



About our services and costs

Milne Craig
Abercorn House
79 Renfrew Road
Paisley
PA3 4DA

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document has been designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

Investments

Please refer to section 3 of this document.

Insurance

- We offer products from a range of insurers for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Accident Sickness and Unemployment Insurance.
- We only offer products from a limited number of insurers. Ask us from a list of insurers we offer insurance from
- We only offer products from a single insurer.

Home Finance Products

- We offer a comprehensive range of mortgages & equity release products from across the market, but not deals which you can only obtain by going direct to a lender or provider.
- We only offer mortgages from a limited number of lenders.
- We only offer mortgages from a single lender.

3. Which service will we provide you with?

Investments

- Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.
- Restricted advice – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.
- No advice - You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

Insurance

We will advise and make a recommendation for you after we have assessed your needs for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Accident Sickness and Unemployment Insurance.

You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

Home Finance Products

We will advise and make a recommendation for you on mortgages and equity release products once we have assessed your needs.

You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay us for our services?

Investments

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.

Whether you buy a product or not, on completion of our work, you will pay us a fee for our advice and services. We will confirm the rate we will charge in writing before beginning work and we will tell you if you have to pay VAT. You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first.

Our fees are based on the following three main parts of the service we provide:

1. **Advice**
(understanding your needs, research and making recommendations)
2. **Transactions and Implementation of a plan**
(arranging contracts and mediation with providers)
3. **Reviews of your plans & circumstances**

We will charge a minimum initial fee of £750 for gathering information about your circumstances and needs including information from existing product providers. Should we subsequently provide advice and/or implementation of a plan this fee will normally be waived.

The options available to you are described below. Following discussion of the options available, we will then agree which suits your needs and the charges applicable to any ongoing advice service. In some instances, you may only require the advice element of our service.

1. FIXED PROJECT FEES FOR “ADVICE ONLY”

We are able to charge a fixed fee for a specific project such as providing advice and/or making a recommendation.

It is the policy of Milne Craig to ask clients to sign a fee agreement prior to undertaking any chargeable work, this is to avoid any confusion at a later date.

A list of typical examples for advice are shown below:

- Initial financial planning surgery with outline report, generic advice with no specific product advice or recommendation £ 955
- Pension transfer advice report (money purchase only) £1,000
- Pension transfer advice report (defined benefit) From £3,000
- Advice on the possible amalgamation of up to 5 personal pension policies with a view to purchasing a guaranteed lifetime annuity £1,500
- A full bespoke financial planning report From £1,500

Fixed project fees will normally be waived wholly or in part should you decide to implement our recommendations.

We can also assess our adviser charges based on the amount of time spent on a particular area of advice, as per the following hourly rates:

Principal / Director	£165 per hour
Chartered Financial Planner	£145 per hour
Independent Financial Adviser / Paraplanner	£115 per hour
Senior Administrator	£ 75 per hour
Administrator	£ 50 per hour

Example of Costs

A typical example of the amount of time taken to provide an initial financial planning surgery with outline report, generic advice and no specific product advice or recommendation could be broken down as follows:

Administrator	2 Hours	£ 100
Senior Administrator	1 Hour	£ 75
Paraplanner	3 Hours	£ 345
Chartered Financial Planner	<u>3 Hours</u>	<u>£ 435</u>
TOTAL	8 Hours	£ 955

2. FEES FOR INITIAL ADVICE & IMPLEMENTATION

Our charge for initial advice and implementation of a financial plan is based on a percentage of the amount you invest and/or transfer. These charges are applied as follows but are subject to a minimum of £500

A list of typical charges are shown below:

% of Funds Invested

- Investments up to £150,000 3.0%
- Then from £150,001 to £300,000 2.5%
- Then from £300,001 to £400,000 2.0%
- Then from £400,001 plus 1.5%

3. REVIEWS

There will be an annual charge for any ongoing work such as periodic or ongoing reviews.

