

# SERVICE LEVEL TERMS AND CONDITIONS

# 1. Service Level Terms and Conditions

This document sets out the terms under which we will provide our services to you, so it is important that you read it fully and in conjunction with our Core Service Charges set out in the Your Client Journey document. If there is something you don't understand please ask us to explain it.

If you have a question or concern about any aspect of our services, please contact us:

## **IN WRITING:**

### **Pareto Financial Planning Limited**

The Old Schoolhouse,  
5-7 Byrom Street, Manchester, M3 4PF

**Telephone:** 0161 819 1311

**Email:** [enquiries@paretofp.com](mailto:enquiries@paretofp.com)

The details of protection available to you under the UK financial services regulation are included in section 5 entitled "What if something goes wrong".

## **1.1 INDUCEMENTS**

Under the rules of our regulator, the Financial Conduct Authority (FCA), as a firm providing independent advice, we are unable to accept or retain inducements or benefits from other firms (e.g. product providers) as this would conflict with our independent status.

Occasionally we may attend training events funded and/or delivered by product providers, fund managers and platforms (online investment administration service). These events are designed to enhance our knowledge and enhance the quality of service we provide to our clients. As such this does not affect our obligation to act in your best interests.

## 2. Our Obligations

### 2.1 OUR RECOMMENDATIONS

We provide independent financial advice. Our advice is not limited to specific retail investment products and is not limited to relevant products issued by a particular provider. Our recommendations will be based on a comprehensive and fair analysis of the whole of the relevant market.

Before providing advice we will carry out a suitability assessment and assess your personal circumstances and needs, consider your financial objectives and assess your attitude to any risks that may be involved. We will also take into consideration other factors, including the services you need and the cost of investing. If you do not want to discuss a particular area of financial planning advice given, we can exclude it if you instruct us to do so. This may of course have a bearing on the advice that might have been given.

Where we provide protection planning services we are an insurance intermediary and will provide advice which is based on a fair and personal analysis of the market.

We will confirm any recommendations we make in writing (our suitability report) along with details of any special risks that may be associated with the products or investment strategies we have recommended. Where we agree to provide you with a service that includes an ongoing review of the suitability of the investments we have recommended, we will carry out this review at least annually. To do this we will need to make contact with you to assess whether the information we hold about you remains accurate and up to date. We will issue you with a report setting out the results of our assessment and, if relevant, any updated recommendations.

Please be aware that investments can fall, as well as rise, and that you may not get back the full amount invested. The price of investments we may recommend may depend on fluctuations in the financial markets, or other economic factors, which are outside our control. Past performance is not necessarily a guide to future performance. We will provide you with relevant product literature setting out specific warnings relevant to the investments, investment strategies or other products we arrange.

We may, where appropriate, recommend holding some, or all, of your investments with a Discretionary Fund Manager (DFM), a professional investment manager appointed to monitor your portfolio and make investment decisions on your behalf. In such cases, we will explain the DFM's respective responsibilities in relation to your investments.

### 2.2 FINANCIAL CRIME

We are obliged to put in place controls to prevent our business from being used for money laundering and other forms of financial crime.

We will verify your identity before undertaking any business with you. To do this we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning. The check may leave a 'footprint' on your credit file, but it will not affect your credit rating.

### 2.3 BEST EXECUTION

Where we send investment applications on your behalf to third parties (e.g. to put an investment into force), we will take all sufficient steps to ensure that we obtain the best possible result for you. This is referred to as 'best execution'. We have a Best Execution policy. Please ask if you would like to see a copy of it.

### 2.4 CONFLICTS OF INTEREST

Although we will always try to act in your best interests there may be situations where we or one or more of our other clients has some form of interest in the business being transacted. If this happens or we become aware that our interests or those of one or more of our other clients' conflict, we will write to you and ask for your consent to proceed before we carry out any business for you. We will also let you know the steps we will take to make sure you are treated fairly. Please ask your Financial Adviser if you want to discuss this in more detail. We have a Conflicts of Interest Policy. Please ask if you would like to see a copy of it.

