



**HOW WE WORK WITH CLIENTS:
OUR SERVICES AND FEES**

HOW WE WORK WITH CLIENTS: OUR SERVICES AND FEES

Appointing a financial adviser is an important decision, and for many people is the first step towards securing their financial future.

As independent financial advisers, our job is to make your money work for you, whatever your situation or your stage in life, so that you can live the way you want to. As you would expect from a professional firm of independent financial advisers, we have the depth and breadth of knowledge and expertise to provide practical, informed advice on all aspects of your financial affairs.

We understand that, by appointing us as your independent financial advisers, you are placing your trust in us. Our advisers are highly qualified and operate to strict ethical guidelines. Among other things they are required to:

- explain clearly the areas on which they advise and the services they offer
- act in your best interests at all times and with total integrity
- discuss and agree fees and payment options in advance, before undertaking any work for you.

We offer different levels of services, all of which have the flexibility to be tailored to suit your particular requirements and the complexity of your financial circumstances. They are set out in this brochure and your adviser will help you decide which is best for you.

To gain a complete picture of your overall financial position you must make sure you give us all the facts about your current circumstances, income, expenditure, savings, investments, insurance, and all other relevant information. This will enable us to research recommendations tailored to your financial needs and goals.

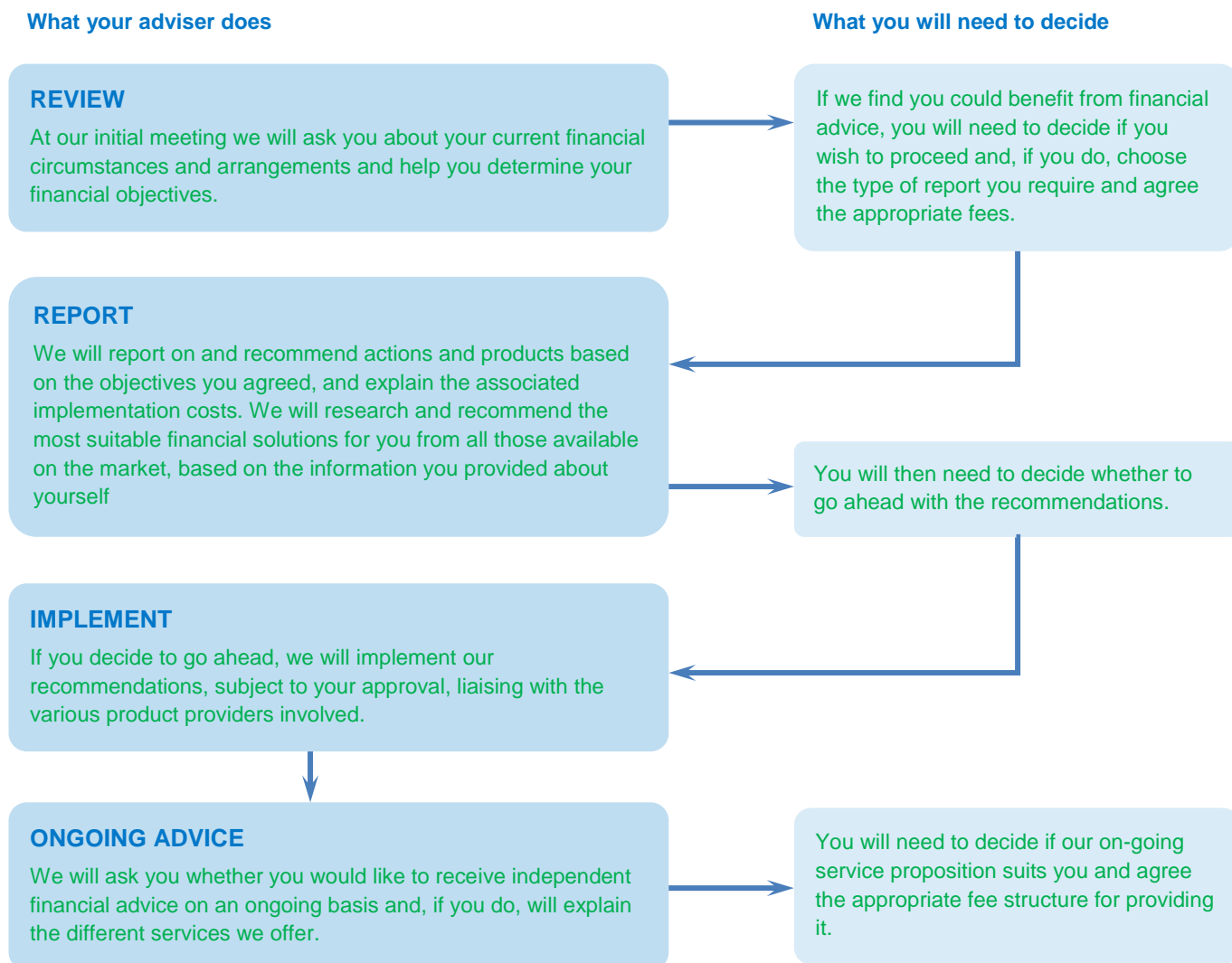
CONTENTS

	Page
The advice process explained	3
Three simple steps: review; report; implement	4
On-going advice service options: transactional and classic	5
Our fees	6
Initial fees	7
Fees for on-going services	9
Fees for ad hoc services	10

THE ADVICE PROCESS EXPLAINED

Taking financial advice can appear complicated. In reality, dealing with a professional, independent adviser makes it a fairly straightforward process, during which your adviser draws on their expertise and experience to recommend strategies that are suitable for you and your circumstances, enabling you to make informed decisions.

The process outlined below is explained in further detail in this brochure. However, it is useful to understand the main stages involved in providing financial advice and the decisions you will need to make.



THREE SIMPLE STEPS

REVIEW (INITIAL MEETING)

You will want to understand how Lighthouse Platinum Wealth Management Ltd may be able to help you and whether you want to appoint us as your financial advisers.

We will ask you about your circumstances, current financial position and your financial goals, so we can understand the areas in which you may be able to benefit from advice. We will also assess your attitude to risk using industry-leading fact-finding and risk analysis methods that help to determine, among other things, the types of savings and investments that may be suitable for you.

We will also explain the benefits of using our services and how we charge for them. Having gathered this information from you and discussed your needs, we will ask you whether you want to proceed and, if you do, agree with you the type of report and recommendations you require (see below) and explain the fees payable for our services, that are set out on pages 7 to 10.