A list of typical charges are shown below:

- Investments up to £100,000 1.00% p.a.
- Then from £100,001 plus 0.75% p.a.

Example of Costs

If you invest £100,000 in a portfolio of collective investment funds we would charge £3,000 for the advice and implementation of the plan. Should you wish to receive the advice but then decide against the implementation, our “advice only” fees would apply (1). Should you require ongoing advice, we would charge 0.75% per year (£750 - however, this figure would fluctuate as the value of the investment changes).

Your Payment Options

Our charges can either be taken from your investment upon receipt by the product provider or paid directly by you.

Settling your adviser charge in a single payment

You will be required to settle the payment of your adviser charge on completion of our work in 28 days. We accept cheque, bank transfer or card payment. We do not accept payment by cash.

Paying for ongoing services

We have a range of ongoing services we can provide to ensure that your personal recommendation is reviewed frequently and remains relevant to your changing circumstances. The frequency of the charge will depend on the service you choose and is normally paid directly from your investments, however, this can be paid by you annually on the review date or monthly by standing order or direct debit.

We will agree a review month to coincide with the anniversary of your investment and arrange your review around that time and annually thereafter. We will contact you by telephone, e-mail or post to arrange a suitable date for your review meeting. If you prefer to defer or bring forward your review date please contact us to arrange a suitable appointment.

If you prefer, we can send your portfolio valuation to you via post or e-mail and provide a written review with our comments and action points outlined in a letter. This service can be provided as an alternative to a face to face meeting where appropriate.

Our annual review will cover the following services:-

- An annual review of your portfolio incorporating a combined valuation prepared by Milne Craig.
- A face to face meeting or written review with commentary on your portfolio and detailing any recommended action points.
- Ongoing review of your collective investment funds throughout the year. We will contact you if any relevant issues arise that we think you should be aware of or if any changes are recommended.
- Retention of services from Milne Craig throughout the year. This will provide you with access to an adviser at all times should any issues arise or if you have any questions. We are happy to be contacted by telephone, e-mail or post. If any services are outwith the normal annual review service, you will be notified in advance of any additional cost involved.
- We will maintain up to date records of your portfolio and correspond with all product providers as appropriate throughout the year.

To cover the cost of this service, Milne Craig will receive an ongoing adviser fee. Milne Craig reserve the right to alter the level of ongoing adviser fee though you will be notified in advance of any changes.

Ongoing adviser fees can be stopped by you at any time by contacting Milne Craig or the relevant product provider directly.

Insurance

- A fee. The exact amount will be agreed in writing before we begin any work.
- No fee for advising and/or arranging Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Accident Sickness and Unemployment Insurance.

You will receive an illustration which will tell you about any other fees relating to any particular insurance policy.

Home Finance Products

- No fee. We will be paid commission from the lender.
- A Fee is payable for advising on **and** arranging Mortgage and Equity Release products. Any fee would normally be payable by you on completion. Our fee for advice and arrangement of Home Finance Products is currently £400 per Mortgage or Equity Release product arranged. This fee is to cover the time spent researching and the administration involved in processing your mortgage application.
- Please note that if you do not proceed to mortgage application as a result of our research and recommendations, a fee of £200 will be payable for the initial recommendation and advice given at the outset. This fee will be subject to VAT at 20%, as advice has been given and no product has resulted from this advice, in accordance with current HMRC legislation. This fee will be invoiced to you at the end of our discussions.
- A fee may be payable by you depending on your circumstances and the work involved in your case. Any fee would normally be payable by you on completion. Our minimum fee is £400 which is made up of any commission we may be paid by the lender if there is any balance due this will be payable by you on completion. For example if your mortgage is £100,000 we may be paid commission by the lender of £350, the balance due to be paid by you on completion would be £50.

You will receive a key facts illustration when considering a particular mortgage or equity release product which will tell you about any fees relating to it.

Refund of Fees

If we charge you a fee, and your mortgage or equity release product does not go ahead you will receive:

- A full refund of our fee(s), if the lender rejects your application due to undisclosed information.
- A full refund of our fee paid if your application falls through due to undisclosed information.
- No refund if you decide not to proceed.