In the course of providing services to you, we may also introduce you to companies, or recommend the products and services of companies, where there is a connection to Pareto through ownership (e.g. common shareholders) or directors in common. Such companies include Pensionhelp Limited (which provides a specialist service in connection with defined benefit pension transfers advice) and Luna Investment Management Limited (which provides specialist investment management). Where this is the case we will disclose this to you when providing you with advice. Please ask your Financial Adviser if you want to discuss this in more detail.

### 2.5 COMMUNICATING WITH YOU

Our normal ways of communicating with you are by telephone, post, e-mail, SMS text message or in person. Our communications will be in English. We may ask you to confirm your instructions to us in writing as this helps to avoid any future misunderstandings.

### 2.6 RECORDING TELEPHONE CALLS

To ensure we carry out your instructions accurately, to help us to continually improve our service and in the interests of security and our regulatory obligations, we will record and may monitor your telephone communications or conversations with us. Copies of our telephone recordings and/or any virtual meetings undertaken using video conferencing will be available on request, for a period of 6 years after the recording was made.

### 2.7 SERVICES OFFERED AS PART OF A PACKAGE

Where we offer services or products as part of a package, we will tell you whether it is possible to buy the different components separately and, if relevant disclose the costs and charges of each component. We will also tell you if the risks resulting from the package are likely to be different from the risks associated with the individual components and explain how (if relevant) the package modifies the investment risk.

# 3. Your Obligations

## **THIS SECTION SETS OUT YOUR OBLIGATIONS IN AGREEING TO RECEIVE OUR SERVICES.**

### **3.1 PROVIDING INFORMATION ABOUT YOUR CIRCUMSTANCES**

Our advice will be based on the information that you provide, so it is important that we receive accurate and up to date information when we request details about your circumstances and objectives. This will allow us to provide you with suitable advice.

If the information you provide is inaccurate, or if you limit the information provided this could affect the suitability of the advice we give.

### **3.2 FEES AND PAYMENT FOR OUR SERVICES**

As professional advisers, we charge fees for our services. Once you have agreed with your adviser the work you would like us to undertake and discussed the costs involved, you will be required to sign a fee agreement before we carry out any work.

We will charge you an initial fee and, where applicable, fees for ongoing services. Our fees vary according to the complexity of your circumstances and objectives, the scope of the work required, the type and number of products we are implementing. In addition, we take into account the regulatory responsibility we take for advice we give you.

By signing our Service Level Agreement, you are confirming that you have received a copy of these Service Level Terms & Conditions and you are agreeing to our services and fees. Your selected payment method is also confirmed in our Service Level Agreement. We'll tell you if any payments are subject to VAT.

Ongoing services can be cancelled at any time by informing us in writing (see section 4 - Cancellation and Amendments) but please note that we do reserve the right to charge you for services we have provided before cancellation.

Our initial charges are payable once we have completed our agreed work. If you are paying our initial charges by instalment (only applies when you have taken out a regular contribution contract) it is important that you make payments as agreed. Where you miss a payment or cancel the contract from where the payments are coming from, we will invoice you for the remaining charges.

Any products we have arranged for you will only be kept under review as part of an ongoing service for which you agreed to pay. Our ongoing services are optional, but if you agree to purchase an ongoing service, unless otherwise agreed, the ongoing service will be provided as a follow up to the initial service.

Our charges for ongoing services will start monthly or annually and are taken as a percentage (%) of funds under management direct from the provider. Where our charges are based on a % of your investments, the amount of our ongoing charges may increase as the size of your fund grows.

Costs of our services are detailed under Standard Service Charges section of our Client Journey document.

