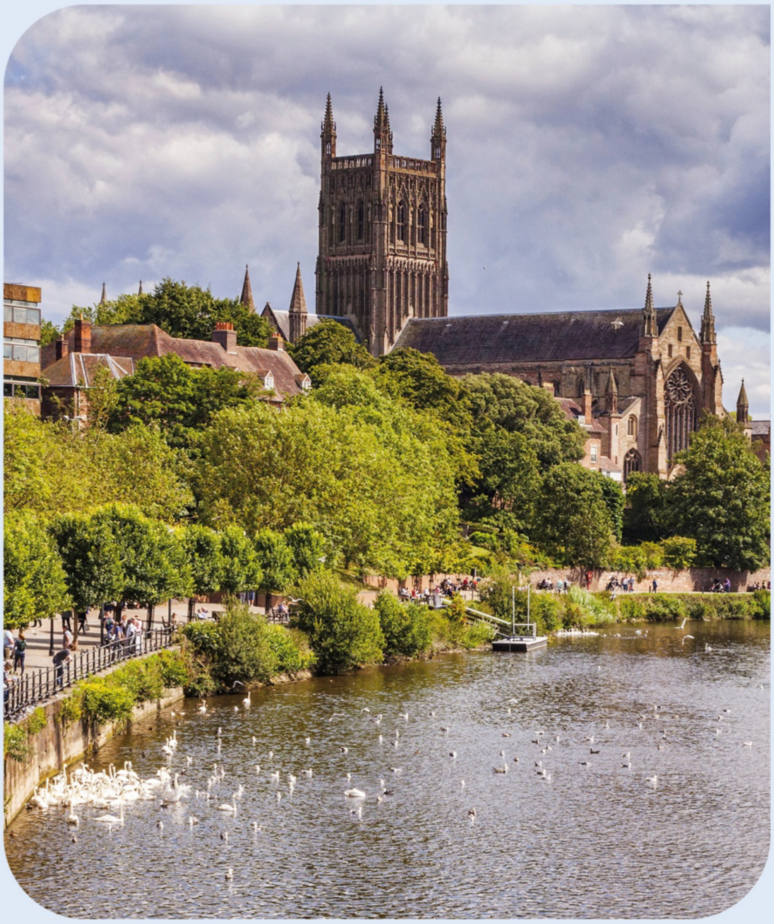
KINDWEALTH

Our Terms of Business

What to expect from your chosen advice services and the associated fees



Contact details:

Kind Wealth Ltd

You may communicate with us at any time using the following contact details:

Postal address:

Vinegar House, 39 Foregate Street, Worcester, WR1 1DJ

Telephone:

01905 701270

Email:

clientservices@kindwealth.com

Kind Wealth Ltd is an Appointed Representative of Quilter Financial Services Ltd, which is authorised and regulated in the UK by the Financial Conduct Authority (FCA) and is registered on the FCA Register with Firm Reference Number: 440703. Kind Wealth Ltd is also registered on the FCA Register with Firm Reference Number: 604355.

Wherever you are on your financial journey, we're here to give you advice you can depend on.

Our services are comprehensive, which means your adviser can offer you professional advice across all the stages of your financial life. Whether you are looking to build wealth in preparation for retirement, preserve wealth once retired, protect your family financially, or manage property or business wealth, our advice services are designed to be flexible and to secure the best outcomes for you.

To do this, we offer a range of advisory services which are designed to meet your needs as your life evolves. You can choose to receive some or all of these services at any time. This document explains what you can expect from these services and the associated fees.

Your investment service

Recommending the best investment solutions for you

Restricted Advice - When you receive investment advice from us, our recommendations are from a curated panel of leading investment companies. This means that when we identify the most suitable investment solutions for you, we look at a range of pre-vetted investments from companies which meet our approval. We will be happy to provide you with a list of companies that we use upon request.

The advice fees associated with your investment service

You will not incur any fees for our services until we have agreed what they will be. If you have any questions about your fees or when they start, please speak to your adviser.

This document details the fees you will incur for our financial advice services. Please remember that you may also need to pay charges related to the investment products we recommend, however these charges will be presented to you before you agree to proceed with our recommendations.

We offer different ways in which you can pay us for our services. Once we have discussed these with you, we will confirm the fee structure and method of payment.

Advice fee

Once we have assessed your needs and circumstances, we will advise you accordingly and make a personal recommendation for you. If you wish to go ahead with our recommendations, we will implement these for you.

The fee that applies will depend on whether you are making a single payment (otherwise called a 'lump sum'), or whether you are planning to make regular contributions.

For example, a lump sum fee would apply where you seek our advice to invest a one-off inheritance, whereas a regular fee would apply where you ask us to recommend a pension plan which you choose to pay into monthly.

