

GUIDE TO **OUR SERVICES**



OLDMUTUAL
WEALTH

PRIVATE CLIENT ADVISERS

CONTENTS

THE PURPOSE OF THIS DOCUMENT IS TO:

- provide information about our business and services so that you know what to expect when working with us
- give reassurance about how we are regulated, and what security and peace of mind you can expect to receive
- link to our 'Terms of Business' document, where more specific information can be found regarding our fees and services.

WE AIM TO DO THIS BY HELPING YOU UNDERSTAND:

- more about us
- which areas of advice we can help you with
- the range of solutions that we can consider when delivering our advice
- the security, protection and peace of mind you can expect to benefit from
- our proven yet leading edge process that we use to deliver the solutions you require
- the value we add to you now and going forward.

YOUR GUIDE TO OUR SERVICES

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INTRODUCTION

Old Mutual Wealth Private Client Advisers aims to be the premier financial planning firm, providing quality advice to all our clients across the UK.

We aim to make complex things simple and be known as our clients' trusted financial planner.

We invest not only in technology, but in the professional development of our financial planners and support staff to facilitate this.

Long-term security and peace of mind is key to us and our clients. We are part of the largest financial advice network in the UK (Intrinsic), which in turn is owned by Old Mutual Wealth, part of Old Mutual plc (a FTSE®100 firm).

INVESTING FOR NOW

MAXIMISING YOUR WEALTH

- Before retirement
- In retirement
- Reducing tax
- Generating income

TRANSFERRING YOUR WEALTH

- To family
- To loved ones
- Into trust
- To charity

INVESTING FOR YOUR FUTURE

PROTECTING YOUR WEALTH

- Death
- Illness
- Incapacity
- Taxation

BUILDING YOUR WEALTH

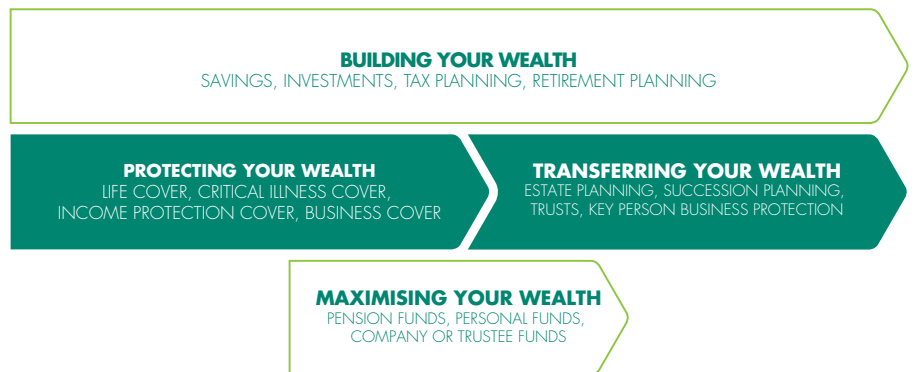
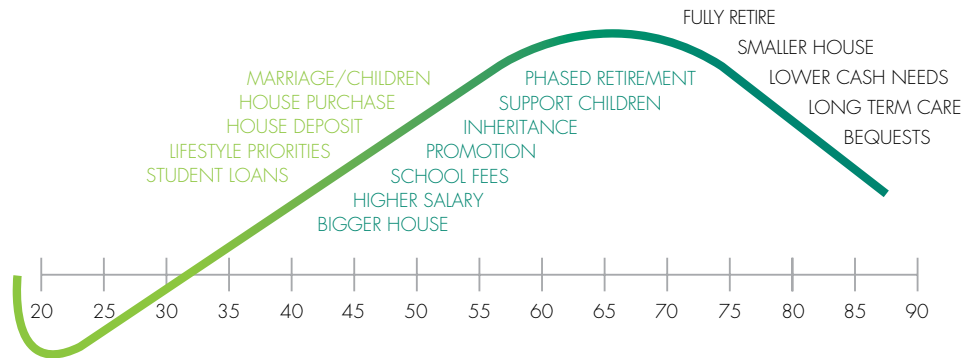
- Personal
- Family
- Business
- Property

GROWING AND PROTECTING WHAT IS IMPORTANT TO YOU

We aim to secure the financial future of our customers through long term relationships and delivering trusted advice-based solutions.

THE STAGES OF FINANCIAL LIFE

WHERE WE CAN HELP YOU



PROTECTING WEALTH

Protecting you and your family's standard of living against the unexpected.

