



Independent Financial Advisers

Evans Hart Ltd
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Important Information about our Services

Who are we and what do we do?

We are Independent Financial Advisers and will act on your behalf for the purposes of arranging and advising on pure protection, investments and pensions.

Evans Hart Limited is authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent regulator of financial services in the United Kingdom. Evans Hart Ltd is entered on the Financial Services Register (www.fca.org.uk/register) under reference 121066.

What can we do for you?

Our mainstream service is to act on your behalf for the purpose of arranging and advising on the following:

- Investments & Pensions, for example an ISA or Personal Pension Plan;
- Personal & Family Protection, for example a Life Assurance or Critical Illness Plan;
- Mortgages, including Buy-to Let;
- Releasing equity from your home (Equity Release);

For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs and objectives. Following our research we will provide a personal recommendation(s) for you to consider. With your agreement we will then implement our recommendation(s) and arrange any products on your behalf. We will also, if required, undertake a full cashflow planning service which enables us to build a financial model to assess how your financial future may appear.

Once your financial plans are in place it is important to keep them under review. Subject to the type of services you require from us, we can continue to act on your behalf through one of our service packages. Alternatively, for those who prefer a more transactional or ad-hoc 'pay as you go' service, we are also happy to provide our services as and when you need them. Ultimately, whichever type or level of service you require from us we will act in your best interests at all times.

Further details about these and other related services we provide are contained in the pages below. This also confirms the typical cost and how you can pay us for them.

IMPORTANT INFORMATION

Before you consider our services in more detail we would like to draw your attention to the following important information:

Before we undertake any work on your behalf we will set out, and agree with you, the terms and conditions of our engagement in a written Client Agreement. This will confirm the scope and specific services to be provided, including any on-going services, their associated costs and method of payment. It will also confirm how we use and store personal information we collect from you in the course of providing our services. A copy of our standard Client Agreement is available on request.

Independent Financial Adviser and Investment Manager
Authorised and Regulated by the Financial Conduct Authority
Registered in England No. 00864461 & FCA No. 121066
Website: www.evanshart.co.uk



Under the terms of Financial Conduct Authority (FCA) regulations we will classify you as a retail client for investment and pensions business. As a retail client you have the right to request re-classification as an elective professional client. This may be generally or in respect of a particular service, type of transaction or product, and is subject to the following:

- All requests for re-classification must be made in writing;
- We will consider such requests on a case by case basis against the criteria set out in FCA rules;
- We will confirm the scope of any re-categorisation along with the consumer protections you will lose as a result;
- You must keep us informed of any change to your circumstances that could affect your classification

We will not advise you if you are experiencing difficulties managing debts. Free help and advice about managing your debts is available by contacting the Money Advice Service via its website: www.moneyadviceservice.org.uk

INFORMATION ABOUT OUR INVESTMENT & PENSION SERVICES

We offer a range of services to help you meet your investment and retirement objectives. We provide independent advice which means that our recommendations to you will be based on the following:

1. We will determine which, if any, of the following types of investment or pension products are capable of meeting your needs, along with any associated 'tax wrappers' available (e.g. an ISA):

- Open Ended Investment Company Funds (OEICs) including Exchange Traded Funds (ETFs), Unit Trusts and Investment Trusts;
- Personal Pensions, Stakeholder Pensions, Self-Invested Personal Pensions (SIPPs) and Annuities;
- Insurance Based Investments, including Capital Investment Bonds and Endowments;
- Structured Capital at Risk Products (SCARPS) and Structured Deposits;
- Certain Specialist Investments suitable for retail clients, including Venture Capital Trust (VCT) Investments and Enterprise Investment Schemes.

2. We will then consider a broad range of different providers of these products from a fully researched panel that is representative of the whole of the market available to financial advisers and which we review on a regular basis using factors such as the risks, costs, complexity and their competitiveness in the market place.