When you invest a lump sum, our advice fee is tiered. This means the more you invest, the lower the fee rate you pay. As well as offering financial benefits, this can give you greater clarity and peace of mind over how much you'll pay for our services, should you choose to invest any additional sums.

Our fees for this service are as follows:

How the advice fee applies to lump sums

Value of Investment	Advice Fee
On the first £75,000	2.5%
On the next £125,000 (Between £75,001 - £200,000)	2%
On the next £200,000 (Between £200,001 - £400,000)	1%
On the next £300,000 (Between £400,001 - £700,000)	0.75%
On the next £800,000 (Between £700,001 - £1,500,000)	0.40%
Over £1,500,000	0.30%

Example fees
To make it clear and easy to apply to your own circumstances, we have set out below what our fees would be on different investment amounts:

- £200,000 invested, the fee would be £4,375, which represents 2.19% of the amount invested
- £500,000 invested, the fee would be £7,125, which represents 1.43% of the amount invested
- £750,000 invested, the fee would be £8,825, which represents 1.18% of the amount invested

If we recommend multiple products but implement these over an extended period, the total investment amount will be used to calculate any advice fees.

Charges for More Complex Investment Advice

Some areas of advice are more complex and therefore, are more time intensive. On these occasions, we charge an additional fee on the amount invested, as follows:

Pension Transfers and Investment Replacements – an additional fee of 0.5% applies on the full amount invested, subject to a maximum additional fee of £1,000.

Example fees
To make it clear and easy to apply to your own circumstances, we have set out below what our fees would be on different investment amounts:

- £200,000 invested, the fee would be £5,375, which represents 2.69% of the amount invested
- £500,000 invested, the fee would be £8,125, which represents 1.63% of the amount invested
- £750,000 invested, the fee would be £9,825, which represents 1.31% of the amount invested

Enterprise Investment Scheme (EIS), Venture Capital Trust (VCT) and Business Relief Qualifying Investments – an additional fee of 0.5% applies on the full amount invested, subject to a maximum additional fee of £500.

Example fees
To make it clear and easy to apply to your own circumstances, we have set out below what our fees would be on different investment amounts:

- £200,000 invested, the fee would be £4,875, which represents 2.44% of the amount invested
- £500,000 invested, the fee would be £7,625, which represents 1.53% of the amount invested
- £750,000 invested, the fee would be £9,325, which represents 1.24% of the amount invested

'Defined Benefit Pension Transfers' and 'Safeguarded Rights' – an additional fee of 0.75% applies on the full amount invested, subject to a maximum additional amount of £2,000.

Example fees
To make it clear and easy to apply to your own circumstances, we have set out below what our fees would be on different investment amounts:

- £200,000 invested, the fee would be £5,875, which represents 2.94% of the amount invested
- £500,000 invested, the fee would be £9,125, which represents 1.83% of the amount invested
- £750,000 invested, the fee would be £10,825, which represents 1.44% of the amount invested

Fund Switches & Change of Investment Platform

Once we have researched your existing investments, our recommendation may fall into one of the following categories:

- The product that you have is suitable for you, but the investment fund you hold is not suitable for you. Therefore, we recommend that you just change the investment fund that you are invested in. This is known as a fund switch.
- If you hold your investments via an investment platform: either the investment platform is no longer suitable for you and we recommend you change the investment platform; or we recommend an alternative investment platform to reduce your ongoing platform charge.

In these situations, there is typically less work involved compared to investing a lump sum or more complex areas of advice. As a result, we charge a lower fee for this advice. Our fees for this service are as follows:

Value of Investment	Advice Fee
On the first £200,000	1.00%
On the next £300,000 (between £200,001 - £500,000)	0.75%
On the next £500,000 (between £500,001 - £1,000,000)	0.50%
On the next £1,000,000 (between £1,000,001 - £2,000,000)	0.40%
On the next £3,000,000 (between £2,000,001 - £5,000,000)	0.30%
Over £5,000,000	0.15%

Example fees
To make it clear and easy to apply to your own circumstances, we have set out below what our fees would be on different investment amounts:

- £200,000 invested, the fee would be £2,000, which represents 1% of the amount invested
- £600,000 invested, the fee would be £4,750, which represents 0.79% of the amount invested
- £1,500,000 invested, the fee would be £8,750, which represents 0.58% of the amount invested

How the advice fee applies to regular contributions

If you pay into your investment regularly, the fee you pay will be based on the level of your monthly contributions for the first 12 months. This amount then determines the level of fee as per the table below.

You can pay your advice fee monthly over the first 12 months.

Our typical fee is 35% of the first year's contributions.