PROPERTY WEALTH

Ensuring the best arrangements are in place for your home, second home, buy-to-let or commercial properties.

MANAGING WEALTH

Making the most of tax-efficient investment opportunities so that money is available when you want to spend it.

CREATING WEALTH

Ensuring you maximise your standard of living for when you don't want to work as hard.

BUSINESS WEALTH

Helping small and medium sized enterprises grow and become more profitable.

PRESERVING WEALTH

Preserving the value of your estate for the benefit of your family.

RETAINING WEALTH

Retaining more of your hard-earned money legally and ethically.

OUR COMMITMENT –
**HOW WE WOULD LIKE YOU TO FEEL
ABOUT US**



THE VALUE OF ADVICE

QUANTIFYING VALUE

As an example of the value of advice, research* shows that the average UK income in retirement is £18,000 per annum. However, the average for people who have never used a financial adviser is £17,168. Those who set an income target and used an adviser on a regular basis receive an average annual income of £24,175 in retirement. Put another way, by not working with a financial adviser, a client can potentially lose out on an extra 41% or as much as £147,147 over the course of a 21-year retirement.

No two clients, or recommendations that we make, are the same. That said, our experience means that we know how long you're likely to require advice in the core areas, the costs of enacting our recommendations to you, and the associated ongoing advice costs. This may be represented to you in our fee menus by us including a minimum figure against certain advice areas.

THE VALUE OF ADVICE*



NOT TAKING REGULAR FINANCIAL ADVICE COULD POTENTIALLY MEAN YOU LOSE OUT ON AN EXTRA 41% OR AS MUCH AS £147,147 OVER THE COURSE OF A 21-YEAR RETIREMENT.

*Source: Retirement Income Uncovered - The New Normal 2016

WE HELP TO ENSURE THAT:

1. you and your financial arrangements have not been adversely affected by any changes to legislation or taxation regimes
2. the managers of your investments remain accountable and deliver to your expectations
3. your finances remain as flexible as your needs dictate.

Our aim is to offer as much help as is needed to make the complex world of tax and investing as simple as possible.

THE MARKETPLACE WE REVIEW ON YOUR BEHALF

THE MARKETPLACE WE REVIEW ON YOUR BEHALF IS RESTRICTED IN RESPECT OF THE PROVIDERS THAT WE WILL CONSIDER AS FOLLOWS:

CORE

For new investments we will first consider whether your needs can be met with a product from Old Mutual Wealth and/or a managed investment portfolio from Old Mutual Global Investors or Quilter Cheviot.

MATRIX

In the event that your requirements cannot be met by our core Old Mutual Wealth proposition we can recommend a product from a wider panel of providers. (We will provide a list of these providers at your request).