5. Who regulates us?

Milne Craig of Abercorn House, 79 Renfrew Road, Paisley, PA3 4DA address is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 510121. Our permitted business includes advising and arranging Mortgages, Life Assurance, Pension products, Investment in authorised unit trusts, unregulated collective investment schemes, individual savings accounts, recognised offshore funds and other regulated schemes. You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on 0800 111 6768

6. What to do if you have a complaint

If you wish to register a complaint, please write to Kate Brown, Compliance Director, Milne Craig, Abercorn House, 79 Renfrew Road, Paisley, PA3 4DA. Telephone: 0141 887 7811.

Our internal complaints handling procedures for the reasonable and prompt handling of complaints is available upon request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Investments

Most types of investment & pension business are covered up to a maximum of £85,000 (if the business failed after 1/4/19).

Insurance

Insurance policies and private medical insurance contracts are covered for 90% of the claim, without any upper limit. For Long-term insurance (e.g. annuities and life assurance) the maximum level of compensation for claims against provider firms declared in default on or after 3 July 2015 is 100% of the claim with no upper limit.

Mortgages and Equity Release Products

Mortgage and equity release advising and arranging is covered for up to a maximum of £85,000.

Please note that different levels of FSCS cover may apply in the event of the default of the Insurance company or the product provider.

Further information about compensation scheme arrangements is available from the FSCS at <http://www.fscs.org.uk>

Milne Craig – Retail Client Agreement

This agreement is issued on behalf of **Milne Craig** of **Abercorn House, 79 Renfrew Road, Paisley, PA3 4DA** who can be contacted at **0141 887 7811**.

Client Categorisation

Each client with whom the firm does business is categorised to identify the level of regulatory protection to be applied.

MiFID – the Markets in Financial Instruments Directive came into effect on 1 November 2007. This directive introduced new and more extensive requirements for firms, in particular for their conduct of business and internal organisation.

MiFID adopts two main categories of client, retail and professional. There is a separate and distinct third category for a limited range of business, an eligible counterparty (ECP). As with the previous classification regime, MiFID attaches different regulatory protections for each of these categories.

We believe in providing our clients with the highest level of regulatory protection available and we propose to classify you as a Retail Client for Investment purposes.

Communications

We will communicate with you in English both verbally and in writing for the sending and reception of orders. To avoid any doubt instructions should be issued in writing.

Services to be provided

With regards to investments that we have arranged for you, these will normally be kept under review (unless otherwise agreed) and we will confirm the agreed fee.

We may contact you in the future by means of an unsolicited promotion should we wish to contact you to discuss the relative merits of an investment or service which we feel may be of interest to you.

On issue of this letter any subsequent advice or recommendation offered to you will be based upon your stated investment objectives, acceptable level of risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. We will issue you a suitability report to confirm our recommendation.

Milne Craig does not handle clients' money. We never handle cash or accept a cheque made out to us, unless the cheque is in settlement of charges or disbursements for which we have sent you an invoice.

We will also make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward you all documents showing ownership of your investments as soon as practicable after we receive them, where a number of documents are due involving a series of transactions, we normally hold each document until the series is complete, then forward them to you.

Restrictions

Unless advised to the contrary, we will assume that you wish to place no restrictions on the types of investment we may recommend and in which you may subsequently invest. We will assume that you wish to place no restrictions on the markets in which transactions are to be executed.

Advice and Instructions

Any advice given to you by us shall be in writing. We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing. We may, at our discretion, refuse to accept instructions although such discretion shall not be exercised unreasonably. We will record all transactions on our files which, along with copies of relevant documentation, will be retained by us for a period of not less than six years. You have a right to inspect copies of contract notes, vouchers and entries in our books or computerised records relating to your transactions. We reserve the right to withhold copies of these records if information to other parties would be disclosed.

