

Advice Process & Service Options

With you every step of the way





Advice Process

Strategic Solutions follow a carefully designed financial planning process so that you know exactly what is happening at each stage of its six steps.

STEP Initial Meeting & Review

01

Identify your needs and objectives

We will arrange a no charge introductory meeting to fully explain how our service works, identify your primary financial needs and objectives and answer any questions.

STEP Getting To Know You

02

Gather information

If you feel you can benefit from our service we will work with you to fully understand your objectives and develop these into well defined goals.

We will gather financial information to provide a comprehensive picture of your circumstances.

STEP Analysis

03

Prepare an analysis of your situation

Based upon your agreed objectives we will work with you to complete a tailored financial plan.

This written report provides an analysis of your current financial position and identifies any areas to develop and act upon.

STEP Recommendation

04

Develop a strategic plan

Once we've constructed your financial plan we'll take you through it stage by stage.

It will set out specific and realistic recommendations designed to achieve your stated objectives over an agreed time period.

STEP Implementation

05

Plan implementation

Now it's time to put the plan into action. You can relax in the knowledge that we will be taking care of all the necessary final steps to turn your plan into reality. We will process all paperwork, liaising with providers and ensuring that the implementation runs smoothly.

STEP Ongoing Service & Relationship

06

Monitoring your progress

Where an ongoing service is agreed we will help you review your financial plan to make sure it is on track with your objectives.

We will provide a written assessment following our annual meeting to confirm that the implemented plans remain suitable, you will also benefit from the agreed additional services as outlined on page 5.





Investment Services and Costs

Our charges fall into the following two categories:

1. Initial Fees

These are the upfront costs of our services.

We offer several types of initial service depending on your needs. The initial fee is based on the value of the total initial investment plus additional costs depending on the complexity.

2. Ongoing Fees

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 ongoing services are designed to do this.

We will discuss your payment options with you and answer any questions you have. We will not charge you anything until you have agreed how we are to be paid.

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 charges 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 or costs relating to investment transactions.

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



Initial/New Advice

Advice Service Category	Typical products	Initial Fees	Fees are per person, per advice service category	
			Minimum fee	Maximum fee
Starter	<ul style="list-style-type: none"> First time investors with less than £20,000 cash to invest Simplified advice process New ISA or Pension 	£250	£250 Fixed	
Standard	<ul style="list-style-type: none"> ISAs General Investment Accounts Pensions Investment Bonds 	2.50% <ul style="list-style-type: none"> On total value reviewed 2% <ul style="list-style-type: none"> On total investment from cash 	£1,000	£10,000
Defined Benefit	<ul style="list-style-type: none"> Defined Benefit/Final Salary 	Abridged Advice: <ul style="list-style-type: none"> £1,500 per scheme (included within full advice fee) Full advice: <ul style="list-style-type: none"> £500 + 3% of Cash Equivalent Transfer Value(s) (CETVs) + £1,500 for each additional scheme 	£4,000 (Inclusive of £1,500 abridged advice fee)	£15,500 (One scheme Plus additional Scheme fees)
Specialist	<ul style="list-style-type: none"> Complex Financial Planning 	4% <ul style="list-style-type: none"> Tax Planning including EIS, VCT, BR, AIM Trusts: fee to be confirmed depending on complexity 	£1,000	£15,000
Annuity	<ul style="list-style-type: none"> Purchase of lifetime annuities, fixed term income plans or purchase life annuities. 	3% <ul style="list-style-type: none"> Annuity: of pension/cash being reviewed 	£750	£15,000
Bespoke	Financial Overview which could include: <ul style="list-style-type: none"> Inheritance Tax/Estate Planning Cash Deposits Investment strategy review Portfolio withdrawal planning 	Bespoke work: <ul style="list-style-type: none"> Dependent on work, time and advice needed 	£1,000	£15,000
Protection	Personal Protection: <ul style="list-style-type: none"> Critical Illness Cover Life Cover Income Protection Private Medical Insurance Business Protection: <ul style="list-style-type: none"> Key Person Shareholder Cover Relevant Life 	<ul style="list-style-type: none"> Commission from the provider 	N/A	N/A
Long Term Care	<ul style="list-style-type: none"> Immediate Needs Care Annuity 	<ul style="list-style-type: none"> £300 to provide quotes 3% of the cost of the annuity for recommendation and implementation 	£1,000	£15,000

Full details of the client service advice categories can be found in the 'Strategic Solutions Financial Services - Services and Fees Guide' document which should be read in conjunction with this document.