Value of Investment	Advice Fee
On the first £200 of monthly contributions	50%
On the next £300 of monthly contributions (Between £201 - £500)	25%
Over £500 of monthly contributions	10%

Example fees
As an example, for a regular contribution of £500 per month, your advice fee would be £2,100, subject to our minimum fees. These may be taken over 12 months from your plan.

Our fee structure is designed to be flexible to meet your needs. Usually, our fees are based on a percentage of your investment amount. However, in some circumstances, it may be better for you to pay for our services in a different way.

This may be due the **complexity** of the advice you need or where you require a service outside of our standard services. An example of this could be where you need advice on an ad-hoc basis, or you need advice that doesn't include a personal recommendation.

Where this is the case, following an initial consultation with you, your adviser will confirm your fee with you before we proceed.

Hourly rates

On some occasions, the advice we give may not be related to an investment amount. In this case, based on our experience and the information you provide to us, we will give you an estimate of the cost before starting any chargeable work for you. Our fee will be based on the amount of time we spend providing you with services, at the hourly rates below.

Where you pay an hourly rate for our advice services, we will never exceed the costs outlined in your estimate from us without your prior agreement.

- Work performed by a diploma qualified financial adviser £300
- Work performed by a chartered financial planner £390
- Paraplanning activity £150
- Administration and support £80

Example fees
An initial advice service using hourly rates may cost the following:

	Hours	Total
Work performed by a diploma qualified financial adviser	7	£2,100
Paraplanning activity	5	£750
Administration and support	5	£400
		£3,250

Your proportionate fees if you cancel your advice service

We always aim to provide you with the highest quality service and advice to help you achieve your financial goals.

However, should a situation occur where you need to ask us to stop work after agreeing fees with us, you will be invoiced proportionately for the work completed up until that point. We will advise you of this amount when you contact us.

Ongoing advice fees for monitoring & maintaining your plans

Where recommended by their adviser, many clients choose to opt into our ongoing advice service to ensure their financial plans remain on-track to meet their financial goals.

Where we recommend that you'd benefit from ongoing advice, the different elements of this service are outlined below.

The service levels we offer are based on the value of assets under our advice. As the value of your assets change over time, you will have the option to consider switching to alternate service levels available to you at your next annual progress check meeting. Our ongoing advice fees will be adjusted at each annual review meeting with your consent, based on the value of your assets under our advice.

	Kind Wealth Essential	**Kind Wealth Enhanced**	**Kind Wealth Strategic**
Core Services			
An annual Progress Check meeting to review your plans, current circumstances, and objectives to help ensure that your financial planning remains on track.	✓	✓	✓
You'll receive a consolidated annual report of your plans and investments within the scope of our advice, so that you can see your current position and progress towards your objectives.	✓	✓	✓
Your adviser will recommend any switches to your investment funds where this is suitable and beneficial for you.	✓	✓	✓
We'll confirm in writing whether your plans and investments continue to be suitable based on your stated objectives and risk appetite.*	✓	✓	✓
Assistance with the administration of your plans and support with any third-party provider interaction, as required.	✓	✓	✓
Telephone and e-mail access to your adviser (and wider support team), allowing you to quickly address any questions or concerns that you might have between regular scheduled progress check meetings.	✓	✓	✓
Additional Services *(where requested by you)***			
A detailed cash flow model to help you plan with confidence	✓	✓	✓
Advice, support and facilitation on withdrawals once per tax year	✓	✓	✓
Meetings with your adviser (as appropriate) in addition to your Annual Progress Check Meeting		✓	✓
Engagement with your other professional advisers (e.g., accountants/solicitors) on your financial affairs			✓
Typical Assets under our Advice	**Up to £400,000**	**£400,001 - £1 million**	**Over £1 million**
Minimum fees that may apply	£1,000	£3,500	£6,750

***Remember, we'll only be able to confirm whether your plans and investments continue to be suitable following your annual progress check meeting. Where you are unable to attend a meeting, we will not be able to confirm whether your plans and investments remain on track.**

** Where Additional Services are available to you, if you do not need them or choose not to use them in any given year, you will not be eligible for a refund of the ongoing advice fees paid for that year. If you have any questions on this at any time or want to understand in more detail what this means in practice, please do not hesitate to contact your adviser so they can help.