Material Interest

We will act honestly, fairly and professionally. Occasionally situations may arise where we, or one of our other clients, have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

In accordance with the rules of our regulator, The Financial Conduct Authority, we are prohibited from accepting any payment of commission or other non-monetary benefits from a product provider, for investment business.

Right to Cancel

We will inform you of your statutory right to cancel. The Distance Marketing Directive normally grants you 30 days in which you may cancel a life or pension contract, or 14 days for an investment. However there will be occasions where no statutory rights are granted, however this will be explained before any contract is concluded.

Law

This Client Agreement is governed and shall be construed in accordance with Scots Law and the parties shall submit to the exclusive jurisdiction of the Scottish Courts.

Force Majeure

Milne Craig shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

Data Protection for Retail Clients

When processing data on your behalf, we will comply with the relevant provisions of the Data Protection Act 1998 and the General Data Protection Regulation (GDPR - Regulation (EU) 2016/679).

Your personal information is very important to us. We will endeavour to take all due care to protect this information. We would like to highlight certain points relating to your information that you should be aware of. Some services are provided to Milne Craig by third parties (such as processing business or obtaining compliance or regulatory advice), which warrant the disclosure of more than just your basic contact details. You agree that personal information held by Milne Craig

may be disclosed on a confidential basis, and in accordance with the Data Protection Act 1998, to any such third parties.

You also agree that this information may be transferred electronically, e.g. by email and you agree that Milne Craig, or any such third party, may contact you in future by any means of communication which we consider appropriate at the time.

Product Providers and Investment Management companies may administer policies & plans you have with them and provide other services, from locations in countries outside Europe (such as India and the USA) that do not always have the same standard of Data Protection laws as the UK. However, they are required to put controls in place to ensure that your information is adequately protected and they undertake to be bound by the obligations under the Data Protection Act even when your personal information is processed outside Europe.

To enable us to provide the services we have agreed and for other related purposes – including updating and enhancing customer records, analysis for management purposes and statutory returns, crime prevention and legal & regulatory compliance – we may obtain, use, process and disclose personal data about you.

CONSENT TO HOLD, STORE AND PROCESS YOUR PERSONAL DATA

Information supplied may be stored on computer or paper records and may be used for Regulatory, record-keeping, contact and marketing purposes by Milne Craig. Details may be passed to our Regulatory Authorities & Auditors for the purpose of compliance.

We will NOT pass on your data to third parties for any marketing purposes.

If you consent to this, please tick this box

CONSENT FOR MILNE CRAIG TO CONTACT YOU

Milne Craig wish to gain your agreement, so we may contact you at any point in the future (including by telephone & email) for ongoing services & marketing purposes – for example, with valuations, details of products, services or promotions we think you might be interested in.

If you consent to this, please tick this box

Please note if you do not wish your data to be stored on computer records, we may be unable to act for you.

WITHDRAWAL OF CONSENT

If at any time you wish us – or any company associated with us – to cease obtaining, using, processing and disclosing personal data about you (including contacting you for marketing purposes), please contact us to withdraw your consent:

- In Writing: Mrs Kate Brown, Milne Craig, Abercorn House, 79 Renfrew Road, Paisley, PA3 4DA
- By Phone: 0141 887 7811

Subject to certain exceptions, you are entitled to have access to your personal data held by us.

I have chosen for the firm to be remunerated by;

INVESTMENTS / PENSIONS / SAVINGS

<input type="checkbox"/>	Payment of a fee (by cheque or BACS)
<input type="checkbox"/>	Payment by a deduction from the product.
<input type="checkbox"/>	Combination of the two above. An initial invoiced fee for the advice & implementation followed by a deduction from the product for the payment of the ongoing service.

PURE PROTECTION ONLY

<input type="checkbox"/>	Payment of a fee (by cheque or BACS)
<input type="checkbox"/>	MILNE CRAIG TO BE PAID BY COMMISSION FROM THE PROVIDER

Client Name(s)		
Client signature(s)		
Date of Issue		
Issued by	On behalf of Milne Craig	