FINANCIAL REPORT

We will analyse all the information you supplied at our initial meeting and, based on our discussions about your current circumstances and financial objectives, will provide you with a verbal or written report identifying any action you should take.

The report will be of a generic nature so may not include specific recommendations about providers, products or detailed actions to consider taking.

FOCUSED REPORT

We will analyse all the information you supplied at our initial meeting and, based on our discussions about your current circumstances and financial objectives, will provide you with a verbal or written report focusing on the specific issues you have asked us to assess.

This will include a recommendation for the most suitable product, provider and, for investments, fund or portfolio, chosen from all those available, for the specific issue(s) on which you have asked us to advise.

The report will not provide you with a comprehensive financial planning strategy.

COMPREHENSIVE REPORT

We will analyse all the information you supplied at our initial meeting and, based on our discussions about your current circumstances and financial objectives, will provide you with a verbal or written report with appropriate recommendations as to the action to take.

These recommendations aim to give you a comprehensive financial planning strategy.

They will be based on a complete review of your financial circumstances and existing arrangements, your objectives and attitude to risk, and include recommendations for the most suitable products, providers and, for investments, fund or portfolio, chosen from all those available.

IMPLEMENT

Once you have agreed the course of action to take, we will implement our recommendation or financial plan, liaising with product providers on your behalf, dealing with all the paperwork and keeping you informed of progress until implementation is complete. You will need to provide us with accurate personal details to facilitate this process.

This stage may involve putting in place new arrangements and transferring, terminating or selling existing plans, policies, investments and other arrangements. It may involve signing additional paperwork, for example, such as Trust arrangements to help with family or estate protection.

If you have not already received a written report, one will be provided at this stage.

THREE SIMPLE STEPS

SERVICE PROPOSTIONS

As your life changes, so do your financial goals. Getting married, moving home, having a family and approaching retirement are just some of the key stages that have an impact on your financial circumstances and needs. Frequent changes to legislation and market conditions may also have an affect so a financial plan can become outdated surprisingly quickly.

That is why many people choose to appoint Lighthouse Platinum Wealth Management Ltd as their long-term financial advisers – they want to know that an expert

financial adviser is keeping an eye on their financial arrangements and is available when required. One of our core objectives is to seek and deserve long-term relationships with clients and fellow professionals.

