



trusted
financial
advice

Independent Financial Advisers



Services and costs disclosure

Trusted Financial Advice

www.tfagroup.co.uk

Contents

Services & costs disclosure	3
Our services	4
Our advice	5
Our charges	7
Other charges	10
The regulatory bit	11

Services & costs disclosure

We are a financial planning business, offering independent financial advice, focused on helping you understand and plan for your financial future.

This information is designed to give you an idea of:

- What we do and how we do it (our services)
- What it's likely to cost and how you can pay us

WHO ARE WE?

Trusted Financial Advice is a Trading Style of Tom French & Associates Ltd. Founded in 1997, we have a long history of providing client focused, sound financial and mortgage advice. Our team of professionally qualified advisers offer independent advice, ensuring clients receive the right outcomes for their unique circumstances.

We are proud of our client centric approach which is at the heart of everything we do. We approach every client with a focus on long-term planning, helping you make choices today that will benefit you for years to come.



Our services

WHICH SERVICE WILL WE PROVIDE YOU WITH?

Whatever financial decisions you have to make, the first step towards making the right decisions is to establish a clear understanding of your financial needs.

At our first meeting we'll gather information about you to help define your needs and priorities.

Independent advice

We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.



Our services include:



Financial/Investment planning

It's important to identify what you might want to achieve and how you can do this. We can help you to identify your goals and create a plan for your finances to help you achieve them.



Retirement planning

It's important to know whether the money you are saving towards retirement will provide you with sufficient funds to meet your retirement objectives. We can work with you to proactively plan for your retirement and help you decide on the options available once at retirement.



Protection planning

Most of us want to protect the things that are important to us, our family, business and quality of life. Protection planning can help to provide peace of mind in the event of your income changing due to unexpected events. We can help you plan for the best way to protect you, your family or your business.

We'll only start work once we have agreed our services and charges with you. We'll give you a copy of our Client Agreement which will set out the services we have agreed to provide and confirm how much this will cost.

Our advice

We offer independent investment advice.

Where we provide protection planning services we are an independent insurance intermediary and will provide advice which is based on a fair and personal analysis of the whole market. This means that we consider a wide range of financial strategies and products. We are constantly reviewing the market to ensure that the services and products we offer are appropriate for our clients.

Where we recommend particular investment strategies and products to you, these will be selected based on your personal circumstances, financial goals and objectives. We'll consider a number of factors, including the services you need, the cost of investing, how much risk you are prepared to accept in an investment product and how much of a drop in its value you could withstand.

The areas we can advise on include, but not restricted to:

- Open ended investment companies
- Unit trusts
- ISAs
- GIAs
- Investment trusts
- Investment bonds
- Enterprise investment scheme
- Venture capital trusts
- Structured products, incl. structured deposits
- Pensions
- Annuities
- Phased retirement & income drawdown
- Term assurance
- Critical illness cover
- Income protection
- Long term care

We don't provide advice in relation to individual share holdings or Defined Benefit pensions. We also don't provide advice on options, futures and other derivative contracts as we believe that these are unlikely to be suitable for our clients.



OUR ADVICE PROCESS

1 Engagement

We begin by understanding what matters most to you. In this initial meeting, we'll discuss your financial goals, priorities, and any concerns you may have. This meeting is at our expense and can be held either in person or remotely. We'll also invite you to our client portal where you can share information, manage documents and communicate with us securely.

2 Discovery

Once we have agreed to work together, we'll agree and prioritise your financial goals. We will then gather details about your finances to build a detailed picture of your current circumstances. We'll also assess your attitude, knowledge, and experience when it comes to investing.

3 Research & Analysis

With a clear understanding of your financial situation, we'll review your current planning and consider how best to meet your specific financial goals. We will then produce a report for you that contains our recommendations.

4 Plan presentation

Here we present your plan and our recommendations, outlining clear steps to help you achieve your goals. We'll talk through any questions you have so that you can move forward with confidence.

