Ecclesiastical Financial Advisory Services

Service summary

Ecclesiastical

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Ongoing Services Summary

Service	No Advice	Transactional	Enhanced	Specialist
Ongoing Services Summary				
Ongoing meetings				
Telephone review meeting (1 per year)	n/a	n/a	✔	Optional
Main annual review meeting F2F	n/a	n/a	n/a	✔
Additional/interim review meeting (1 per year)	n/a	n/a	n/a	✔
Ad hoc meeting	n/a	Optional	Optional	✔
Reporting				
Valuation report (1 per year)	n/a	✔	✔	✔
Main Annual review report narrative (1 per year)	n/a	n/a	✔	✔
Interim review meeting report	n/a	n/a	n/a	✔
Ad hoc report	n/a	n/a	Optional	Optional
Access to client portal (when it becomes available)	n/a	TBC	TBC	TBC
Investment management				
Auto re-balancing of portfolio (1 per year)	n/a	✔	Optional	n/a
Manual re-balancing of portfolio (1 per year)	n/a	n/a	Optional	✔
Bespoke portfolio management	n/a	n/a	n/a	Optional
Contact				
Direct telephone/email access to adviser	n/a	n/a	n/a	✔
Telephone/email assistance via paraplanning team	n/a	n/a	✔	✔
Proactive client contact	n/a	n/a	n/a	✔
Administration				
Client file retention & maintenance	n/a	✔	✔	✔
Forward provider correspondence	✔	✔	✔	✔
Annual newsletter	n/a	✔	n/a	n/a
Quarterly newsletter	n/a	n/a	✔	✔
Professional services				
Liaising with 3rd party professionals	n/a	n/a	n/a	✔
End of tax year service	n/a	n/a	n/a	Optional
Bespoke services				
Provision of additional bespoke services	n/a	Optional	Optional	Optional
Ongoing Annual Cost - Core Package				
(Please note: Initial advice charges are agreed separately. Optional services may attract an additional charge)	Commission	0.25% of assets invested; minimum £30pa	0.50% of assets invested; minimum £125pa	Up to1% of assets invested; minimum £750pa

Please note: charges for ongoing service can be cancelled by you at any time.

Specialist Service Proposition

Services	Description
Ongoing meetings	
Main annual review meeting	At least once a year we will offer you a face to face meeting, during which we will completely review your circumstances, needs, priorities and establish whether your current investments remain suitable. At your request we can also consider any other financial needs you may have.
Interim review meeting (1 per year)	In addition to the main annual meeting, we will offer you an interim review meeting, during which we will review your circumstances, needs, priorities and investment performance against the goals we agreed at your main review meeting. You can choose to hold this meeting over the telephone.
Ad hoc meeting	In addition to the core meetings, at any time you can request an extra meeting (one per year), if perhaps your requirements or circumstances change, to discuss your current investments and establish if they still meet your needs.
Reporting	
Valuation report	We will provide details of your investment(s) performance for the previous year.
Main annual and/or Interim review meeting report (as applicable)	Following our annual and/or interim meeting, we will provide a report confirming our discussions, summarising our findings and outlining any recommendations we may make.
Ad hoc report	If you choose to have an extra meeting, we will provide a report summarising our discussions and any recommendations we may make.
Investment management	
Investment portfolio management manual re-balance	Having thoroughly established your circumstances, objectives and goals, we will create a portfolio of investments tailored to your individual requirements, appropriate to the level of risk you are prepared to take. Using our expert knowledge of investments and the markets, we will review your investments' performance, in accordance with our agreed review schedule and recommend adjustments.
Contact	
Telephone/email direct access to adviser	You will have direct telephone or email access to your IFA at any time during working hours for personal assistance. Where appropriate, we may suggest an ad hoc meeting for more complex queries / needs.
Proactive client contact	You will benefit from our priority contact service, so you can be sure we'll be here to assist when you need us.

