excess of £500,000 [2] If insufficient assets under advice then any shortfall in fees can be met by way of a monthly retainer.

Fixed Fees

Proposition	We recognise that from time to time clients will require help and advice that falls outside the scope of our standard wealth management and financial planning services. In these cases we operate a range of fixed fees. Alternatively we can undertake work on a time costed basis on your behalf.
Project Fees	• Pension advice, including new set up and transfer - 2% (of pension value)* • Investment advice, including execution - 2% (of investment value)* • Insurance planning and protection review - £750 • Inheritance Tax planning report and advice - £1,000 min. • Mortgage advice – 0.5% of loan (min £750) • Pension consolidation report - £750 for 1st pension, £250 thereafter. • Preparation of asset summary and report - £350 • Completion of financial disclosure in relation to a divorce settlement (Form E) (in conjunction with asset summary) - £250 • Writing policies in Trust - £350 * subject to a minimum fee of £750
Time Costed Fees	Where we undertake work for you on a time costed basis the following rates will apply. We will agree the rate to be charged before commencing any work. • Director — £200 per hour • Chartered Financial Planner — £150 per hour • Investment Consultant — £150 per hour • Consultant — £125 per hour • Administrator — £50 per hour • Collaborative Neutral — £175 per hour
VAT	Provisio Limited is VAT registered. However, since the advising on and subsequent implementation of financial products is an exempt trade for VAT purposes, fees for certain areas of advice may be exempt and we will inform you if you need to pay VAT.

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Treating Customers Fairly (TCF)

Treating Customers Fairly is central to the success of Provisio Limited. The strength of the relationship with you, our client, is part of our business philosophy and we will deal with you as we would wish to be dealt with ourselves.

All of our clients are treated with honesty, integrity, openness and courtesy. Finding out about your objectives is central to the advice you are looking for and listening to you is vitally important to achieve this. Only after very careful consideration do we tailor our solutions to your needs.

Fair treatment means delivering a positive experience, helping our clients and aspiring to do what we say we are going to do when we say we are going to do it. Decisions are made with the interests of our clients uppermost.

We are a fee based practice and we will always agree the fee with you before we commence any work for you. Our annual review fees are based upon a percentage of the assets which we manage for you which ensures that our interests are aligned with yours.

However, fairness does not mean being the cheapest or always giving our customers what they think they want. It doesn't mean treating all clients the same and it certainly does not take away the client's responsibility to make their own financial decisions or ensure that they understand the advice that they receive from us. We would prefer to take that little bit longer to explain our recommendations than undertake any transactions for you which are not fully understood.

We operate an effective complaints procedure and will deal with any disputes in a fair and even handed manner.

Treating us fairly!

In order that we can provide you with the service outlined above, we would ask that you:

- Respond promptly to any communication, where possible, and let us have any information that we require as soon as practicable.
- Provide us, where possible, with an e-mail address that can be used for general communication including transmission of some sensitive data.
- Confirm acceptance of our fees in writing prior to us undertaking any work on your behalf.
- Let us know as soon as possible if you feel that our service falls below the standards set out in this document.
- Ensure any invoices for our fees are met within 30 days.

Finally...

Our business only grows through personal and professional recommendations and we would ask that you do not keep us a secret!

If you feel that we have done a good job for you then it is likely that we could perform a similar service for friends or colleagues. Please feel free to provide our details to anyone who you think might benefit from the services that we offer.

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