5 Implementation

Once you're happy with the plan, we handle all the necessary steps to put it into action. You can relax knowing that we'll take care of all the details.

6 Ongoing Service & Support

As your life and circumstances change, we're here to help you adapt. We'll conduct regular reviews to assess progress, make adjustments where needed, and discuss any changes in your life that may affect your financial situation. Whether it's adjusting your investments, planning for new goals, or navigating market changes, our proactive approach ensures that your plan remains effective over time.



Our charges

HOW OUR CHARGES WORK

The way we are paid for our services may depend on the type of advice given.

Typically this will be:

- **Investment business:** fees agreed and paid by you.
- **Insurance business:** fees agreed and paid by you or commission payable by the insurance provider, which is a percentage of the total annual premium.

Our charges fall into the following categories:

Initial charges

These are the upfront costs of our services. They are split into the 'Planning Fee - Stages 1-4' and the 'Implementation Fee - Stage 5'.



Ongoing charges

Once your financial plan is in place it is important to keep it under review so it can be adapted, where necessary, as your circumstances change. Our 'Specific Advice' 'Financial Planning' and 'Wealth Management' services are designed to do this.



Our actual charges and fees (in pounds and pence) will be agreed with you before we do any work and we'll explain your payment options too. We'll also let you know where any fees are subject to VAT.

SERVICES AND COSTS - INITIAL

Initial Advice - Financial Planning Stages 1-4

The financial planning service encompasses an initial meeting, identification and agreement of your objectives, subsequent research and presentation of your Financial Plan.



Our typical planning fee ranges between £995 and £4,995. This fee is charged on complexity and a personalised fee agreement will be agreed with you prior to engagement.

Implementation - Financial Planning Stage 5

On acceptance of our recommendations, we will work with product providers to put your financial plan in place.



The implementation fee is charged as 1% of the funds invested. For example a £250,000 investment will lead to a £2,500 fee.

SERVICES AND COSTS - ONGOING

Our ongoing services are optional. If you agree to an ongoing service, unless otherwise agreed, the service will be provided as a follow up to the initial service.

Financial Planning Service

For the majority of our clients who wish to benefit from ongoing advice to achieve their financial goals.

- Annual planning review meeting
- Suitability reviews & monitoring of investment plans.
- Unrestricted Telephone access to your adviser and the TFA team for general queries and advice.
- Access to the TFA Personal Finance Portal, where you can message us, check your valuations, and update us with any changes. Our portal includes a range of features to help you better manage your finances.
- Proactive advice on relevant planning objectives.
- Ensuring your contributions remain sufficient to meet your goals or that withdrawals remain sustainable.
- Regular communications.



Costs for the ongoing financial planning service are 1% of assets managed by TFA.

SERVICES AND COSTS - EVERYTHING ELSE

Specific advice service

For clients who require focused advice or products to deal with particular issues or needs in isolation and do not need ongoing advice.

- Access to the TFA Personal Finance Portal, where you can message us, check your valuations, and update us with any changes. Our portal includes a range of features to help you better manage your finances.
- Regular communications.
- Adhoc reviews available on request.



There is no ongoing fee payable for this service. Future requests for reviews or additional advice will be agreed and charged as and when required.

Wealth Management Service

This is a bespoke service for clients who have complex financial situations that require more in depth support up and above those covered under our financial planning service.

Examples could include:

- Complex Estate planning advice
- Ongoing advice to multiple family members such as elderly parents or children.
- Ongoing advice in relation to high-risk tax vehicles such as VCT's, AIM, or Business Relief products.
- More frequent review meetings.



The cost of this service will be tailored and agreed on a case-by-case basis.

Protection planning

Protection is the foundation of all great financial planning. Where appropriate we'll identify your needs and make recommendations through stages 1-5 above.



Providers of protection products can pay us through commissions. Where this is the case we will make you aware of the amount and what it is for. It may be possible to use this to offset your fees for other work. Alternatively, you can pay for your protection advice by way of a fixed fee. In this case your premiums will be reduced for the life of the policy.