Depending on the services we provide, there may be other costs payable by you, including taxes, not charged by us, but related to the financial products we arrange for you. For example service costs - if your investments are held on a platform or with a DFM, they will make a charge for administering / managing your investments. Also investment costs relating to the manufacturing and managing of your investments, for example, fees charged by the investment fund manager. Such charges will be normally disclosed in the relevant third-party documentation issued to you as part of making our recommendations, for example in Key Features documents or personal illustrations.

In order to help you understand the overall costs of our retail recommendations, we will provide you with costs and charges information within our suitability report and on a regular basis thereafter. We calculate our charges based either on a percentage of the investment amount to be advised on or as hourly rates and on fixed charges. The explanation and examples of our fees are available in Services and Fees section of the Your Client Journey document

In some circumstances we may receive ongoing payments (commission) from product providers relating to existing investments you hold. Such payments may be taken into account when determining the charges for ongoing services. We'll discuss and agree this with you where relevant.

We will receive commissions for some protection products that are taken out. They are payable by the insurance provider and are a percentage of the total annual premium. They 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.

### **3.3 CLIENT MONEY**

We are not authorised to hold or control client money or safe custody assets as part of our business.

All cheques for premiums, investment monies of any kind and professional fees must only be made payable to the life assurance company, friendly society or investment management group or firm providing the product or service concerned. Under no circumstances should a cheque for premiums or investment monies of any kind be payable to your adviser.

Invoices for services provided by Pareto Financial Planning will be issued by and are payable to Pareto Financial Planning Limited.

### **3.4 LEGAL AND ACCOUNTING ADVICE**

We are not qualified to provide legal or accounting advice or to prepare any legal or accounting documents. This means that the onus is on you to refer any point of law or accountancy that may arise during the course of discussions with us, to a solicitor or accountant.

## 4. Cancellation and Amendments

### 4.1 ENDING THIS AGREEMENT

You or we may terminate this agreement at any time, without penalty.

This agreement may be terminated, in writing, by either party giving not less than 10 business days' notice to the other party, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any charges for services shall be settled to that date.

Any transactions already initiated will be completed according to this agreement unless otherwise agreed in writing.

You will be liable to pay for any services we have provided before cancellation and any outstanding fees, if applicable.

### 4.2 AMENDMENTS

Occasionally it may be necessary to amend the terms set out in this agreement. If this is the case we will write to you with details of the changes giving at least 28 business days' notice.

### 4.3 PRODUCT CANCELLATION RIGHTS

Full details of any financial products we recommend to you will be provided in the relevant product information you will receive. This will include information about any product cancellation rights along with any other early termination rights and penalties.

### 4.4 USEFUL INFORMATION ABOUT OUR SERVICES

We are authorised and regulated by the Financial Conduct Authority (FCA), 12 Endeavour Square, London, E20 1JN. [www.fca.org.uk](http://www.fca.org.uk)

Our FCA reference number is 618272.

We are authorised to advise on and arrange pensions, savings and investment products and non-investment insurance contracts.

You can check our details 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.

We will treat and class you as a retail client for investment business. This means that you are given the highest level of protection available under the UK's regulatory system.

### 4.5 DISTANCE MARKETING DIRECTIVE

On occasions when it may be necessary to conduct our business without any personal contact, we will advise you if this requires the creation of a distance contract between us. In this contract, you will be provided with additional information as required by the directive.

# 5. Your Consumer Rights

We hope it won't, but if something does go wrong we have processes in place to support and protect you.

Pareto Financial Planning Limited maintains Professional Indemnity Insurance.

## 5.1 COMPLAINTS PROCEDURE

If you are unhappy with our advice or any aspect of our services, we encourage you to contact us as soon as possible. We'll do our best to resolve your concerns.

### IN WRITING:

#### Complaints Co-ordinator

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

**Telephone:** 0161 819 1311

**Email:** [feedback@paretofp.co.uk](mailto:feedback@paretofp.co.uk)

We have a complaints procedure and we can provide further details on request. It is our general policy that if we did something wrong, we would take the necessary steps to put you back in a position you should have been in.