The standard fee for our ongoing service is 1% per year of the value of your product / portfolio invested. However, we apply a blended charging structure for clients with higher amounts to invest, as follows:

Total Portfolio Value	Annual Service Charge
On the first £200,000	1.00%
On the next £300,000 (between £200,001 - £500,000)	0.75%
On the next £500,000 (between £500,001 - £1,000,000)	0.50%
On the next £1,000,000 (between £1,000,001 - £2,000,000)	0.40%
On the next £3,000,000 (between £2,000,001 - £5,000,000)	0.30%
Over £5,000,000	0.15%

Example fees
We have set out below what our ongoing fees would be on different investment amounts

- £200,000 invested, the fee would be £2,000 per annum
- £600,000 invested, the fee would be £4,750 per annum
- £1,500,000 invested, the fee would be £8,750 per annum

We will recalculate your ongoing advice fee on an ongoing basis to ensure that you are paying the correct fee as calculated using our blended charging structure. We recalculate your ongoing advice fee in the following situations:

- At your annual Progress Check Meeting*
- If you contribute £50,000 or more to your portfolio between Progress Check Meetings
- If you withdraw £50,000 or more from your portfolio between Progress Check Meetings

*If you are unable to attend a meeting, then the fee may not be amended until your next Progress Check Meeting that you attend. In this scenario, if you would have benefitted from a fee reduction had you attended the meeting, you will not be eligible for a refund for the saving you could have received, had you attended the Progress Check Meeting. This is because some product providers require paperwork signing by you to authorise a change to our ongoing advice fee, even if it is reducing.

Minimum fees

> Where the cost of the advice you need is below our minimum fee level, your adviser will let you know and discuss this with you so you can make an informed decision about the best option for you.

We apply minimum fees to:

- Our standard advice services – in other words, advice which includes a personal recommendation to you.
- Work we perform for you outside of our standard services. Where this is the case, we will tell you before we start.

The minimum advice fee for our initial advice services are:

- A minimum fee of £1,000 applies to advice relating to lump sum investments and single premium pensions, where the invested amount is coming from a bank account.
- A minimum fee of £1,000 applies to advice relating to regular contributions
- A minimum fee of £750 applies to advice relating to fund switches*.
- A minimum fee of £1,000 applies to advice relating to a change of investment platform*.
- A minimum fee of £2,500 applies to advice relating to pension transfers and investment replacements, excluding any pensions that have safeguarded rights attached to them (see below).
- A minimum fee of £500 applies to advice relating to lump sum investments, where our recommendation is to invest in an Enterprise Investment Scheme (EIS), Venture Capital Trust (VCT) or Business Relief Qualifying Investments.
- A minimum fee of £3,000 applies to any work which requires Part 4 qualifications/licence, such as advising on Defined Benefit Pension Transfers and Safeguarded Rights.

*Where you receive an ongoing advice service, we do not charge a fee for a fund switch or a change to an investment platform for investments covered by the ongoing advice fee.

The minimum fee for our ongoing advice service is £1,000 per annum

Discounts

We offer discounts to the following groups of clients:

Existing client discount

Naturally, we usually need to spend more time with new clients to get to know them before we can advise them. Because of this, and to reward our existing clients, we offer the following:

- If you have existing investments held with us, when calculating your implementation fee, then we will not charge you the tiers equal to the value of the investments that you already hold with us. For example, if you already have £500,000 of investments held with us, and you want to invest a further £200,000, then when calculating our fee tiers, we would use the tiers that apply for an investment of £500,000 to £700,000 to ensure that you benefit from a lower fee.
- If you do not have existing investments with us, or the discount calculated above equates to less than 20%, then we will discount our implementation fee by 20%.
- Please refer to our Mortgage Advice fees for details of our fees for existing clients.

An existing client who can benefit from this discount is:

- A client who has taken out a mortgage through us in the last three years
- A non-mortgage client who has taken out a plan through us where we have received ongoing income (commission or fee) in the previous 12 months

Family member discount

We offer a family member discount because we recognise the importance of retaining and passing on your wealth. Understanding your family unit better allows us to provide the best support during critical times. To reflect this, we offer the following:

- Discounts on the first initial advice fees of 15%. Thereafter the existing client discount will apply
- Discount of £145 on the Mortgage Advice fees that apply to new clients. We do not provide discounts for Mortgage Capacity Reports

A family member includes your parents, spouse, partner, siblings, children, grandparents and grandchildren, whether connected by birth, adoption or guardianship.

Defined benefit pension transfers

Recommending whether to transfer a defined benefit pension into a new scheme is a complex area of advice. This is because defined benefit pensions can offer certain benefits and guarantees which need to be carefully assessed to determine if you would benefit from remaining in the existing scheme.

We offer two separate advisory services in connection with this complex area of advice. Because of the level of meticulous work involved, both of these services involve an advice fee irrespective of whether your adviser recommends that you transfer your pension benefits.

- Abridged advice – this is a lower cost service which will let you know if a pension transfer/conversion is unsuitable for you, or if it's not possible to make a recommendation because your adviser cannot obtain enough information. This service requires an extensive discovery meeting for your adviser to establish your needs, circumstances, and pension information. We charge a fixed fee of **£600** plus VAT payable on receipt of our written report.