Once your initial recommendations have been implemented we will ask you to choose the type of service you would like us to provide in the future. Most financial planning will benefit from periodic review but the option you choose is likely to depend on the value of your investments, the number and type of holdings, and your objectives, timeframes and personal preference. We offer two service options:

TRANSACTIONAL

Our Transactional service will suit you if you require a one-off transaction and do not need regular on-going reviews or financial advice.

Implementation fees will tend to be at the top of our range but there are likely to be no on-going fees.

You may occasionally receive a client newsletter or other form of contact from us however we will not routinely send you valuations, information about legislative or economic changes, or provide you with any further unsolicited advice. Product providers are likely to send you periodic valuations or annual statements.

Further contact with us will usually be at your instigation.

We will, of course, be pleased to advise you on future issues for our usual fees should the need arise and you decide to contact us, for instance if you would like to review your portfolio or are approaching retirement.

CLASSIC

Our Classic service will suit you if you require regular on-going guidance, perhaps about a specific issue, and wish to build an on-going relationship with your financial adviser.

This service includes an annual portfolio valuation. In addition, your adviser will offer you a periodic financial review. This includes reassessing the appropriateness of your financial arrangements and identifying any financial gaps that have arisen as a consequence of changes to your financial goals or personal circumstances.

This service also facilitates additional reactive advice and communication, should you have additional financial queries for which you may require the professional opinion of your financial adviser, for instance an assessment of the interest rates on your savings account, credit card charges, simple taxation or estate planning queries.

FEES

As professional advisers we charge fees for our services. Once we have agreed upon the work you would like us to undertake and discussed the costs involved, we will require you to sign a fee agreement before we carry out any work. Fees may be paid direct or by a product provider by deduction from your investment.

Our fees vary according to the complexity of your circumstances and objectives, the scope of the work required, the type and number of products we are implementing (e.g. investments, insurance, mortgages, etc.) and the size of your intended investment. In addition, they take into account the regulatory responsibility we take for advice we give you. The fees set out on the following pages are a guide to what we would charge for a client with straightforward requirements. In practice, requirements are sometimes not so straightforward and therefore fees may well differ but we will always make this clear either at the outset or as soon as it is apparent.

Our fees are exempt from VAT if you intend to take out a financial product through us as a result of the advice we give you. If you require advice only (i.e. if you do not take out or intend to take out a financial product as a result of our advice) our fees are subject to VAT at the prevailing rate.

All fees are payable on completion of the agreed work. In our experience, most clients choose to pay from their pension or investment fund in which case our fee is paid by the product provider.

You may cancel or change the service you receive from Lighthouse Platinum Wealth Management Ltd at any time by sending an email or letter notifying us of your decision. If you do cancel or change the service, we will charge a pro rata fee for work already undertaken, or in the case of annual agreements, the proportion of the year that has elapsed.

Lighthouse Platinum Wealth Management Ltd is an appointed representative of Lighthouse Advisory Services Limited. Invoices for our services are issued by and payable to Lighthouse Advisory Services Limited.

For any normal queries and advice, we recommend that you contact your usual adviser in the first instance. However, you can also contact our office – details are on the back of this brochure.

We may recommend that you take certain actions, for example making a Will or setting up a trust for inheritance tax planning, which require the services of other professionals such as a solicitor or accountant. Our service includes referring you to trusted professionals.

The asset allocation (and therefore risk profile) of investments can change surprisingly quickly, especially in volatile markets. We use market-leading risk profiling to discover your attitude to investment risk, and industry-leading asset allocation modelling to ensure that your investments remain in line with your risk profile. This is part of the ongoing investment process.

INITIAL FEES

STAGE 1: INITIAL MEETING:

This cost will usually be borne by Lighthouse Platinum Wealth Management Ltd, at our discretion. If any fee is to be charged we will notify you at the outset and guideline values are stated below.

STAGE 2: REPORT AND RECOMMENDATIONS:

Services	Financial Report	Focused Report	Comprehensive Report
A summary of your current personal circumstances	✓	✓	✓
A summary of your current financial position	✓	✓	✓
A summary of your financial goals	✓	✓	✓
Details of all your current policies, plans and holdings	✓	✓	✓
Areas where we recommend you take action	✓	✓	✓
A review of a specific issue of concern to you		✓	✓
Recommendations about a specific issue of concern to you, with specific provider and product or fund recommendations selected from all those available in the market.		✓	✓
A comprehensive review of all your financial arrangements			✓
Recommendations about all aspects of your financial arrangements, including product recommendations selected from all those available in the market			✓
GUIDELINE FEE	From £575	From £675	From £1,075

Fees stated do not include VAT. Please note that the above fees are exempt from VAT if you take out a financial product through us as a result of the advice we give you. If you require advice only (i.e. if you do not take out or intend to take out a financial product as a result of our advice) the above fees are subject to VAT at the prevailing rate.