If you do have a complaint, and you are not happy with our response, the Financial Ombudsman Service (FOS) may be able to help. The FOS settles disputes between financial services businesses and their clients. Full details are available at: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## 5.2 COMPENSATION

The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation fund for customers of authorised financial services firms who are unable to pay claims against them, usually because they have gone out of business.

You may be able to claim compensation from the FSCS if we or your product providers, cannot meet our/their obligations. The amount of compensation available will depend on the type of business and the circumstances of the claim. We can provide more specific information on request.

The FSCS only pays compensation for financial loss; poor investment performance is not covered.

Further information is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by calling them on 0800 678 1100.

It is the UK regulators, the Financial Conduct Authority and the Prudential Regulation Authority that set the financial compensation limits and compensation rules. Whilst the limits stated below are believed correct at the time of production they may be subject to change.

Different limits may apply depending on whether Pareto Financial Services Limited has provided poor advice or if the provider itself has failed.

TYPE OF BUSINESS	FSCS COMPENSATION LIMITS
<p><b>Deposits</b> If the firm failed after 1 January 2017</p> <p>For money held with a UK-authorized bank, building society or credit union that fails, FSCS will compensate automatically.</p> <p>FSCS protect certain qualifying temporary high balances up to £1 million for 6 months from when the amount was first deposited.</p>	<ul style="list-style-type: none"> <li>Up to £85,000 per eligible person, per bank, building society or credit union</li> <li>Up to £170,000 for joint accounts</li> </ul>
<p><b>Investments</b> If the firm failed after 1 April 2019.</p> <p>For valid claims against firms declared in default.</p>	<ul style="list-style-type: none"> <li>Up to £85,000 per eligible person, per firm</li> </ul>
<p><b>Insurance firms</b> If the firm failed after 8 October 2020</p> <ul style="list-style-type: none"> <li>Compulsory insurance, Long-term insurance, Professional Indemnity Insurance, claims arising from the death or incapacity of the policyholder due to injury, sickness or infirmity and Building Guarantee policies</li> <li>All other kinds of insurance</li> </ul>	<ul style="list-style-type: none"> <li>100% protected</li> <li>90% protected</li> </ul>
<p><b>Pension</b> After 1 April 2019</p> <ul style="list-style-type: none"> <li>If a pension provider fails</li> <li>If a SIPP operator fails</li> <li>Bad pension advice: If bad advice has been received in relation to a pension, clients could be eligible to claim compensation.</li> </ul>	<ul style="list-style-type: none"> <li>100% of the claim with no upper limit</li> <li>Up to £85,000 per eligible person, per firm</li> <li>Up to £85,000 per eligible person, per firm</li> </ul>

# 6. Privacy Notice

Pareto Financial Planning Limited is a company incorporated in England & Wales, company number 06582775 with registered office at The Old Schoolhouse, 5-7 Byrom Street, Manchester, M3 4PF United Kingdom ("we", "us", "our").

This privacy notice explains how we use your personal data we collect.

Where we decide what personal data that we receive direct from you to process and why we are considered the data controller.

Where we are provided with personal data of others as part of a commercial arrangement, we would be considered the data processor. Data processors act on behalf of, and only on the instructions of, the controller.

There are situations when we may be the data controller, data processor or both.

We will ask you or your employer to provide us with detailed personal information relating to your existing circumstances, your financial situation and, in some cases, your health and family health history (your personal data) as part of provision of our services.

