

YOUR
CLIENT
JOURNEY
WITH
PARETO



WELCOME TO PARETO FINANCIAL PLANNING

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	04
Our Culture	06
The Advice Process	08
Our Standard Services	10
Our Standard Services - What's Included?.....	12
Standard Service Charges	13
Example Fees	14

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

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.

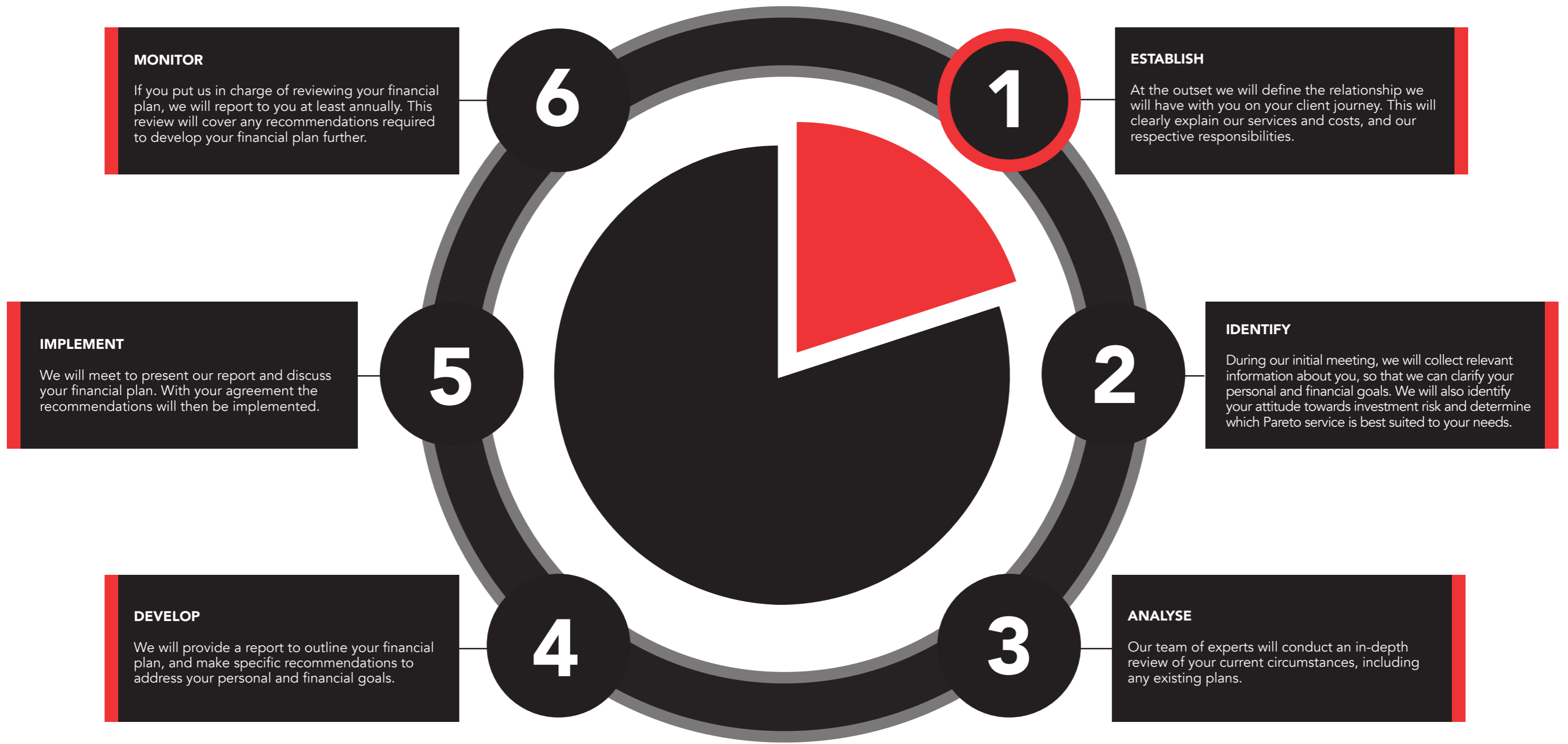
TRANSPARENCY

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.