  Next steps after abridged advice

  - If you proceed to full advice, the cost of abridged advice (excluding VAT) will be discounted from your full advice fee.
  - If under the abridged advice service, we recommend that you do not go ahead with a pension transfer or conversion, we cannot then provide you with the full advice option.

- Full advice – this service includes detailed analysis of your existing arrangements, cash flow modelling (where relevant), and alternatives for funding your retirement lifestyle. A recommendation will be made either to transfer/convert your pension, or to keep your defined benefit pension in its current form. Our fees for this service are aligned to our normal investment advice fees (please refer to "Charge for more complex investment advice"). Where your adviser recommends and arranges for your pension to be transferred, it is possible to pay your advice fee through your new pension scheme. Where we recommend you retain your defined benefit pension, the fee will need to be settled directly. VAT will also be payable*.

*In limited circumstances it may be possible to provide advice where the fee is only due if a transfer takes place.

It's important to ensure you have sufficient funds to pay your pension transfer advice fee before commencing the defined benefit pension transfer advice.

Please be aware that we do not arrange pension transfers where they go against our recommendations in either our abridged or full advice pension transfer service.

Mortgages

We offer a mortgage advice service on both residential and buy to let mortgages. As part of this service, we will make a recommendation once we have assessed your needs.

We recommend products from a range of lenders that is representative of the whole of market, however we do not consider mortgage products that you can only obtain by going directly to a lender

We do not provide advice on second charge mortgages, commercial mortgages, or bridging loans. If you need advice on these types of loan, we can refer you to a specialist broker.

The fees for our mortgage advice service for **new clients** are as follows:

- Home buyers/home movers/residential remortgage: we will charge a fee based on the amount you borrow, as detailed below.
    - Where the amount borrowed is less than £300,000, our fee is £495
    - Where the amount borrowed is between £300,001 and £500,000, our fee is £295
    - Where the amount borrowed is over £500,000, we do not charge a fee
- Product Transfers: we will charge a fee based on the amount you borrow, as detailed below:
    - Where the amount borrowed is less than £500,000, our fee is £295
    - Where the amount borrowed is over £500,000, we do not charge a fee
- Adverse credit: If you have recently experienced issues with credit, we will charge an additional fee of £100
- Consumer Buy-to-Let: we will charge a fee of £495
- Business Buy-to-Let: we will charge a fee of £695

Our fee is typically paid in two stages: the first £350 is payable when we submit an application to the lender. The balance of our fee is payable upon receipt of a mortgage offer.

When the total fee is less than £350, the entirety of the fee is payable when we submit an application to the lender.

We charge a fixed fee of £250 + VAT for the research and preparation of a **Mortgage Capacity Report**.

The fees for our mortgage advice service for **existing clients** are as follows:

- Home buyers/home movers/residential remortgage: we will charge a fee based on the amount you borrow, as detailed below.
    - Where the amount borrowed is less than £300,000, our fee is £295
    - Where the amount borrowed is between £300,001 and £500,000, our fee is £145
    - Where the amount borrowed is over £500,000, we do not charge a fee

- Product Transfers: we will charge a fee based on the amount you borrow, as detailed below:
  - Where the amount borrowed is less than £500,000, our fee is £99
  - Where the amount borrowed is over £500,000, we do not charge a fee
- Adverse credit: If you have recently experienced issues with credit, we will charge an additional fee of £100
- Consumer Buy-to-Let: we will charge a fee of £295
- Business Buy-to-Let: we will charge a fee of £495

Complex lending

We reserve the right to charge an additional fee for cases where it involves more complexity due to topics such as:

- Larger loans
- Multiple borrowers / guarantors
- Your personal situation regarding income sources, taxation, residence, and credit rating
- Property type, location, freehold or leasehold variations

In addition to the above fees, we will also receive a commission from the lender. You will receive a mortgage illustration when considering a particular mortgage, which tells you the actual amount of the fees and commission we will receive, as well as details of any other fees relating to the mortgage.

If we are unable to advise on an appropriate product for you, we may refer you to a third party (such as a specialist broker) which may pay us a fee for the introduction. In these circumstances, either we or the third party will tell you about any fees we receive for the introduction.

We may contact you from time to time to discuss your future mortgage planning needs, for example, when the initial term on your mortgage is due to end.

Insurance

Insurance is an important part of many people's financial plans, either to ensure their family is financially protected, to ensure they would have the funds to pay a loan such as a mortgage if the worst were to happen, to protect key people within a business, or to pay an inheritance tax bill. We will make a recommendation on what insurance services would be suitable for you after we have assessed your needs.

We offer life, critical illness, income protection and whole of life products from a range of insurers.

We offer private medical insurance based on a fair analysis of the market.