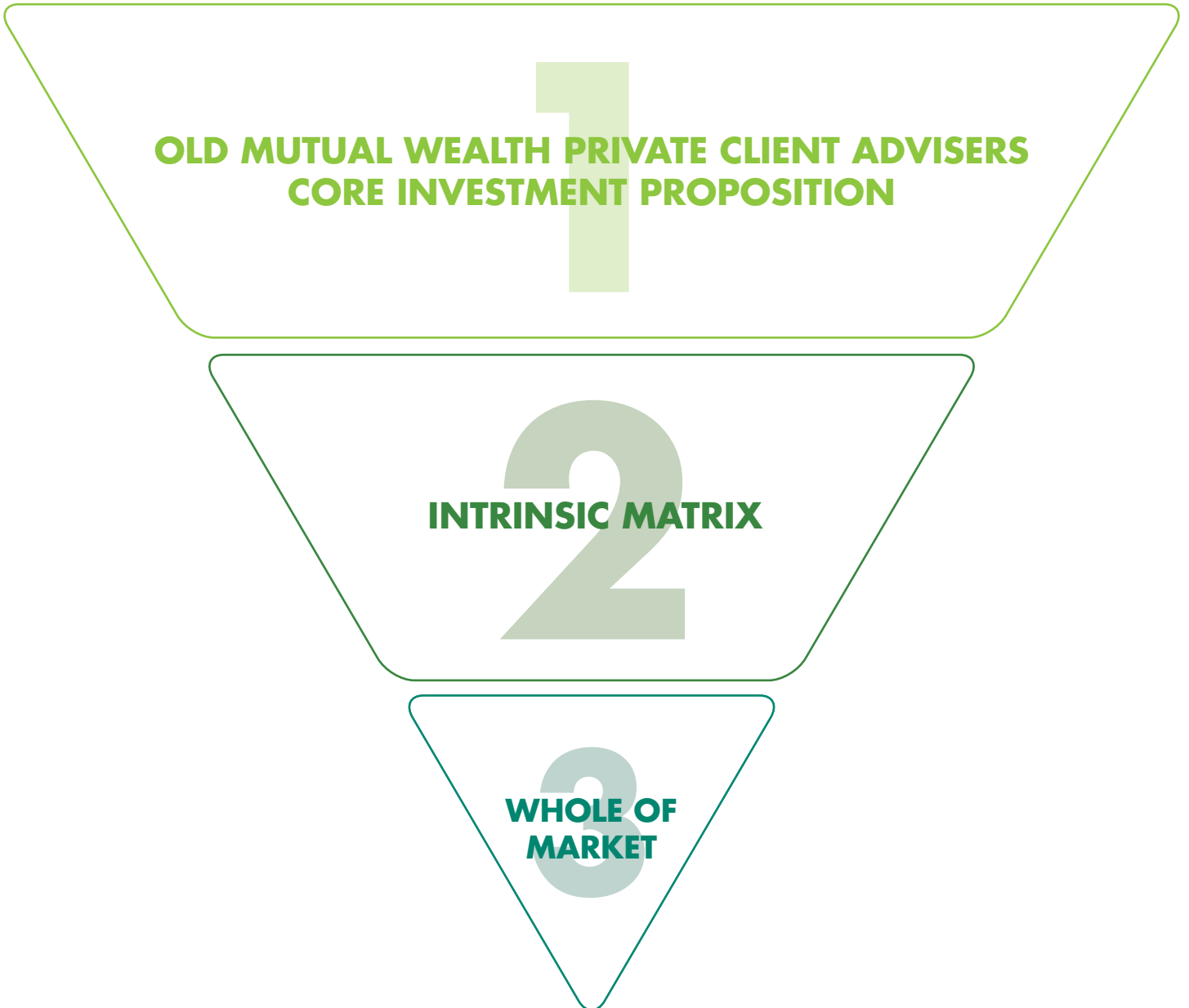
WHOLE OF MARKET

In exceptional circumstances, if you were to require a very specialised product that is not available from Old Mutual Wealth or the Intrinsic panel, then we can search the whole market to meet your needs. For example, if you had a requirement to use a product like a Venture Capital Trust or Enterprise Investment Scheme.

EXISTING INVESTMENTS

If you already have a product or portfolio with another company we will first conduct an analysis of what you have. This will help us to advise you on how likely you may be to achieve your long-term goals in your current position, and we may recommend that this is retained. However, should we find clear indicators that your interests will be better served by moving to our core proposition or our wider panel then we may recommend that you take action.

OUR INVESTMENT SOLUTIONS –
HOW WE PRIORITISE



YOUR PEACE OF MIND AND PROTECTION

We subscribe to and abide by a number of laws, regulations and pieces of legislation for your protection, confidentiality, and security.

THESE INCLUDE:

- The Financial Conduct Authority (FCA) – our regulator. We will tell you if any product or service recommended is not regulated by the FCA.
- The Financial Services Compensation Scheme (FSCS) – for financial security.
- The Data Protection Act (DPA) – for confidentiality.
- The Financial Ombudsman Service – we are answerable to the Ombudsman in the case of any complaint.
- Law – all our agreements are in accordance with the laws of England and Wales. The laws concerning property, conveyancing, trusts and power of attorney can differ if you live in Scotland or Northern Ireland.
- Financial Crime – we support the Proceeds of Crime Act, and all efforts to eliminate money laundering.
- Conflicts of interest – to avoid any doubt we will share any possible conflicts with you.
- Loans and ownership – we want you to know who owns us, and the network we belong to.

You can find more information in our Terms of Business document, which you should read with this guide.



OUR PROCESS FOR PROVIDING YOU WITH QUALITY ADVICE

1. UNDERSTANDING YOU

We'll gather the information we need to help you make a financial plan. This includes your risk profile, your existing assets, and, most importantly, a sense of what you want to achieve and when. At this meeting we'll also explain what you can expect from us. This stage of the process is usually at our expense.

