

## **SERVICE AGREEMENT**

Corrigans are Chartered Financial Planners rather than simply Independent Financial Advisers and offer a “cradle to grave” financial planning service. We are authorised and regulated by the Financial Conduct Authority. Bespoke financial advice is provided for you and your family to help achieve your goals. There is a team of experienced financial advisers and administrators, all qualified as required, to help provide a standard of service to match your needs.

### **Our Service and Fees**

An initial consultation of 40 minutes is offered at our expense. Prior to this meeting you will be sent all regulatory documents and an invitation to complete a Confidential Questionnaire. Completing the Questionnaire in advance of the meeting makes the adviser better informed about your needs so you get the best value out of that initial consultation. The Questionnaire can be completed in paper form or a secure on-line Portal within our IT system.

Meetings can be face-to-face at our office, by video-conference or at your home / place of work. Meetings away from the office attract additional costs, to be agreed in advance.

If you decide to engage Corrigans following the initial consultation you will be told exactly what we propose to do and how much it will cost. Any additional information needed about you, your financial situation and your goals will be gathered at that point.

A Suitability Report will then be written, setting out your needs and objectives and what our recommendations are. This can be discussed and developed as necessary.

Once you reach a decision, Corrigans will complete all the necessary paperwork for you to sign. That part of the work can be done face-to-face, by e-mail or post; whichever you prefer.

### **Initial Fee**

Fees for Corrigans' work are paid by an initial charge based on the amount invested, typically 3% taken from the Contract. Alternatively, you can pay this by invoice if you prefer. For example, an investment of £100,000 will cost £3,000 either taken from your plan or paid by you separately.

### **Ongoing Service**

An ongoing fee of 0.75% per annum based on the amount invested is payable on a monthly basis to us from your product provider to meet the cost of Ongoing Service. It is important to review your arrangements regularly and certainly whenever your circumstances change.

For example, an investment of £100,000, the ongoing service charge will be £62.50 per month.

The ongoing fee usually covers the cost of reviews on the frequency shown below. Each review starts with revisiting your Confidential Questionnaire, establishing your long-term objectives, appetite for risk, capacity for loss and determining your short-term goals. We will update you about the investment landscape since the last meeting, share the view of Corrigans about what is expected to happen next, consider the existing portfolio in the light of those facts and views together and provide advice on any strategic changes recommended. This is a service fee and can be turned off by you. However, if you do this your investments won't be reviewed from that point onwards.



Based on your invested assets, reviews will be conducted as follows:

Over £1million – at least bi-annually

Under £1million – annually

Under £100,000 – by request

### **Providing the Services**

An IFA or administrator is always available to talk to you during office hours and an appointment can be made for you with your preferred adviser by any member of the team. This will usually be within two weeks. Contact will be made annually to arrange a review.

There may be additional charge for meetings more frequently than outlined above.

### **Communication**

Our preferred method of communication is by e-mail but this will be agreed with you at the outset: traditional written correspondence using the postal service remains freely available for those clients not comfortable with using electronic messaging. Personal data may be sent via Sharepoint or using the portal on our IT system, both of which are highly encrypted and secure methods.

You will always receive communications you can understand, products and services that meet your needs and offer fair value together with the support you need.

### **Cancellation**

You may dispense with the services of Corrigan's at any time. Whilst Corrigan's will naturally be disappointed, no barriers will be put in your way.

Corrigan's has always put their customers first and will continue to do so.

Jan25v3