The recommendations may initially be verbal to gain agreement but will then be in writing and may be delivered by email (with your permission).

INITIAL FEES (CONTINUED)

STAGE 3: IMPLEMENTATION

The fees for implementing our recommendations vary according to the complexity and scope of the work required and the type of products we are implementing (e.g. investments, insurance, mortgages).

We will agree all fees with you before implementing any of the recommendations. At our discretion we may offset fees paid or due for stages 1 and 2 against the implementation fee. Our standard implementation fees are as follows:

Play Type	FEE
Investments and pensions	
Lump sums (including transfers): First £200,000 invested	Up to 5%
Balance above £200,000	By negotiation, agreed on a case-by-case basis.
Regular contributions (new plans and top-ups)	Typically, 25% of the first year's contributions.
Insurance-based products	We may receive commission from product providers for insurance-based products. If this is the case we will disclose them to you and, at our discretion, we may waive any other implementation fee.
Drawdown pension	Up to 5% of the funds transferred.
Annuity purchases	Up to 5% of the purchase price.
Mortgages	0.3% of funds released, subject to variation depending on the complexity and a minimum of £500. Certain mortgage providers pay introducer fees when funds are released which, at our discretion, we may offset against our fee.

For example, our typical implementation fee for advising on a £50,000 investment is likely to be £1,500 based on a charge of 3%. Our typical fee for advising on a £10,000 investment is likely to be £500 based on a charge of 5%.

FEES FOR ONGOING SERVICES

Services	Transactional	Classic
Newsletter	✓	✓
Portfolio summary and valuation		Annually
Portfolio review*		Subject to discussion and agreement. For example, annually, bi-annually or periodic
Strategy review*		As above
Review of your attitude to risk*		As above
On-going financial advice		✓
Second opinion on general financial issues		✓
Introduction to other professional advisers	✓	✓
Annual fee	£0	0.5%-1.0% of your initial investment or current funds under management.

* If as a result of a review new plans are required, standard implementation fees may apply.

For example, the annual fee for our Classic service for a £50,000 investment would be £250 based on a charge of 0.5% of the sum invested. It would be £500 based on a charge of 1%. Higher annual fees will only be appropriate where reviews are required more frequently than annually.

Fees stated do not include VAT. Please note that the above fees may be subject to VAT at the prevailing rate. However, they will be exempt from VAT if you take out a new financial product through us or alter an existing one as a result of our recommendations.

The above is intended as a guide to the typical services provided. Actual services may vary but will be agreed with each client depending on their needs.

FEES FOR AD HOC SERVICES

We would be pleased to provide any of the services listed below for an additional fee if they are not already included in your service agreement.

Portfolio summary and valuation We will send you a written summary and valuation of your investments and current holdings.	From £475
Portfolio review We will review your current plans, policies, investments and other arrangements to ensure that they are still competitive and appropriate, and are on track to meet your objectives. This includes a review of the performance of your investments and recommending any changes that may be required*.	From £875
Strategy review meeting, including financial review We will carry out a comprehensive review of your circumstances, arrangements and objectives. We will reassess your strategy and attitude to risk, to ensure that your arrangements continue to meet your objectives. We will recommend any changes that may be required, recommending products chosen from all those available in the market. A review of your portfolio is included in this service*.	From £1,075

* If as a result of a review new plans are required, standard implementation fees may apply.

Fees stated do not include VAT. Please note that the above fees may be subject to VAT at the prevailing rate. However, they will be exempt from VAT if you take out a new financial product through us or alter an existing one as a result of our recommendations.



Lighthouse Platinum Wealth Management Ltd

Wisteria Court
Wenham Road
Copdock
Ipswich IP8 3EY

T: 01473 730999
F: 01473 731999
www.lighthouseplatinum.com

Registered in England: No. 4235587
Registered address: Bay House
20-25 Market Place Saxmundham
Suffolk IP17 1AG

Lighthouse Platinum Wealth Management Ltd is an appointed representative of Lighthouse Advisory Services Limited which is authorised and regulated by the Financial Services Authority.

A MEMBER OF LIGHTHOUSE GROUP

