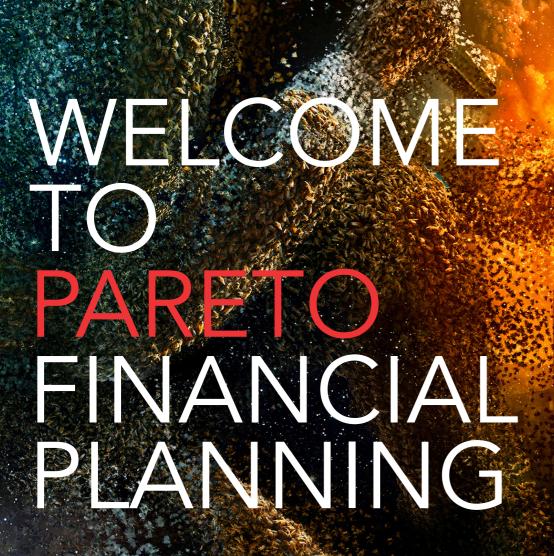
YOUR CLIENT JOURNEY WITH PARETO





Contents

At Pareto Financial Planning, we want to make our documentation as clear as possible prior to any business being transacted so that our relationship from the outset is clear for all to understand. We hope you find the information helpful, however should any areas be unclear your financial adviser will be able to discuss this with you.

About Us
Our Culture
The Advice Process
Our Standard Services
Our Standard Services - What's Included?
Standard Service Charges
Example Fees

Appendix I

Service Level Terms and Conditions Privacy Notice Definitions and Explanation of Processes

Appendix II

Service Level Agreement Acknowledgements Keeping in Touch Sensitive Personal Data Fee Agreement

04	
06	
80	
10	
12	
13	
14	

REACHING NEW HEIGHTS

Pareto Financial Planning Limited

is an award-winning financial planning firm. We partner with our clients offering expert financial advice to help them plan for their best financial future.

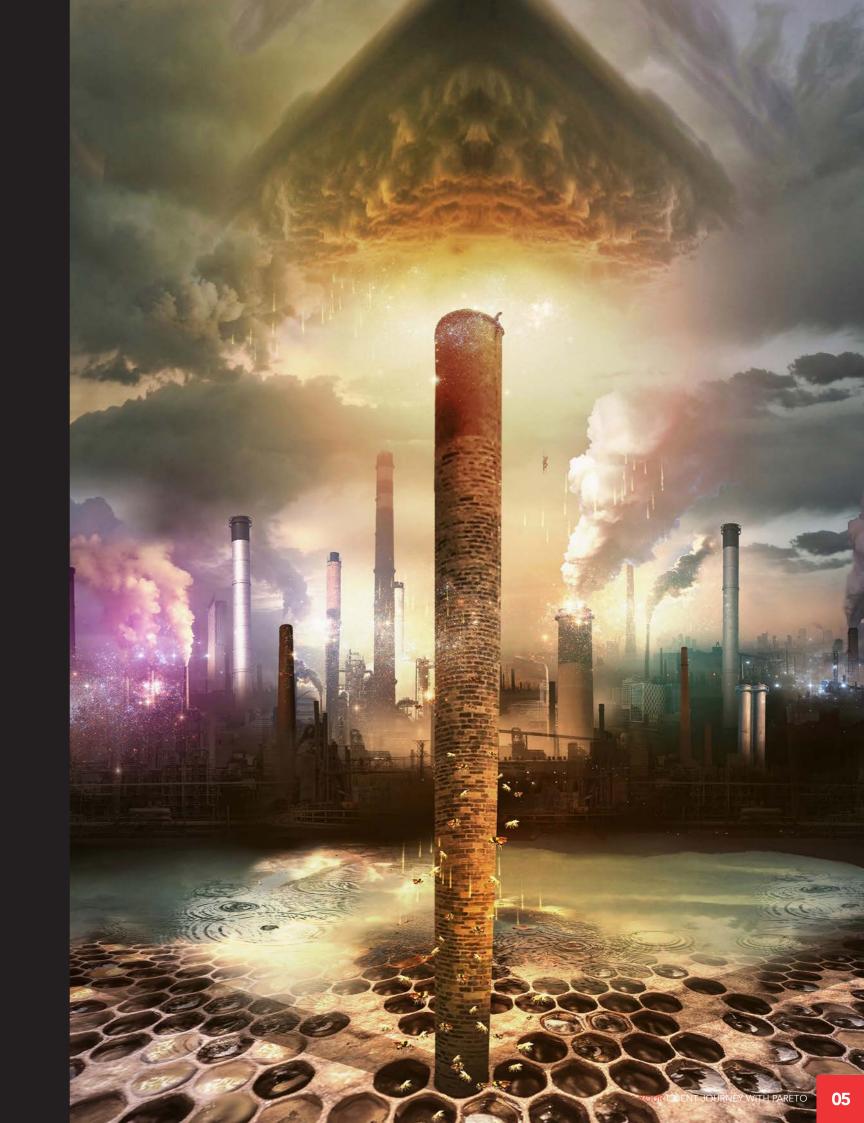
At the heart of our business is a clear and succinct purpose; to provide a positive client outcome in everything we do. We believe in the importance of financial planning and how we provide it.