We offer buildings and contents insurance, landlord's buildings and contents insurance, and personal accident and sickness insurance from Paymentshield. Paymentshield uses a limited panel of underlying insurers to provide its products. A list of the underlying insurers used by Paymentshield is available upon request.

You will not pay us a fee for any insurance advice we provide you with. Instead, we will be paid a commission from the product provider.

> Full details of any commission we receive from the product provider will be set out in your illustration document issued by the product provider before you purchase an insurance policy.

We act as an insurance intermediary for the insurance services that we offer.

We may contact you from time to time to establish whether your protection plans remain appropriate for your needs.

Your protection

Complaints

We always endeavour to give the highest quality service and advice; however, there may be times when you feel you do not receive the service you expect.

If you have a complaint, please get in touch with us using the contact details below in the first instance. We will do our best to investigate your concerns, look into things properly, and respond to you as quickly as we can.

We will provide you with a summary of our complaints procedure when we acknowledge your complaint as well as on request.

Quilter Financial Planning Complaints Department
Sunderland SR43 4JR
Email: QFPcomplaints@quilter.com
Tel: 0191 241 0700

The Financial Ombudsman

If we cannot settle your complaint, you may be entitled to refer it to the Financial Ombudsman Service using the contact details below. Please be aware that you may not be entitled to refer your complaint to the Financial Ombudsman Service if your product is not regulated by the FCA (for example, a buy-to-let mortgage).

Telephone: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. In the unlikely event that we cannot meet our obligations, you may be entitled to compensation from the FSCS. This depends on your type of advice/product, and the circumstances of your claim. The FSCS covers eligible claims up to the following limits:

- Up to £85,000 per eligible person, per institution for deposits
- Up to £85,000 per eligible person, per firm for investments
- Up to £85,000 per eligible person, per firm for mortgages
- 100% protection for long term insurance; 90% protection for all other kinds of insurance, including general insurance

Further information about compensation scheme arrangements including the conditions governing compensation and how to obtain compensation is available from the FSCS at www.fscs.org.uk.

Data protection and your rights

The personal information you provide will assist your financial adviser in offering you suitable advice. The personal data you provide will be used and stored in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) under UK law.

Quilter Group process 'special category data' on the lawful basis of 'substantial public interest'.

For further information on how Quilter uses your personal data and your rights, please see the Privacy Notice here: https://www.quilter.com/important-information/privacy-notices/. A printable version can be provided on request.

For further information on how Kind Wealth uses your personal data, please see the Privacy Notice here: https://www.kindwealth.com/privacy-policy/. A printable version can be provided on request.

If you have any enquiries relating to the personal data that Quilter may hold about you, how your personal data is processed, or how to exercise your rights you can contact our Data Team, at QFPdataguardian@quilter.com.

From time to time, we may want to send you relevant marketing electronically from both Kind Wealth and Quilter. You can unsubscribe at any time.

Cancellations and refunds

You can cancel these Terms at any time without penalty. This will not affect any outstanding transactions being carried out on your behalf and you may still have to pay a fee to us, as outlined below. To cancel these Terms, you should notify us using the contact details shown on the front of this document.

Our cancellations policy for the different advice services that we offer is set out below:

Investments

Initial advice

Our standard policy is that if these Terms are terminated, a recommendation is not followed through to implementation, or a product that we arrange is cancelled, no refunds will be given, and all work undertaken will be billable as previously agreed.

If you cancel your investment(s) in the cooling off period or stop regular contribution payments the fee will no longer be due unless a minimum fee is stated in these Terms.

Ongoing service

You can cancel your ongoing service or our authority to act on your behalf at any time by email or post using the contact details shown on the front of these Terms. You will be responsible for cancelling any payment instructions from your bank. If the ongoing service fee is taken from your investments we will aim to instruct the provider, platform or discretionary fund manager to stop the fee within 5 working days of receiving your instructions and refund any overpayment to you.

Our ongoing advice service fee will be charged up until the date that you are no longer contractually entitled to receive our ongoing advice services, which will be the same date we receive notice that you wish to cancel these services. If you cancel your ongoing advice services because you are dissatisfied with the level of service that you have received, we will treat this as a complaint, subject to our standard complaint procedures. Please see the section above headed *Complaints*.

Our ongoing advice services are appropriate for clients who wish to keep their investments under regular review. You have the right to decline an ongoing financial review at any time. We will not refund your ongoing service fees if we have offered, but you have declined, an ongoing financial review.

We reserve the right to cancel the ongoing service or our authority to act on your behalf on reasonable notice to you. We may wish to do this if we consider that our ongoing service is no longer appropriate for you or if we are unable to provide it for any reason.

Disengagement from Defined Benefit Pension Transfer Advice Service

You may cancel our defined Benefit Pension Transfer advice process at any time.