## 6.1 WHAT IS 'PERSONAL DATA' AND WHAT INFORMATION DO WE COLLECT?

Your personal data means any information that describes or relates to your personal circumstances. It may identify you directly, for example your name, address, date of birth, national insurance number. It may also identify you indirectly, for example, your employment situation, your physical and mental health history, or any other information that could be associated with your cultural or social identity. In the context of providing you with our services, this may include:

- a. Title, name, date of birth, gender, nationality, civil/marital status, contact details, addresses that are necessary to verify your identity.
- b. Employment and remuneration information, (including salary/bonus schemes/overtime/sick pay/other benefits), employment history.
- c. Bank account details, tax information, loans and credit commitments, personal credit history, sources of income and expenditure, family circumstances and details of dependants.
- d. Health status and history, details of treatment and prognosis, medical reports (further details are provided below specifically with regard to the processing we may undertake in relation to this type of information).
- e. Your other pre-existing financial products and the terms and conditions relating to these.

Where applicable we may also need to gather personal information about your close family members, dependants or beneficiaries in order to provide our service to you

effectively. In such cases it will be your responsibility to ensure that you have the consent of the people concerned to pass their information on to us. We can provide a copy of this privacy notice for them or, where appropriate, ask you to pass the privacy information to them

It is important that your personal data is correct so should your information change during your relationship with us, please inform us and/or your employer.

Information relating to usage of our website is collected using cookies. These are text files placed on your computer to collect standard internet log information and visitor behaviour information. We may use your information collected from the website to personalise your repeat visits to the site.

## 6.2 THE BASIS AND PURPOSES OF PROCESSING YOUR PERSONAL DATA

We collect your personal information in order to provide you with the services for which you or your employer engage us. We also use your data to:

- a. Perform administrative activities in connection with our services;
- b. liaise with your employer;
- c. liaise with our suppliers;
- d. operate and promote our business activities;
- e. carry out background checks / conduct due diligence;
- f. help improve our services or develop new services;
- g. for fraud monitoring and prevention;
- h. comply with legal and regulatory obligations.

When we speak with your and / or your employer about your circumstances, requirements or similar we do so on the basis that both parties are entering a contract for the supply of services. In order to perform that contract, and to arrange the products, we have the right to use your personal data for the purposes detailed within this Privacy Notice.

Alternatively, we have the right to use your personal data provided it is in our legitimate business interest to do so and your rights are not affected. For example, we may need to respond to requests from the providers relating to the advice we have given or to make contact with you to seek feedback on the service you received. We will give you the opportunity to opt-out from this.

On occasion, we will use your personal data for contractual responsibilities we may owe our regulator, the Financial Conduct Authority, or for wider compliance with any legal or regulatory obligation to which we might be subject.

In some circumstances we may ask for information about your ethnic origin, health and medical history (special category data). We will record and use your special category data in order to make enquiries in relation to products that may meet your needs and to provide you with advice/guidance regarding the suitability of any product that may be available to you.

When we process your special category data we will do so:

- a. With your explicit consent, where this is required by law (should this be the case your employer will obtain your explicit consent to collect and use your data for the purposes described in this Privacy Notice). You may withdraw your consent at any time by notifying us; or
- b. where legislation otherwise permits us to process your special category data (for example, where it is necessary for insurance purposes).

If you have parental responsibility for children under the age of 13, it is also very likely that we will record this information on our system and potentially their special category data.

The arrangement of certain types of insurance may involve disclosure by you to us of information relating to historic or current criminal convictions or offences (together "Criminal Disclosures"). This is relevant to insurance related activities such as underwriting, claims and fraud management.

We will use special category data and any criminal disclosures in the same way as your personal data generally, as set out in this Privacy Notice. Information on special category data and criminal disclosures must be capable of being exchanged freely between insurance intermediaries such as Pareto Financial Planning Limited and the insurance providers. This will enable you to secure the important insurance protection that you require.

### 6.3 HOW WE COLLECT YOUR PERSONAL DATA

We will collect and record your personal data from a variety of sources, but mainly directly from you and / or your employer. The information will be usually provided to us during the course of our initial meetings or conversations to establish your circumstances and needs. You and / or your employer will provide information to us verbally and in writing, including email.