From our Manchester city centre offices, our experienced and highly qualified financial advisers work alongside our technical and administrative teams. We use the latest systems to help ensure that we can always deliver the highest standards of service to our clients.

Our team of independent financial advisers, assisted by our specialist support staff, conduct a robust advice process. We ensure we fully understand your personal and business short, medium and long-term aspirations; comprehensively assessing all your requirements, before delivering the most appropriate advice.

We work with a diverse range of clients, from those new to financial planning all the way to experienced high net worth investors. We also support corporate clients through our dedicated employee benefits team.

For more information on our company, people and values, please visit our website **www.paretofp.co.uk**.



Our Culture

We celebrate diversity and are committed to creating a diverse and inclusive organisation. We may come from different backgrounds and cultures, but our values are what we have in common. They guide how we work with our clients and each other, inform the type of work we do and hold us accountable to do our best. They govern our actions and determine our success.

PASSION

We believe in the importance of financial planning and how we provide it. We believe in what we do and say and stand by this. We go the extra mile for our clients. We believe in positivity. We are enthusiastic and take pride. We are committed to success and delivery. We are focused.

LOYALTY

We aim for long-term relationships. We invest in staff and our people. We maintain relationships. We "are there" for our staff and our clients. We are supportive. We are there in good times and bad. People matter to us.

RELIABILITY

We keep our promises and deliver actions. We are consistent. We see things through. We deliver. We are dependable.

TRUST

We want people to have faith in us. We work hard for our reputation and we are proud of it. We value mutual trust. We maintain confidentiality. We are professional, honest and committed.

TRANSPARENCY

We will be open. We will be clear. We will ensure our communications are easy to understand. We will provide straightforward, clear and honest advice.

PASSIONATE LOYAL RELIABLE TRUSTWORTH TRANSPARENT

Our Advice Process

MONITOR

If you put us in charge of reviewing your financial plan, we will report to you at least annually. This review will cover any recommendations required to develop your financial plan further.

5

IMPLEMENT

We will meet to present our report and discuss your financial plan. With your agreement the recommendations will then be implemented.

DEVELOP

We will provide a report to outline your financial plan, and make specific recommendations to address your personal and financial goals.

ESTABLISH

ANALYSE

2

any existing plans.