Other important information

Our regulator

Kind Wealth Limited (FCA register number 604355) is an appointed representative of Quilter Financial Services (FCA register number 440703), of Senator House, 85 Queen Victoria Street, London, EC4V 4AB which is/are authorised and regulated by the Financial Conduct Authority.

The permitted business of Quilter Financial Services is advising on and arranging pensions, investments, mortgages, life assurance and general insurance.

You can check this on the FCA's register at https://register.fca.org.uk/s/ or by contacting the FCA on 0300 500 8082 or 0800 111 6768.

The FCA address is: 12 Endeavour Square, London, E20 1JN.

The permitted scope of our advice

We have set out above the business that Quilter Financial Services is permitted to carry on.

We can only offer advice from certain leading investment, insurance, and mortgage companies. By restricting our business to a selected panel of product providers and a carefully chosen range of their products, Quilter Financial Services ensures it is able to meet the needs of its clients and delivers the high standards they expect. We can provide a list of the companies on our panel upon request.

The Quilter Group of companies offers a range of market leading pension and investment solutions through both a UK and international platform. Pension and investment solutions offered by Quilter form an integral part of our core investment proposition. However, we will only recommend that you invest into pension/investment solutions offered by Quilter if it is in your interests to do so.

Examples of products and services which we are prohibited from recommending include:

- Any overseas service or product (for example QROPS and QNUPS), apart from offshore bonds designed for UK-resident clients; and
- Non-mainstream pooled investments, such as unregulated collective investments schemes.

If you wish to consider a product or service which is not included in the Quilter Financial Services authorised list, and which is not offered by any other Quilter group company, we may be able to introduce you to a third party who can assist. Please note that if we introduce you to a third party in this way, any information and/or advice on the product and service will be provided by that third party. Neither we nor any Quilter group company accepts any responsibility for any information and/or advice provided by any third party.

Please call us if you have any queries or concerns, using the contact details on the front of these Terms.

Client categorisation

By default, we categorise all of our individual clients as retail clients. This means that you have the highest level of protection available under the regulatory system.

In most cases these rights will also apply to the products we recommend. However, there are some exemptions for specialist products such as Enterprise Investment Schemes and Venture Capital Trusts. Your adviser will let you know if the product recommended will not have rights under the Financial Ombudsman Service or the Financial Services Compensation Scheme.

In our dealing with you, we will be representing you as the client.

You may have the right to ask to be categorised as a professional client. Please let us know if you would like us to consider categorising you as a professional client. You should be aware that, if you are categorised as a professional client, you are given fewer protections under the regulatory system than you would have as a retail client. For example, you may not be eligible to complain to the Financial Ombudsman Service or bring a claim against the Financial Services Compensation Scheme if we are unable to meet our financial obligations.

If you have any questions regarding your categorisation (e.g. if you are a large company), please write to Quilter Financial Planning Ltd Compliance Department, Sunderland, SR43 4JR or use the contact details shown on the front of these Terms.

Best Execution

Where we recommend investments and funds for you, these will typically be bought via an investment platform that we also recommend for you. Once we have completed the advice process the investment will be made for you in a timely manner, and in accordance with our best execution policy. For example, most collective investments will be bought or sold at the next valuation point (typically midday) on the next business day after the instruction is received by the platform. We will provide you with a copy of our Best Execution policy upon request.

Paying for advised services

If your advice fees are paid out of the amount you pay to your product provider or platform administrator for investment, this will reduce the amount that is invested. The initial advice and ongoing advice service fees will be a percentage of contributions invested or percentage of the plan's value/funds under management as at the anniversary of the initial investment. As such, the cash amount will vary depending on the value of your investment at the time.

Product providers and platform administrators will detail the specific process they operate to facilitate an advice fee in their product documents.

If you choose instead to pay your fees directly to us, we will issue an invoice to you, which must be settled within 14 days. We reserve the right to charge interest on late payments at a rate of 3% above bank base rate.

Full details of the final advice will be provided in your Suitability Report. Details of any future service fees will be provided in the 'Confirmation of Services' section of this document.

Other costs, including taxes, related to transactions may arise that are not paid via us or imposed by us. You can pay for our services by bank transfer or cheque as we never handle cash. There are no additional fees for our services for using a means of distance communication.

VAT

In most instances, our fees are exempt from VAT. However, if VAT is payable – for example, where a discretionary fund manager forms part of our recommendation, or where a fee is charged before application – we will tell you.

The advice fee for an ongoing service may also be exempt from VAT if the initial advice fee is exempt and the ongoing fee is agreed at the time of the initial advice. Ongoing fees in relation to Discretionary Fund Manager solutions are likely to be subject to VAT.