2. PLANNING

We'll research a number of different ways to get you to your end goals. This will involve many variables, including tax, investment returns and contribution levels. Risk will always play a part, and part of our role is to explain how you can reach your goals at a level of risk you're comfortable with. We can't guarantee the end result, but we can set things up to give you the best chance of success.

3. IMPLEMENTATION

We'll check, complete and manage the paperwork needed to put your plan into action. Most of our clients prefer this; it saves time and energy. But if you'd prefer to implement our recommendations yourself and pay a fee for our time then you have that option.

4. REVIEW

So much can change in a year: markets, tax laws, and your own personal outlook and goals are just three of them. A review of your plans at least annually, more if you prefer, helps to keep your plans on track.



HOW TO PAY FOR OUR SERVICES

It is very important that you understand how we will be paid for our services:

CHOICE

You choose how you pay us, whether you take up our ongoing service offer or simply want us to help you with a one-off financial need.

OPTIONS

We will discuss your payment options with you and answer any questions you have.

AGREED ADVICE FEES

We will not charge you until we have agreed with you how we will be paid.

TRANSPARENT

You will receive clear details on what the total charge is, the advice or service it relates to, how it has been calculated and when it is due to be paid.

VAT

We provide an intermediation service which normally means no VAT is payable, but there may be times when it is, and we will advise you of this.

CLIENT MONEY

We do not handle client money. We never handle cash and will only accept a cheque made out to 'Old Mutual Wealth Private Client Advisers Limited' in settlement of advice and/or service fees. Our preferred method of payment is via bank transfer.

Where we have recommended an investment, cheques or other payments will be made to the relevant investment provider directly even if the recommended provider is a firm in Old Mutual Wealth.

PROVIDER FACILITATED

Following our advice, if you decide to invest through regular premiums, a lump sum or a transfer, the initial advice charge can be taken from the payment(s) given to the product provider.

An ongoing charge for service can also be taken from your investment. In some circumstances this may give rise to a capital gain and a possible tax liability which would be taken into account in our recommendations.

PAYING DIRECTLY

Alternatively, you may pay us directly by cheque or bank transfer.

You will be under no obligation to implement any recommendations we make but an advice charge may still be payable for the work undertaken.

The options for paying our initial advice fees and ongoing service charges are set out above.

OUR FEES COMPRISE **TWO MAIN ELEMENTS**



Estimates of the typical time for the work required



Relates to the things that we contribute towards primarily for your peace of mind and protection. This includes items such as our professional indemnity insurance, our Financial Conduct Authority (FCA) fees, and contributions to the Financial Services Compensation Scheme (FSCS) which are paid for us by Intrinsic. As a result, you will see that our fees to you may be expressed as percentages.

FINANCIAL PARTNERS FOR LIFE – OUR ONGOING SERVICE

Most of our clients like to review their plans once a year to make sure they're still on track to meet their goals.

Reviewing your plans frequently means you don't miss out on any of your allowances and you find out if you are affected by any changes in legislation or taxation.

1. KEEPING YOU INFORMED:

We will only send you information which we feel is useful to you.

2. PLAN REVIEW AND VALUATION MILESTONE:

A milestone check ensures your plans are still on track to achieve your goals.

3. PERSONAL SAFETY NET:

This ensures that your income and assets are not affected by changes in taxation or legislation.

We will confirm your options for review in our Terms Of Business and Authority To Proceed documents.

To reward client loyalty we have a range of additional benefits that include:

- family member discounts
- discounts on future advice and implementation fees
- discounts and incentives with other professional advice service firms (e.g. for writing wills).

For some clients who are just starting their financial journey, a lighter touch personal safety net review may be more appropriate. Further details are available in our Terms of Business.

You do not have to choose an ongoing service with us, although we believe you should review your plans regularly.

You decide the level of service you need and how often you need it. We will confirm this to you in writing, explain the fees involved and how and when you need to pay them.



FIND OUT MORE

Please contact your financial planner or visit our website at:
www.omwealthpca.co.uk

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London
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Email. advice@omwealthpca.co.uk

Old Mutual Wealth Private Client Advisers Limited is an appointed representative of Intrinsic Financial Planning Limited and Intrinsic Mortgage Planning Limited, which are authorised and regulated by the Financial Conduct Authority. Intrinsic Financial Planning Limited and Intrinsic Mortgage Planning Limited are entered on the FCA register (<http://www.fca.org.uk/register>) under reference 440703 and 440718.

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