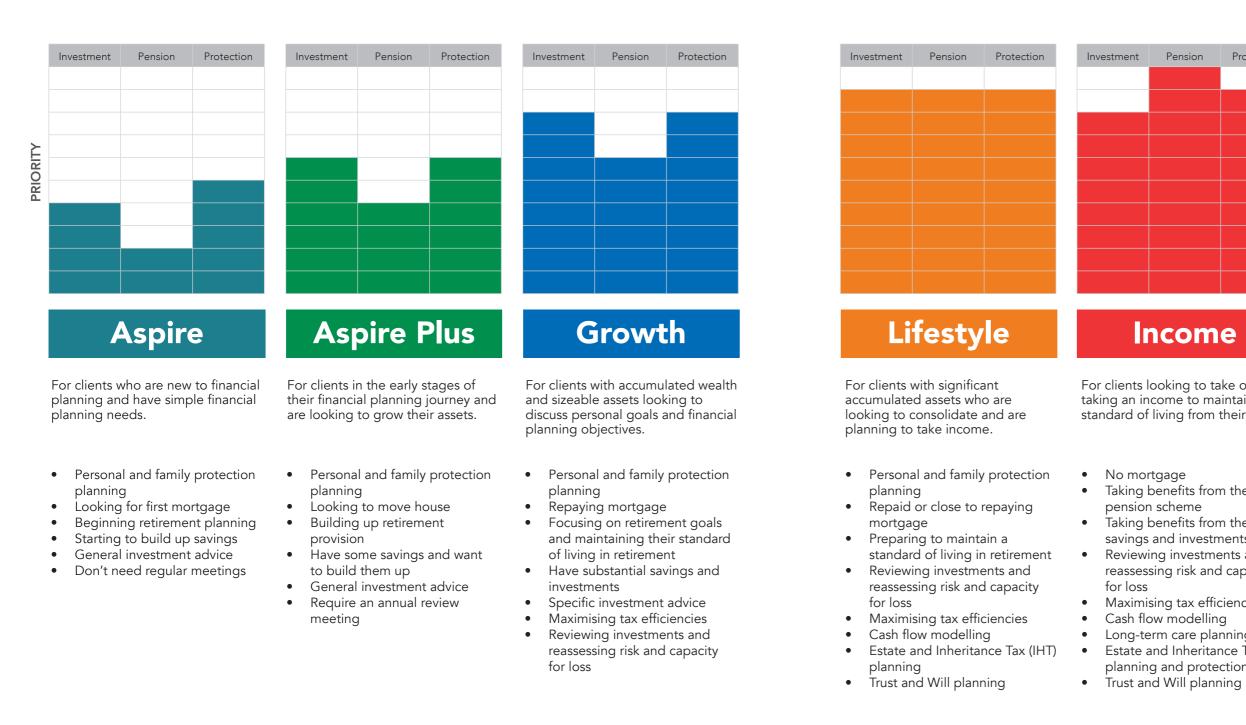
At the outset we will define the relationship we will have with you on your client journey. This will clearly explain our services and costs, and our respective responsibilities.

IDENTIFY

During our initial meeting, we will collect relevant information about you, so that we can clarify your personal and financial goals. We will also identify your attitude towards investment risk and determine which Pareto service is best suited to your needs.

Our team of experts will conduct an in-depth review of your current circumstances, including

Our Standard Services



Aspire clients wish us to transact setting up plans but do not require any ongoing advice or service.

Aspire Plus clients will be offered a review of their finances every 12 months.

Growth clients will be offered a review of their finances every 12 months.

Lifestyle clients will be offered a review of their finances every 6 months.

Income clients will be offered a review of their finances every 6 months.

n	Protection

Pensio

Income

For clients looking to take or are taking an income to maintain their standard of living from their assets.

- Taking benefits from their
- Taking benefits from their
- savings and investments
- Reviewing investments and
- reassessing risk and capacity
- Maximising tax efficiencies
- Long-term care planning
- Estate and Inheritance Tax (IHT)
- planning and protection

Investment	Pension	Protection

Tailored

For clients with highly substantial portfolios and complex financial planning needs including intergenerational tax planning.

- Personal and family protection planning
- Unencumbered multiple properties
- Maximising pension allowances •
- Capital preservation and • growth on investments
- Reviewing investments and reassessing risk and capacity for loss
- Maximising tax efficiencies ٠
- Cash flow modelling ٠
- Estate and Inheritance Tax (IHT) • planning and protection
- Trust and Will planning •
- Tax calculations •

Tailored clients will be offered a review of their finances every 6 months (quarterly if required).

Our Standard Services What's Included?