Fees shown are standard charges and actual fees will be disclosed by your adviser. VAT may be due on initial advice fees. If VAT is due, this will be explained and agreed upfront. For cases over £1m these will fall into the bespoke service category and the maximum fees may be exceeded. Your adviser will confirm this before proceeding.



Service Level Options

Ongoing Advice

Service level	Starter	Ongoing Advice	Ongoing Advice Enhanced
Annual adviser charge:	n/a	0.85%	1.00%
Minimum annual charge:	n/a	£750	£1,500
Maximum annual charge:	n/a	£10,000	£15,000

Charges are per person, per product and not subject to VAT.

Services included			
Valuation reports from the provider Including online access where available	✓	✓	✓
Annual review meeting with follow up report to confirm outcome of review Includes review of circumstances, financial goals, objectives and investments, and reconfirming your attitude to investment risk.	<p>Not included in ongoing advice service</p> <p>These services can be provided but extra fixed fees may apply.</p>	✓	✓
Implementing changes from annual review		✓	✓
Dedicated individual adviser support		✓	✓
Continual assessment of suitability and updates if changes required		✓	✓
Alterations to existing regular income and/or contributions		✓	✓
Fund switches		✓	✓
Bed and ISA			✓
Tax review Capital Gains Tax, Income Tax and Inheritance Tax.			✓
Cashflow modelling and sustainability assessment			✓
Bed and Pension			✓
Income strategy planning from existing products			✓
Top ups to existing products*			✓
Additional meeting(s) within 12 months To include the above, and any additional points you, or we, wish or need to discuss.			✓
Ongoing access to your adviser as needed			✓

*Where new advice is identified and not covered by the ongoing service agreement, please refer to the initial charges document, all and any additional charges will be agreed with you and your adviser before implementation.





What to look out for when choosing a Financial Adviser

1. Are they FCA authorised?

Is the firm regulated by the UK regulator? Are they covered by the Financial Services Compensation Scheme (FSCS) and the Financial Ombudsman Service (FOS). You can check this by visiting the Financial Conduct Authority (FCA) register <https://register.fca.org.uk>.

2. Independent adviser?

Are they an Independent Financial Adviser who can look at the whole of market for your financial needs? Or a Restricted Adviser that may be limited to a single company's products or range of funds?

3. Chartered firm?

Corporate Chartered status is awarded by the Chartered Insurance Institute to the few firms that have made a public commitment to aligned ethics and values, to providing knowledgeable advice backed up by qualifications and continued professional development, and to seeking good customer outcomes.

4. Fee based?

Do they work on a fee basis where costs are transparent and always communicated to you up front?

5. External recognition or awards?

Does the firm have any external verifications or endorsements of their abilities or achievements?

6. Succession planning

Financial planning is a long-term commitment, does the firm have a strategy in place for their clients by developing new talented advisers to ensure that continuity? Or will you be looking for a new adviser again in a few years?

7. Part of your community

Strategic Solutions has long been committed to supporting its local community. Our dedicated Community Foundation (ssfs.co.uk/community) is backed not only by the company but our employees too.

Pensions • Savings • Investments • Mortgages • Business Protection

Strategic Solutions Chartered Financial Planners

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Strategic Solutions is a trading style of Strategic Solutions Financial Services which is authorised and regulated by the Financial Conduct Authority. Number 525733. Principals: Allan Cruse, Kevin Forbes, Jefferson Fawcett, Nathan Harris