We may also obtain some information from third parties, for example, credit checks and searches of information in the public domain such as the electoral register. Should we need to use software to collect personal data such as verification of your credit status, we will require your consent for us or our nominated processor to do so. With regards to electronic ID checks we would not specifically require your consent for this.

### 6.4 DISCLOSURE OF YOUR PERSONAL DATA

From time to time your personal data will be shared with the following categories of third parties:

- a. Product providers.
- b. Third parties who we believe will be able to assist us with enquiries or applications, or are able to support your needs as identified. These third parties will include:

- i. Our compliance advisers (in each case where we believe this to be required due to your particular circumstances);
- ii. your employer;
- iii. our business partners for the purposes of fulfilling our contractual obligations to clients;
- iv. third party service providers such as entities providing customer service, IT service, email delivery, auditing, insurers and others.

Your personal information will also be disclosed to third parties:

- a. Where we are obliged to disclose your personal information under applicable law or regulation.
- b. To apply our terms and conditions or any other agreement or to respond to any claims.
- c. To protect the rights, property, or safety of our staff, our customers or other persons or to prevent any illegal activity.

In each case your personal data will only be shared for the purposes set out in our Privacy Notice to provide you with our professional service and in line with security obligations consistent with this privacy policy and applicable laws.

Please note that this sharing of your personal data does not entitle such third parties to send you marketing or promotional messages; it is shared to ensure we can adequately fulfil our responsibilities to you, and as otherwise set out in our Privacy Notice.

We do not envisage that the performance by us of our service will involve your personal data being transferred outside of the European Economic Area (EEA). Should this be the case however, we will ensure that it is protected to the same extent as in the UK and the EEA.

### 6.5 SECURITY AND RETENTION OF YOUR PERSONAL DATA

Your privacy is important to us and we will keep your personal data secure in accordance with our legal responsibilities. We will take reasonable steps to safeguard your personal data and prevent it from unauthorised or unlawful processing and against accidental loss, destruction or damage, including unlawful or malicious access by a third party.

The examples of measures we put in place include:

- a. Physical access control to our premises.
- b. Adequate policies including business continuity and disaster recovery procedures.
- c. Ensuring physical files are locked in cabinets.
- d. Use of encryption and secure web portals.
- e. Use of passwords to access our systems.
- f. Anti-virus software.
- g. Staff training and awareness.



Although we will make all reasonable efforts to protect personal information which you provide to us, the transmission of information over the internet is not entirely secure.

Consequently, we also expect you to take reasonable steps to safeguard your own privacy when transferring information to us, such as not sending confidential information over unprotected email, ensuring email attachments are password protected or encrypted and only using secure methods of postage when original documentation is being sent to us.

We have in place appropriate policies and procedures designed to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Your personal data will be retained by us either electronically or in paper format for a minimum of six years, or in instances whereby we have a legal right to such information, we will retain records indefinitely.

## 6.6 YOUR RIGHTS

You can:

- a. Request an access your personal information – to find out what personal information we hold about you.
- b. Ask us to further explain how we use your personal data.
- c. Ask us to correct, delete or require us to restrict using your personal data (details as to the extent to which we can do this will be provided at the time of any such request. You can ask us to stop using your information until your query re accuracy or use is resolved).

You can ask us to delete your personal data in some circumstances, e.g. if we stopped providing you with our services and do not need to keep your information for legal or regulatory reasons. If we are using consent to process your information and you withdraw it, you can ask us to erase your information on case-by-case basis.

- d. Ask us to send an electronic copy of your personal data to you or another organisation should you wish.
- e. Object to any processing of your data done under legitimate interests – this will depend on particular circumstances (will be assessed on a case-by-case basis). You can also object to our use of your information for direct marketing purposes - we will always act upon your request.

Should you wish to exercise any of the above rights, please contact us using the details in section 6.7. To enable us to verify your identity and to deal with your request efficiently we ask that you provide a proof of your identity and address and the details of your request, including personal data you wish to access, information that is incorrect and personal data with which it should be replaced.