The fees set out in these terms do not include VAT unless states otherwise. If VAT does apply it will be charged on top of the stated fee. The law on which services are and are not subject to VAT may change in the future.

Unregulated mortgages

Not all mortgage loans and services are regulated by the FCA. Some of the advice and services we provide may relate to loans which are either unregulated or have limited consumer protection. For example, very few buy-to-let mortgages are regulated by the FCA. If a product is not regulated by the FCA, you may not be entitled to complain to the Financial Ombudsman Service about it or to claim from the Financial Services Compensation Scheme. We will tell you if a product we recommend is not regulated.

Client money

We do not handle client money. We never handle cash and will only accept a cheque made out to us in settlement of advice and service fees. Our preferred method of payment is bank transfer.

Your duty to disclose information

The financial advice and recommendations we provide are based on your personal financial circumstances and objectives that you disclose to us. We will confirm these and the reasons for any recommendation in our advice. It is important that the information you give us is accurate and a true reflection of your current circumstances, as that will form the basis of the advice and recommendations that we give.

You must provide complete and accurate information to product providers such as insurance, mortgage or investment companies. If you don't disclose relevant information or a change of circumstances, your policy, mortgage or investment product may be invalidated - for example, an insurance claim may not be paid. We strongly recommend that you thoroughly check the information you provide before you submit it.

Addressing financial crime

We are required to comply with laws and regulations designed to prevent money laundering and other financial crime. Our responsibilities include verifying the identity and address of our clients and anyone making payments on their behalf. If asked, you must supply proof of your address and/or identity.

Identity verification checks include electronic searches of the electoral register and the use of credit reference agencies, which will result in a soft footprint on your credit file. This footprint is not visible to other financial service providers and does not affect your credit rating in any way. Your acceptance of these Terms represents your permission for us to carry out these checks.

Changes to these Terms

We may change these Terms, including our fees and commission rates, from time to time in whole or in part. We can change these Terms:

- to reflect changes in the costs or charges that we incur or expect to incur in providing our services, including changes in the rates of tax or how it is applied
- to reflect current or future changes in law, FCA rules or market practice, or decisions of the Financial Ombudsman Service
- to meet regulatory requirements, industry guidance or best practice, or the requirements of any of the firms whose products or services we make available to you
- to allow us to introduce new systems, products or services or to reflect changes in the way we deliver our services to you
- to reflect how our services are used and ensure the costs of our services are allocated fairly
- to make these Terms easier to understand, fairer or to correct errors.

We will give you at least 30 days' notice of any change to these Terms that may be detrimental to you, unless we are required to make the change sooner.

These Terms are based on our understanding of the law and regulations when the Terms were written. If there is a change to the law or regulations, or how they are interpreted, we will not be liable for any loss that may result.

Conflicts of interest

To ensure client interests are always put first, we operate a robust conflicts of interest policy. If a potential conflict of interest arises, it will be actively managed, and we have arrangements in place to ensure all our clients are treated fairly. If we feel that our interests conflict with yours, you will be contacted, and we will obtain your consent to proceed. Our full conflicts of interest policy is available on request.

Language

Unless agreed by us, all communication will be completed in English. We will communicate in a manner that is convenient to you; this could include face-to-face meetings, post, e-mail and by telephone using the contact details shown on the front of these Terms.

The law we operate under

These Terms are governed by and construed in accordance with the laws of England and Wales. In relation to any dispute, if you live in England, you and we agree to submit to the exclusive jurisdiction of the courts of England. If you live in Scotland or Northern Ireland, you and we agree to submit to the exclusive jurisdiction of the courts of Scotland or Northern Ireland respectively.

All advice will be conducted in the UK. We do not have permission to give advice when either you or your adviser is located outside the UK.

Supporting your needs

All customers can potentially face difficulties. However, these difficulties can be made worse for customers with additional needs. These needs might relate to health, life events or communication issues.

Kind Wealth and Quilter offers various services for people with additional needs. You can find more information at www.quilter.com/help-and-support/supporting-customers-with-additional-needs . If you can't find what you're looking for, please get in touch and we'll do our very best to help you.

A paper copy of this document is available on request.

If you would like this document or any other document in an alternative format e.g. Braille, Clear and Large Print or Audio documents (Cassette, CD, MP3 or Wav) or in other languages, please let us know.

Confirmation of Services

By signing this document, you are agreeing to our terms stated within and understand how we charge for our services. The specific level of fee chargeable will be detailed in the Advice Fee Authority Form.

Date this document was issued to you	Date
Client Name	Client Name
Signature	Signature
Date	Date

At Kind Wealth, we focus on what matters most — helping you create a life where your wealth, home, and future align.

KINDWEALTH

www.kindwealth.com