3. We will, in most circumstances, review and manage your investment portfolio on a discretionary basis, including the switching of funds linked to life assurance or pension policies and collective investment schemes. Where applicable, we will exercise our discretion with regard to voting rights on any investments in the portfolio.

Related Service Providers

Subject to your individual needs and objectives, we may also recommend that you hold and trade your investments and/or pensions in one place via a Platform Service. We may also recommend that some or all of your investments and/or pensions are managed by a Discretionary Investment Management Service (DIMS).



We will consider a broad range of these service providers from a fully researched panel that is representative of the whole of the market and which is also reviewed on a regular basis as described above.

We may also recommend products or services related to your investment and pension needs which are not regulated by the Financial Conduct Authority. For example, cash deposits, National Savings & Investment Products (NS&I), or Inheritance Tax Planning (IHT).

A description of our initial and ongoing services, their associated costs and payment terms, is provided below.

What can you expect to pay for our investment and pension advice?

The amount we charge and the basis of the payment will depend on the service you choose and your individual circumstances. **The examples given below are our standard terms, and the exact fee payable, and services we provide to you, will be discussed and agreed with you and summarised in writing in a personalised Client Agreement prior to the commencement of any work on your behalf.**

We will discuss your payment options with you and answer any questions that you may have. We will let you know if you have to pay VAT on the cost of our service.

It is possible that other costs, including taxes related to the business we conduct and products we arrange for you, may arise. These costs will not be paid by our firm but borne by you.

Our typical fees for advice and arranging an investment or pension on your behalf are set out below but please do note,. Where hourly rates are stated, these are the actual hourly rates that will apply. There is an additional charge should you purchase one of our on-going service packages. The typical cost of our ongoing services and what they include is also set out below. You can cancel our on-going services at any time.

Initial Advice Services

For all new clients we offer a first meeting free of charge. The purpose of this meeting is to discuss your needs and our services. We usually conduct this meeting at our offices, but are happy to meet elsewhere if mutually convenient. We encourage all clients to enter into an ongoing advice and review service if appropriate (please see below), however we understand that this may not be appropriate for everyone, and can offer services on a “transactional” basis as detailed below. **Note: if it is suitable to enter an ongoing advice and review service, it may be possible to waive all or part of the initial fees detailed below. We will discuss this with you.**

Initial Service Description	Initial Service Fees
Advising on and arranging lump sum investments, including advice on what to do with your pension arrangements at retirement. Typically suitable for those with an existing investment and/or pension portfolio, or a lump sum to invest, of more than £100,000.	1% of the amount invested. For example, if you invest £150,000, the initial charge would be £1,500. VAT is not applicable. Payable on arrangement of the product.



Initial Service Description	Initial Service Fees
Purchasing an Annuity	1% of the amount used to buy the annuity. For example, if £150,000 is used to buy an annuity, the fee would be £1,500. Payable on arrangement of the product.

On-Going Advice and Review Services

We offer one on-going service package with reviews varying from annual to half yearly to quarterly – we will recommend the periodic review we consider to be most suitable for your needs. Once you have purchased our on-going service package you may cancel it at any time, without charge, by writing to us at the above address, giving us 28 days' notice.

We also recognise that an on-going service package is not suitable for everyone and that some of our clients would simply like to use our services when they need them. For this purpose, we are also happy to undertake future 'ad-hoc' or one off reviews of an investment and/or pension portfolio we arranged on your behalf.

Service Description	Service Fees
Retained Client Service <ul style="list-style-type: none">• Comprehensive financial face to face annual reviews with valuation and performance reports• Providing you with ongoing advice and information• Ongoing research, management and review of your portfolio, including implementation of any recommended action (e.g. rebalancing)• A full lifetime cashflow plan, updated annually, if required• Analysis of your tax affairs including utilisation of your annual tax allowances as appropriate• Management of your retirement income, if appropriate• Ongoing access to your adviser should you need us in the meantime, including both face to face and over the phone• Liaison on your behalf with other professionals <p>Annual reviews are typically suitable for most clients, however your adviser will agree a schedule suitable for you.</p>	1% for all reviews, payable on a monthly basis. On a monthly basis the portfolio is valued, multiplied by 1% and then divided by 12. Cash is excluded from this calculation. So for example, if in a given month the invested portion of the combined portfolios is valued at £200,000, the fee is £166.67 for that particular month ($£200,000 \times 1\% = £2,000$ divided by 12 = £166.67). If the portfolio grows in value this amount will increase and likewise if the portfolio goes down in value this amount will decrease.