## 6.7 HOW TO CONTACT US

If you have any questions or comments about this document, or wish to make contact in order to exercise any of your rights set out within it please contact:

### IN WRITING:

#### The Data Protection Officer

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

**Telephone:** 0161 819 1311

**Email:** [DataProtection@paretofp.co.uk](mailto:DataProtection@paretofp.co.uk)

If we feel we have a legal right not to deal with your request, or to action it in a different way to how you have requested, we will inform you of this at the time.

You should also make contact with us as soon as possible on you becoming aware of any unauthorised disclosure of your personal data, so that we may investigate and fulfil our own regulatory obligations.

If you have any concerns or complaints as to how we have handled your personal data you may lodge a complaint with the UK's data protection regulator, the Information Commissioner's Office (ICO), who can be contacted through their website at <https://ico.org.uk/global/contact-us> or by writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

## 6.8 CHANGES TO OUR PRIVACY POLICY

We keep our privacy policy under regular review and we will place any updates on our web page and / or inform you of any changes when they occur.

# 7. Definitions and Explanation of Services

## CORE SERVICES

### 7.1 ESTABLISH AND DEFINE THE CLIENT AND FINANCIAL ADVISER RELATIONSHIP

We will introduce Pareto Financial Planning, our history and the range of services we offer.

We will define our obligations and responsibilities to you as a regulated firm.

### 7.2 GATHER YOUR DATA AND IDENTIFY YOUR GOAL

To be able to understand your requirements and make appropriate recommendations we need to understand your current circumstances, objectives, priorities and future goals. Your financial adviser will sit down with you and relevant parties to conduct our 'fact-finding' process. This will consist of a range of pre-determined questions to ascertain your current financial position, complemented by wider discussion.

At this stage your financial adviser will complete a risk analysis with you, this means understanding the risk you are able and willing to take and your attitude to risk when it comes to your money and assets. This analysis will take the form of a range of questions, resulting in a risk level score that both you and your financial adviser will then agree.

### 7.3 ANALYSE YOUR DATA

Your adviser and support team will review and analyse the data gathered at your initial meeting. Our team will seek authority to review any existing plans on your behalf, this will enable us to gain an accurate understanding of your current financial position.

In line with your priorities, objectives and appetite for risk, in-depth research will be undertaken to identify appropriate plans and providers.

### 7.4 DEVELOP YOUR FINANCIAL PLAN

Once our team have analysed your data, a detailed suitability report will be created for you summarising your current financial position and objectives, before setting out our recommendations based on our analysis and research.

The report will outline the features, benefits and risks of the products and services being recommended.

### 7.5 IMPLEMENT RECOMMENDED SOLUTIONS

Your financial adviser will conduct a face to face meeting with you to discuss your financial plan report and only if you are happy with the recommendations made, will we begin to act on your behalf to deliver the agreed financial plan.

Our team will ensure all forms and administrative tasks required by providers are made on your behalf and keep you informed of the implementation progress.

### 7.6 MONITOR & REVIEW

Depending on a client circumstance it is not always required or appropriate for Pareto Financial Planning Limited to conduct ongoing reviews/monitoring of your investments or financial position.

Where this is the case, your agreed financial plan and recommendations will be implemented by Pareto Financial Planning Limited, with the responsibility to review passed over to the client on implementation. This agreement will be stipulated within your Service Level Agreement. It does not mean you cannot contact us for further advice in the future should you need to.

If it is agreed that Pareto Financial Planning Limited will monitor your financial plan on your behalf, your financial adviser will review it on a regular basis, at a frequency agreed in your Service Level Agreement. This is to ensure your financial plan still remains suitable for you.

This will include performing the following on the frequency agreed in your Service Level Agreement:

- a. Option of a face to face meeting with your Financial Adviser to review any changes to your circumstances, objectives, priorities and future goals.
- b. Portfolio Valuation Report.
- c. Review of your Portfolio – identifying areas that can aid your financial circumstances, e.g. Individual Savings Accounts (ISA) and Pension Allowances.