Services	Description
Administration	
Client file retention & maintenance	As and when you provide us with updates to your circumstances, we update your file and will hold it securely at our offices for as long as you remain a client of ours, in accordance with our data protection policy and retention periods.
Forward provider correspondence	We will forward any correspondence concerning your investments to ensure you are kept up to date with their performance and current value.
Quarterly newsletter	On a quarterly basis we will send you our newsletter, which contains useful articles to keep you informed about our firm and financial matters in general.
Professional services	
Liaising with 3rd party professionals	Where required we will liaise with your other professional advisers e.g. solicitor and accountant to co-ordinate your affairs, ensure consistency of approach in related matters and provide relevant updates.
End of tax year service	Where relevant, we will assist you with any information required in relation to your end of tax year return, which will be shared with your accountant, as required.
Bespoke services	
Provision of additional bespoke services (optional)	In addition to our core services, we can agree to provide you with bespoke services tailored to suit your individual needs, for example more frequent monitoring, meetings, reporting or the provision of specialist services. We will agree the costs of these services on an individual basis.
Annual cost - Core Package	0.75% of sums invested Minimum annual payment (£750) = 1 F2F meeting & 1 telephone meeting 1.00% of sums invested (Minimum annual payment £1500) = 2 F2F meeting As agreed

Please note: charges for ongoing service can be cancelled by you at any time.

Enhanced Service Proposition

Services	Description
Ongoing meetings	
Telephone update (1 per year)	Once a year we will offer you a telephone meeting, during which we will review your circumstances, needs, priorities and establish whether your current investments remain suitable.
Ad hoc meeting (optional)	In addition to the core services, at any time you can choose to pay for an extra meeting, if perhaps your requirements or circumstances change, to discuss your current investments and establish if they still meet your needs.
Reporting	
Valuation/strategy report (1 per year)	Before our telephone meeting we will provide a review reminder and details of your investments in writing. Following our telephone meeting, we will provide a report confirming our discussions, summarising our findings and outlining any recommendations we may make.
Ad hoc report (optional)	If you choose to have an extra meeting, we will provide a report summarising our discussions and any recommendations we may make. The implementation of such recommendations [will / will not] be subject to an additional fee.
Investment management	
Auto re-balancing (1 per year)	We will recommend you invest in an appropriate mix of assets to match the level of risk you are prepared to take. To ensure our recommendation remains consistent with your original requirements, on an annual basis an automatic re-balance of the asset allocation will take place. This approach will ensure we can keep your ongoing management fees appropriate and affordable.
Contact	
Telephone/email assistance via the paraplanning team	You can telephone or email the office at any time during working hours for assistance. Where appropriate, we may suggest an ad hoc meeting or conversation with your adviser for more complex queries/needs.

Services	Description
Administration	
Client file retention & maintenance	As and when you provide us with updates to your circumstances, we update your file and hold it securely at our offices for as long as you remain a client of ours, in accordance with our data protection policy and retention periods.
Forward provider correspondence	We will forward any correspondence concerning your investments, so you are kept up to date with their performance and current value.
Annual newsletter	On an annual basis we will send you our newsletter, which contains useful articles to keep you informed about our firm and financial matters in general.
Annual cost - Core Package	0.5% of assets invested minimum £125pa

Transactional Service Proposition

Services	Description
Meetings	
Initial advice service (telephone based)	We will conduct a full advice service with you over the telephone and by email/post. Once we understand your needs and have conducted our analysis of your situation and carried out research and prepared our report we will write to you to confirm our recommendations and then follow up with a phone call to talk you through them. We will then implement the recommendations on your behalf.
Ad hoc meeting (optional)	In addition to the core services, at any time you can choose to pay for an extra meeting, if perhaps your requirements or circumstances change, to discuss your current investments and establish if they still meet your needs.
Reporting	
Valuation/strategy report (1 per year)	We will write to you once a year with details of your investment performance and to offer a telephone based review discussion.
Ad hoc report (optional)	If you choose to have a review discussion, we will provide a report summarising our discussions and any recommendations we may make. The implementation of such recommendations will be subject to an additional fee in accordance with our adviser charges as set out in the 'about our services and costs' booklet.
Investment management	
Auto re-balancing (1 per year)	We will recommend you invest in an appropriate mix of assets to match the level of risk you are prepared to take. To ensure our recommendation remains consistent with your original requirements, we will arrange for automatic re-balancing to take place once per year by the investment provider to re-balance the asset allocation. This approach will ensure we can keep your ongoing management fees appropriate and affordable.
Contact	
Telephone/email assistance via the office	You can telephone or email the office at any time during working hours for assistance. Where appropriate, we may suggest an ad hoc meeting for more complex queries / needs.