Initial	ASPIRE	ASPIRE PLUS	GROWTH	LIFESTYLE	INCOME	TAILORED
Establish and define the client and adviser relationship	~	×	✓	~	×	~
Gather your data and identify your goals	~	×	~	×	×	×
Analyse your data	~	×	✓	 Image: A second s	×	×
Develop your Financial Plan, recommending solutions and/or alternatives	~	×	×	×	×	~
Implement your Financial Plan / Financial Planning solutions	~	×	✓	×	×	~
Ongoing						
Financial Plan fund switches - re-align your portfolio	×	~	 Image: A second s	 Image: A second s	~	×
Pareto Financial Planning monitor your Financial Plan	×	×	 Image: A second s	 Image: A second s	×	×
Option of a virtual review meeting with your adviser	×	×	 Image: A second s	 Image: A second s	 Image: A second s	×
Option of a face-to-face meeting with your adviser	×	×	 Image: A second s	 Image: A second s	~	×
Annual reviews to include a Portfolio Valuation Report	×	×	×	×	×	×
Bi-annual reviews to include a Portfolio Valuation Report	×	×	×	×	×	~
Quarterly reviews (if required) to include a Portfolio Valuation Report	×	×	×	×	×	×

Additional

The following services are included with no additional fee:

Additional Portfolio Valuation Reports outside of your service offering	×	×	×	×	×	×
General servicing (change of address, marital status, basic policy/plan amendments)	×	×	~	~	×	×
Withdrawals	×	×	×	×	×	×
Bed & ISA service	×	×	~	~	×	×
Additional advised plan increments	×	×	×	×	×	×
Cash flow modelling	×	×	~	~	×	×

✓ Included as part of your standard service offering.

X Not included as part of your standard service offering.

Standard Service Charges

STANDARD SERVICE	ASPIRE	ASPIRE PLUS	GR
CONSIDERATION			IN
Value of assets for advisory consideration	£100,000	£100,000	£20
Up to £150,000			
£150,001 to £250,000			
Over £250,000			
Regular premium plan		de	1.8 x ducted up
		, initial fees will be cale ing charge ongoing fe	
CORE ONGOING SERVICES			
The specific services provided depend on the core service selected. Full details of the ongoing services can be found on page 12.	-	0.75% Subject to a minimum fee of £1,000 and 1 virtual review per year	0. Subj minimi £1,50 review
	Tł	ne amount of ongoing s	service cha
ADDITIONAL SERVICES			СН
Additional Portfolio Valuation Reports	£250	£250	£
Withdrawals	3% of withdrawal value	-	
Bed & ISA service	3% of investment value	-	
Additional advised plan increments	Transactiona		
Cash flow modelling	£1,500	£1,500	

PLEASE NOTE

- 1. Family linking is available in order to calculate an aggregate fee. Please speak with your adviser for details.
- 2. For investors looking to invest over £2,000,000 details are available upon request, please speak with your adviser. A maximum initial fee of £50,000 applies.

ROWTH	LIFESTYLE	INCOME	TAILORED
NITIAL (ONE	OFF) CHARGE		
00,000	£400,000	£400,000	£1,000,000
39	%		
29	%		
1'	%		
x first reg	u lar premium our first two contributic	ons	
with reference s excludes adv	to the value of total fu vice relating to higher-	unds under managem risk products. See pag	ent (for which Pareto ge 15 for details.
ONGOING	G CHARGE		
0.75% oject to a num fee of 500 and 1 w per year	0.75% Subject to a minimum fee of £3,000	0.75% Subject to a minimum fee of £3,000	Tapered fees apply See table on page 14
narge will fluct	uate as the value of you	ur investments rise and	fall.
HARGE PER 1	FRANSACTION		
£250	£250	£250	-
-	-	-	-
-	-	-	-
	as per your fee agreem % as above	ent	
-	-	-	-



Example Initial Fees

TRANCHE	INITIAL FEE		INVESTMENT AMOUNT	AMOUNT	
TRANCIL		£150,000	£500,000	£950,000	
Up to £150,000	3%	£4,500	£4,500	£4,500	
£150,001 to £250,000	2%	-	£2,000	£2,000	
Over £250,000	1%	-	£2,500	£7,000	
TOTAL		£4,500	£9,000	£13,500	