### 7.7 FINANCIAL PLAN FUND SWITCHES – RE-ALIGNING YOUR PORTFOLIO

From time to time it may be appropriate for us to move funds within your portfolio in line with your financial plan, as a result of economic and market trends, a change of circumstance or a change in your attitude to risk.

This aligns your portfolio to meet your requirements / suitability and is performed by encashing units held in one fund(s) and purchasing units held in another fund(s). We will always provide you with a recommendation report prior to implementing any fund switch to your portfolio.

## **ADDITIONAL SERVICES**

(THESE MAY INCUR A CHARGE, REFER TO YOUR SERVICE LEVEL AGREEMENT BEFORE REQUESTING)

### **7.8 ADDITIONAL PORTFOLIO VALUATION REPORT**

On occasion, you may want to request an additional portfolio valuation report outside of that agreed in your Service Level Agreement. You can request this by contacting your financial adviser or dedicated support team.

### **7.9 GENERAL SERVICING**

Only when instructed by you, will we update our internal systems and contact the relevant providers on your behalf with regards to any change in personal circumstances, such as but not limited to the following; change of address, change of name, change of marital status, contact information (Doctors/Accountants/Solicitors), plan suspension\*/surrender\*/cancellation\*/claims\*

\*We would advise you to seek advice in these areas before taking such action.

### **7.10 ADVISED WITHDRAWALS**

Where you implement a withdrawal of funds from an existing investment, where we have researched and provided you with a recommendation via your Financial Adviser, taking into account any potential tax implications.

### **7.11 ADVISED PLAN INCREMENTS**

Implementation of new monies into your portfolio, where you have received our advice on how best to make further plan contributions following our research and recommendation report.

### **7.12 ADVISED ISA PLANNING**

Implementation of any new ISA advantages into your Financial Plan, either from new monies or existing monies, where we have reviewed any tax implications and researched on your behalf, providing a recommendation report.

### **7.13 BED & ISA SERVICE**

Bed & ISA is the process of transferring assets already held on the platform into your ISA account in order to utilise the annual ISA allowance and improve overall tax efficiency.

### **7.14 PENSION REVIEW OUTSIDE YOUR FINANCIAL PLAN**

If pension planning is excluded from your original financial plan but at a later date you would like us to review your pension arrangements, we will create a further financial plan on this basis. We will gather your data and identify your goals, analyse your data, develop a new financial

plan, implement it and agree who will monitor your pensions.

### **7.15 PROTECTION REVIEW OUTSIDE YOUR FINANCIAL PLAN**

If protection cover is excluded from your original financial plan but you would like us to review new or existing protection cover at a later date, and as a result you implement our recommendation, this is classed as a Protection Review outside your financial plan.

### **7.16 CASH FLOW MODELLING**

We can provide you with a detailed report on your own cash flow model scenario. This includes an overview of your assets, investments, debts, income and expenditure which are projected forward, year by year, using assumed rates of growth, income, inflation, wage rises and interest rates. This will give you an indication of how your financial position could look in the short, medium and long term.

This offers a realistic view to see how achievable your goals are, or how much planning is required to get you there.

### **7.17 TAX CALCULATIONS**

Your tax calculation provides essentially that: a breakdown of all taxable income streams, with your tax liability and the total amount of tax payable to HM Revenue & Customs (HMRC).

### **7.18 INHERITANCE TAX (IHT)**

Estate or inheritance planning is the process of protecting the wealth of someone who has died and ensuring they retain control over how their assets are distributed.

### **7.19 TRUST PLANNING**

A trust is a legal agreement that describes how property will be held for the benefit of another person. Trusts are often used when giving advice on estate planning. There are many types of trusts, each designed for a different purpose, offering ample choice to meet your needs.



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