Services	Description
Administration	
Client file retention & maintenance	As and when you provide us with updates to your circumstances, we update your file and will hold it securely at our offices for as long as you remain a client of ours, in accordance with our data protection policy and retention periods.
Forward provider correspondence	We will forward any correspondence concerning your investments to ensure you are kept up to date with their performance and current value.
Annual newsletter	On an annual basis we will send you our newsletter, which contains useful articles to keep you informed about our firm and financial matters in general.
Annual cost - Core Package	0.25% of assets invested minimum £30pa

No Advice Service Proposition

Please note: This service is available to clients who either:

- already know the product and provider they wish to use and who would like us to arrange the contract but not provide advice.

OR

- require information only (not advice).

You will make your own product choice based on the information provided and we will arrange the contract on your instruction. This service will be conducted by our paraplanning technician team who are not qualified to provide advice. If advice is required please ask to speak with one of our Independent Financial Advisers.

Services	Description
Initial meetings	
Initial service (telephone based)	You will be offered our advice services and if you turn them down then you accept responsibility for making your own decisions with regard to products and providers. If you do not have any preferred supplier or product in mind then we will send you details of certain products as detailed below. You must then make your own choices and we will arrange the contract for you.
Payment for our No Advice service	Ecclesiastical Financial Advisory Services Ltd will receive commission for products arranged on your instructions. The amount of commission will be confirmed before you proceed. Some examples are provided in the 'about our services & costs' booklet we have given/sent you. The payment of commission means that you pay for our arrangement service through the charges deducted from the products we arrange for you. It is not free.
No Advice service	
Investment & pension business	You will not receive advice or a recommendation from us. We strongly recommend that clients seek advice before making investment decisions. However, for customers who decide they do not want advice, if you know the products and providers we will make investment arrangements on your instructions. If you want to make an investment without advice and do not specify a product or provider, we will send you details of the Ecclesiastical Investment Management Limited fund and product range. If you do not know which pension arrangement you require we will send you details of the AVIVA Stakeholder Pension and applicable fund range.

Services	Description
Initial meetings	
Protection insurance	You will not receive advice or a recommendation from us for life insurance, critical illness cover, income protection insurance, serious illness cover, mortgage protection and whole of life cover. We strongly recommend that clients seek advice before making insurance related decisions. However for customers who decide they do not want to take advice., if you know the products and providers you want to insure with, we will make arrangements on your behalf. Where you do not, we may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed. We will enter the answers to the questions into a proprietary quote system which provides a fair analysis of the product providers available in the relevant market; we will then inform you about the product with the lowest premium to meet the needs you have stated are important to you. You will then need to make your own choice about how to proceed.
On-going service	
No on-going service	No on-going service is provided with this option. If you need further help or advice please call us to discuss the options open to you.
Contact	
Telephone/email assistance via the office	You can telephone or email the office at any time during working hours for assistance.
Administration	
Client file retention & maintenance	As and when you provide us with updates to your circumstances, we update your file and will hold it securely at our offices for as long as you remain a client of ours, in accordance with our data protection policy.
Forward provider correspondence	We will forward any correspondence concerning your investments to ensure you are kept up to date with their performance and current value.
Future contact	We may contact you from time to time with details of other products or services available from Ecclesiastical. You may opt out of this service.
Payment	Commission including where applicable ongoing annual payments. The exact amounts will be confirmed before you proceed.

Contact us

To find out more, contact Ecclesiastical Financial Advisory Service today, on

0800 107 0190

Lines are open 8:30am – 5:30pm Monday to Friday (excluding bank holidays). We may monitor or record calls to improve our service

You can email us at

getadvice@ecclesiastical.com

Or visit us at
www.ecclesiastical.com/getadvice

Other useful contacts

Ecclesiastical home insurance

0345 777 3322
www.ecclesiastical.com/homeinsurance

Ecclesiastical church insurance

0345 777 3322
www.ecclesiastical.com/churchmatters

If you would like this booklet in large print, braille, on audio tape or computer disc please call us on 0800 107 0190. You can also tell us if you would like to always receive literature in another format.

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