Other charges

Depending on the services we provide, there may be costs and charges (including taxes), not charged by us, but related to the financial products we arrange for you. These charges may be one-off charges (payable up front) or charges payable on an ongoing basis. For example:

Service costs

If your investments are held on a platform (an online investment administration service) or held with a Discretionary Fund Manager (DFM), the platform provider / DFM will make a charge for administering / managing your investments.

Investment costs

These are the costs relating to the manufacturing and managing of your investments – for example, fees charged by the investment fund manager, costs relating to investment transactions.

We'll always disclose any third party costs as part of making our recommendations.

AGGREGATED COSTS AND CHARGES

Before we provide you with our advice we will add together all the costs and charges payable so that you are able to understand the overall costs of our services and recommendations. This is referred to as aggregated costs and charges information.

YOUR PAYMENT OPTIONS

Initial charges can be paid in a number of ways:

- Cheque or electronic transfer (unfortunately, we cannot accept payments by cash).
- Payment via deductions from the financial product(s) you invest in or (if relevant) deductions from the amount invested with a DFM. Most product providers / DFMs offer this facility but using it will reduce the amount you have left to invest and may, depending on your circumstances, have other consequences (we'll discuss this with you beforehand).

Ongoing charges can be paid in a number of ways:

- By deduction from your investment(s) on a monthly, quarterly, six-monthly or annual basis, where the product / platform provider or DFM is able to offer this facility.
- For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable.
- A regular fee, paid by standing order.

The regulatory bit

USEFUL INFORMATION ABOUT OUR SERVICES

Who regulates us?

We are authorised and regulated by the Financial Conduct Authority (FCA)
12 Endeavour Square
Stratford, London, E20 1JN
www.fca.org.uk
Our firm reference number is 185513.

- Our permitted business is advising on and arranging pensions, savings and investment products, non-investment insurance contracts and mortgages.
- You can check our details on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.
- Unless we tell you otherwise, we'll treat 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.

What if things go wrong?

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.

We have a complaints procedure and we can provide further details on request. 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 business and their clients. Full details are available at www.financial-ombudsman.org.uk

If your complaint relates to products or services you have bought from us online, or by other electronic means such as by email, you may refer your complaint to the online dispute resolution (ODR) platform at <http://ec.europa.eu/odr>.

Additional peace of mind

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 can't meet our 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, but as a guide:

- Investments - eligible claims for most types of investment business are covered for up to a maximum of £85,000.
- Insurance - in the majority of cases, eligible claims about the advising and arranging of protection products are covered for 90% of the claim, without any upper limit.

Further information is available from the FSCS at www.fscs.org.uk.

Benefits we may receive

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

OUR OBLIGATIONS

Our recommendations

- Before providing advice we will assess your needs, consider your financial objectives and assess your attitude to any risk that may be involved. If you don't want to discuss a particular area of financial planning and that area should not form part of the advice given, we can exclude it, if you instruct us to do so. This might of course have a bearing on the advice that we might give.
- Before making any recommendations, we'll carry out a suitability assessment so that we are able to act in your best interests.
- 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've recommended.
- Where we agree to provide you with a service that includes an ongoing review of the suitability of our recommendations, we'll 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'll issue you with a report and or letter setting out the results of our assessment and, if relevant, any updated recommendations.
- Please be aware that investment values can fall as well as rise, and that you may not get back the full amount invested. The price of investments recommended 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.
- Specific warnings relevant to the investments, investment strategies or other products we arrange are provided in the relevant product literature provided.
- We may, where appropriate, recommend holding some, or all, of your investments with a discretionary fund manager (DFM). This is a professional investment manager appointed to monitor your portfolio and make investment decisions on your behalf. In such cases we will explain the respective responsibilities of ourselves and the DFM

in relation to your investments, and any additional fees that it may entail.