Service Description	Service Fees
<p data-bbox="188 353 678 389">Ad-Hoc or One-Off Review Service</p> <p data-bbox="188 421 785 622">Suitable for those who do not want to pay for regular reviews, and who prefer to monitor things themselves. Upon request we are happy to offer one off or ad-hoc reviews of an investment/pension we have established for you should the need arise.</p> <p data-bbox="188 654 555 689">A typical review consists of:</p> <ul data-bbox="236 721 785 1034" style="list-style-type: none"><li data-bbox="236 721 785 788">• Updating the information we already hold about you<li data-bbox="236 792 785 860">• Reconfirming your objectives and risk profile<li data-bbox="236 864 785 1034">• Providing you with recommendations regarding the ongoing suitability of your portfolio, and subject to your agreement implementing any adjustments to your portfolio	<p data-bbox="810 421 1407 654">The cost of this service varies depending on the complexity of the work and how long we anticipate it taking to complete. An initial upfront fee of £1,500 exc VAT is payable for all ad-hoc reviews. Any additional fees will be agreed and confirmed to you in writing before any work is undertaken.</p>

What are your payment options?

- It is often possible to settle our fees through a deduction from your investment/pension directly, facilitated by the investment/pension provider, and we will inform you if this is the case.
- We accept direct payment by cheque or bank transfer.
- We do not accept cash.

Other benefits we may receive

If we take over the servicing rights of your existing arrangements that were arranged by another firm, we may be entitled to receive an on-going payment as a result. These payments are commonly referred to as ‘trail commission’.

Some of the firms whose products we recommend provide us with access to training and software which allows us to offer you a better service. Some of the costs of these benefits may be passed onto you as part of the total charges you pay, should you choose to purchase a product from one of these firms. Further information regarding these arrangements is available on request.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from investment product providers, for arranging investments.



INFORMATION ABOUT OUR INSURANCE SERVICES

Personal and Family Protection

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for, Life Assurance, Critical Illness Cover, and Income Protection Insurance.

How much do we charge for our insurance services?

We do not charge a fee for advice and arranging an insurance product. We will receive commission from the insurer and this is reflected in the premium amount you pay to them. The amount of commission we receive will vary depending on the type of contract, term of the cover and the premium amount.

We will tell you how much commission we expect to receive before we transact business for you. You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy we arrange for you.

INFORMATION ABOUT OUR OTHER RELATED SERVICES

Non-Advised Services

We will tell you how we get paid and the amount before we carry out any business for you.

WHAT HAPPENS IF YOU HAVE A COMPLAINT?

If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint, is available upon request.

If you would like to make a complaint please contact us either in writing to: Stephen Evans, Evans Hart Limited, 1 Bell Yard, London WC2A 2JR, by email to stephen@evanshart.co.uk or by calling 020 7405 5550.

If we are unable to settle your complaint or you are unhappy with our response, the Financial Ombudsman Service may be able to help. We will explain how at that point.

If you require further information about the Financial Ombudsman Service you can contact them directly:

Tel: 0800 0234567

Website: www.financial-ombudsman.org.uk

ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:



Investments:

Arranging and advising on most types of investment (e.g. an ISA) is covered up to a maximum limit of £85,000 per person per firm.

Long Term Insurance Contracts:

Arranging and advising on long term insurance contracts (e.g. a life insurance policy, personal pension or annuity) is covered for 100% of the claim without upper limit.

Further information about the FSCS is available from their website: www.fscs.org.uk