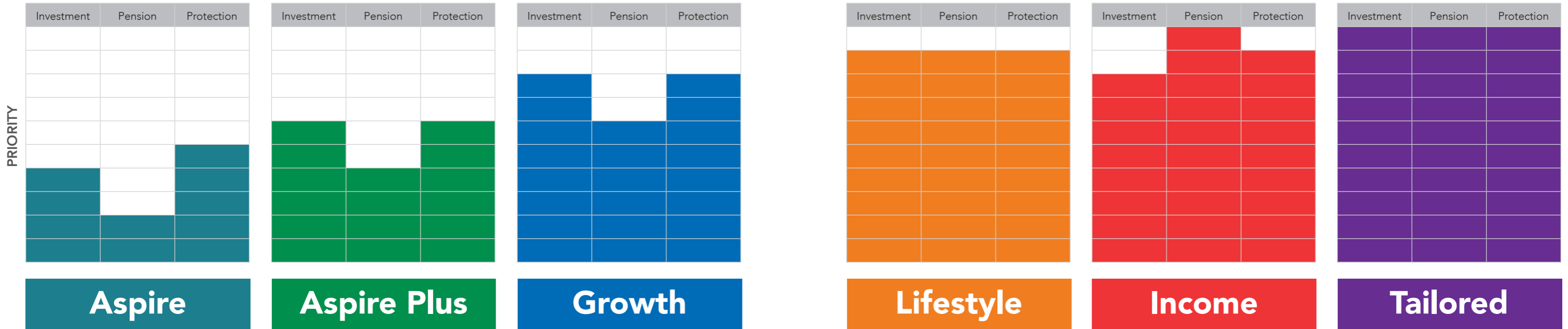


WE ARE PASSIONATE
LOYAL
RELIABLE
TRUSTWORTHY
TRANSPARENT

Our Advice Process



Our Standard Services



For clients who are new to financial planning and have simple financial planning needs.

- Personal and family protection planning
- Looking for first mortgage
- Beginning retirement planning
- Starting to build up savings
- General investment advice
- Don't need regular meetings

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

For clients in the early stages of their financial planning journey and are looking to grow their assets.

- Personal and family protection planning
- Looking to move house
- Building up retirement provision
- Have some savings and want to build them up
- General investment advice
- Require an annual review meeting

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

For clients with accumulated wealth and sizeable assets looking to discuss personal goals and financial planning objectives.

- Personal and family protection planning
- Repaying mortgage
- Focusing on retirement goals and maintaining their standard of living in retirement
- Have substantial savings and investments
- Specific investment advice
- Maximising tax efficiencies
- Reviewing investments and reassessing risk and capacity for loss

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

For clients with significant accumulated assets who are looking to consolidate and are planning to take income.

- Personal and family protection planning
- Repaid or close to repaying mortgage
- Preparing to maintain a standard of living in retirement
- Reviewing investments and reassessing risk and capacity for loss
- Maximising tax efficiencies
- Cash flow modelling
- Estate and Inheritance Tax (IHT) planning
- Trust and Will planning

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

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

- No mortgage
- Taking benefits from their pension scheme
- Taking benefits from their savings and investments
- Reviewing investments and reassessing risk and capacity for loss
- Maximising tax efficiencies
- Cash flow modelling
- Long-term care planning
- Estate and Inheritance Tax (IHT) planning and protection
- Trust and Will planning

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

For clients with highly substantial portfolios and complex financial planning needs including inter-generational 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
- Cash flow modelling
- 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	✓	✓	✓	✓	✓	✓
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	✗	✓	✓	✓	✓	✓
Pareto Financial Planning monitor your Financial Plan	✗	✓	✓	✓	✓	✓
Option of a virtual review meeting with your adviser	✗	✓	✓	✓	✓	✓
Option of a face-to-face meeting with your adviser	✗	✗	✓	✓	✓	✓
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.

✗ Not included as part of your standard service offering.

Standard Service Charges

STANDARD SERVICE	ASPIRE	ASPIRE PLUS	GROWTH	LIFESTYLE	INCOME	TAILORED
CONSIDERATION	INITIAL (ONE OFF) CHARGE					
Value of assets for advisory consideration	£100,000	£100,000	£200,000	£400,000	£400,000	£1,000,000
Up to £150,000	3%					
£150,001 to £250,000	2%					
Over £250,000	1%					
Regular premium plan	1.8 x first regular premium deducted up front from your first two contributions					
For existing clients, initial fees will be calculated with reference to the value of total funds under management (for which Pareto Financial Planning charge ongoing fees). This excludes advice relating to higher-risk products. See page 15 for details.						
CORE ONGOING SERVICES	ONGOING CHARGE					
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	0.75% Subject to a minimum fee of £1,500 and 1 review 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
The amount of ongoing service charge will fluctuate as the value of your investments rise and fall.						
ADDITIONAL SERVICES	CHARGE PER TRANSACTION					
Additional Portfolio Valuation Reports	£250	£250	£250	£250	£250	-
Withdrawals	3% of withdrawal value	-	-	-	-	-
Bed & ISA service	3% of investment value	-	-	-	-	-
Additional advised plan increments	Transactional fee applies as per your fee agreement 3%, 2% or 1% as above					
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.

Example Fees

Example Initial Fees

TRANCHE	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

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

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.



Pareto Financial Planning Limited, The Old Schoolhouse,
5-7 Byrom Street, Manchester, M3 4PF

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