- In some circumstances we may need to act as your 'agent' in relation to the part of your portfolio held with a DFM. This means that you will not have a direct contractual relationship with the DFM and the DFM will instead treat our firm as its client. Before setting up this type of arrangement we will explain the implications to you.

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'll 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 soft 'footprint' on your credit file but it will not affect your credit rating.

Best execution

Where we send investment applications on your behalf to third parties (e.g. to put an investment into force), we'll take all reasonable steps to ensure that we obtain the best possible result for you. This is referred to as 'best execution'.

Conflicts of interest

Although we'll always try to act in your best interests there may be situations where we or one of our other clients has some form of interest in the business being transacted for you.

If this happens or we become aware that our interests or those of one of our other clients conflict with your own interests, we'll write to you and ask for your consent to proceed before we carry out any business for you. We'll also let you know the steps we'll take to make sure you are treated fairly.

Communicating with you

- Our normal ways of communicating with you are by secure client portal (PFP), telephone, post, 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.

YOUR OBLIGATIONS

This section sets out your obligations in agreeing to use our services.

Providing information about your circumstances

Our advice will be based on the information that you give so it is important that you provide us with 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.

Payment for services

- By signing the Client agreement you are agreeing to pay the charges for our services as set out in that document. We'll tell you if any payments are subject to VAT.
- Our initial charges are payable once we've completed our agreed work and must be settled within 28 days.
- In most circumstances (for protection planning business only) we receive a commission payment from a product provider to cover the cost of advice services to you. If the commission payment relates to a regular contribution policy and you stop paying premiums on that policy we may be obliged to refund the commission received back to the policy provider. In such cases, you agree to pay us that amount as the outstanding balance of charges for our services.
- Any products we have arranged for you will only be kept under review as part of an ongoing service for which you have agreed to pay.
- Our charges for ongoing services will start alongside the initial charge but on a monthly basis. Our charges are payable within 28 days

of the end of the relevant period.

- Ongoing services can be cancelled at any time by informing us in writing with one month's notice.
- Where our charges are based on a percentage of your investments, the amount of our ongoing charges will increase as the size of your fund grows. Conversely, in times when the fund value may fall, the charges too will fall, in proportion.
- 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.

Legal and accountancy advice

We are not qualified to provide legal or accountancy advice or to prepare any legal or accountancy documents. This means that the onus remains on you to refer to a solicitor or an accountant any point of law or accountancy that may arise during the course of discussions with us, if you require an authoritative view upon which you intend to rely.

CANCELLATIONS AND AMENDMENTS

Ending this agreement

- You or we may terminate the Client agreement at any time, with one month's notice.
- Notice of termination must be given in writing and will take effect from the date of receipt.
- Any transactions already initiated will be completed according to these Terms and Conditions unless otherwise agreed in writing.
- You will be liable to pay for any services, ongoing or otherwise, up to the end of the notice period.

Amendments

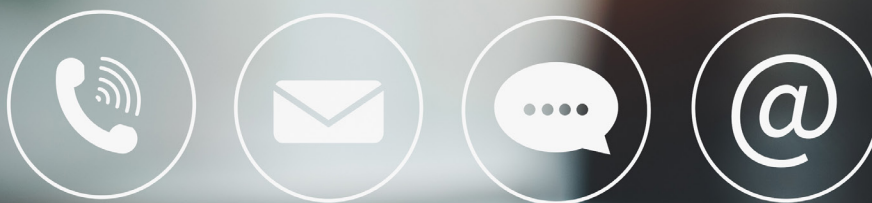
From time to time it may be necessary to amend the terms and conditions set out in your Client

agreement. If this is the case we will write to you with details of the changes at least 28 business days before they are due to take effect. In most cases any changes will be clarified in a new agreement.


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.



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

 Prudence House,
Langage Business Park,
Plymouth, Devon, PL7 5JX

 01752 347070

 www.tfagroup.co.uk

 enquiries@tfagroup.co.uk

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