If you choose to have the fees paid via the new Provider rather than paying them directly, they will be deducted from the plan at inception, reducing the amount that is actually invested. Based on the example investments shown above, the net investment amounts would be:

TRANCHE		INVESTMENT AMOUNT	
TRANCHE	£150,000	£500,000	£950,000
Total Fee	£4,500	£9,000	£13,500
NET INVESTMENT	£145,500	£491,000	£936,500

Example Initial Fee – Regular Premiums

REGULAR PREMIUM	AGREED FEE STRUCTURE	INITIAL FEE
£500 per month	1.8 x one months regular premium (deducted up front from your first two contributions)	£900

Example Ongoing Fee

ONGOING SERVICE	ANNUAL FEE	TOTAL PORTFOLIO VALUE		
Checking Service	ANNOALTEL	£150,000 £500,000		£950,000
Aspire Plus, Growth, Lifestyle and Income	0.75%	£1,125	£3,750	£7,125

Tailored Ongoing Service Fee Tapering

FUNDS UNDER MANAGEMENT (FUM) BAND (£)	FEE RANGE	MAXIMUM FEE (£)
- 1,000,000	0.75%	7,500
1,000,001 - 2,000,000	0.65% - 0.75%	13,000
2,000,001 - 3,000,000	0.60% - 0.65%	18,000
3,000,001 - 4,000,000	0.55% - 0.60%	22,000
4,000,001 - 5,000,000	0.50% - 0.55%	25,000
5,000,001 - 8,000,000	0.43% - 0.50%	34,000
8,000,001 - 10,000,000	0.40% - 0.43%	40,000
10,000,001 - 15,000,000	0.30% - 0.40%	45,000
15,000,001 No Maximum	0.35% - 0.30%	No Maximum

Reviews of ongoing fees will be usually only be carried out every 3 years. However, additions or withdrawals during that period may lead to an earlier review of your ongoing fee.

Higher-Risk Products

For higher-risk products a fee charge of 3%, 2% or 1% apply which are calculated on a standalone basis, with no reference to any existing funds under management. Products classed as higher-risk may include, but are not limited to:

- Enterprise Investment Schemes (EIS)
- Venture Capital Trusts (VCTs)
- Bonds under trust •

We classify these products as higher-risk due to their increased complexity, which necessitates additional levels of bespoke research and analysis.

Example Higher-Risk Product Fees

TRANCHE (Regardless of any existing funds under management)	INITIAL FEE	INVESTMENT AMOUNT		
		£150,000	£500,000	£950,000
Up to £150,000	3%	£4,500	£4,500	£4,500
£150,001 to £250,000	2%	-	£2,000	£2,000
Over £250,000	1%	-	£2,500	£7,000
TOTAL		£4,500	£9,000	£13,500

VAT

Our charges/fees will be generally exempt from VAT unless the work we provide for you only involves advice without implementation and/or preparing a report, in which case VAT will be applicable. We will always tell you if you have to pay VAT before we undertake any work for you. Charges for the ongoing service will not be liable to VAT (unless the initial service was liable to VAT) where both the initial and ongoing services are part of the same package.

Further information on which products and services may be liable for VAT can be found on our website.

Protection Commission Payments

We are remunerated for protection products that are taken out (for example life cover, key person or shareholder protection) differently to other products. We receive commission payments from the respective product provider rather than an explicit advice fee.

This will be detailed in your illustration and report. If you cease paying premiums for a protection plan, or cancel it after it has been set up, and the life office claws back the commission paid, we may invoice you this sum.

The content in this brochure is for your general information and use only and is not intended to address your particular requirements. Content should not be relied upon in its entirety and shall not be deemed to be, or constitute, advice. Although endeavours have been made to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future.

- Discounted Gift Trust (DGT)Structured products
- Business Relief Plans (BR)



Pareto Financial Planning Limited, Level 7, Tower 12, The Avenue North, 18-22 Bridge Street, Spinningfields, Manchester, M3 3BZ

T: 0161 819 1311 E: enquiries@paretofp.com W: www.paretofp.co.uk