

Alan Boswell Financial Planners

Client Service and
Fee Proposition

Alan Boswell Financial Planners Client Service and Fee Proposition (CSP)

We understand that not all clients have the same needs and so we offer different levels of service. This Client Service and Fee Proposition explains our service levels to help you decide which one best suits your requirements.

Your financial planner will arrange a Client Service and Fee Agreement for you to sign when you have confirmed your required service level.

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Our services

Wealth management service

Our wealth management service involves conducting a comprehensive financial review, understanding your goals and objectives, and providing a complete, coordinated solution recommendation.

This service is designed to bring together all aspects of your wealth into a coordinated, long-term solution. This typically includes pensions, ISAs, investment portfolios, protection arrangements, tax planning, estate planning, and, where relevant, retirement and income planning. By considering these areas together rather than in isolation, we aim to ensure your financial arrangements remain aligned to your objectives both now and in the future.

This comprehensive and proactive service offers our clients peace of mind, as our experienced financial planners, supported by fully qualified technical specialists, manage all aspects of your wealth on an ongoing basis.

As part of the service, regular reviews are held at least annually and more frequently where appropriate. These reviews are used to:

- Revisit your goals, objectives and any changes to your circumstances.
- Assess the ongoing suitability of your investments and the platform(s) on which they are held.
- Review performance and risk relative to your agreed strategy.
- Consider relevant tax, legislative or planning changes.
- Identify any shortfalls or opportunities and agree on any required changes to your long-term plan.
- Cash flow modelling, where appropriate, to help you understand long-term affordability and future outcomes.
- Ongoing access to your adviser for guidance and support as your circumstances or priorities change.

Our wealth management fee is charged on an ongoing basis at up to 0.75% and is agreed in advance, reflecting the level of service provided, the complexity of your arrangements, and the value of assets under advice. This ensures transparency, clarity, and no unexpected charges.

Transactional advice service

Alternatively, if you would prefer to work on a transactional basis, the initial assessment of your situation and the set-up of your investment or pension arrangement will follow the same advice process as outlined above. However, once an agreed transaction has been implemented, no ongoing review of suitability, administration, or support is provided.

Transactional advice can be entirely appropriate in certain circumstances, for example, where advice is required for a specific purpose, such as an annuity purchase or a clearly defined, one-off planning need.

You do, however, retain the right to contact us in the future to request further advice, support, or review work if required. Any such work would be treated as a new piece of advice, and a fixed fee would be proposed and agreed with you in advance, depending on the nature and scope of the work.

We generally do not recommend a transactional service if you hold investments or pensions that require regular review. Over time, failing to review tax position, legislative changes, or investment risk can increase the likelihood that arrangements become unsuitable for your circumstances.

Which service is right for you?

The wealth management service is typically suited to clients who value peace of mind, have more complex or evolving financial arrangements, or want ongoing strategic advice, proactive reviews, and continuous support.

The transactional service may be appropriate if your needs are limited to a specific piece of advice or transaction, and you are comfortable taking responsibility for the ongoing monitoring and management of your arrangements.

Clients' circumstances often change over time, and it is possible to move between services by agreement should your needs, priorities, or level of support required change in the future.

Service	Typical ongoing fee	Included support	Notes
Wealth management	Up to 0.75% p.a.	Full ongoing review and administration.	Comprehensive, long-term planning. If further work is required as part of the review, this may incur a further charge.
Transactional	N/A	None after implementation.	One-off solution. Further work charged separately.

Understanding our advice services

We offer two distinct advice services to accommodate the different needs and preferences of our clients. Both provide regulated financial advice and follow the same rigorous initial assessment process. The main difference is in the level of ongoing planning, review, and support you receive over time.

The table below outlines the scope of each service to help you decide which is most appropriate for your circumstances.

Feature	Wealth management	Transactional advice
Type of advice	Ongoing, strategic financial planning.	One-off advice for a specific need or transaction.
Initial financial review	Included.	Included.
Personalised financial plan	Comprehensive, tailored financial plan aligned to your long-term objectives.	Limited to the agreed transaction.
Portfolio construction	Full assessment of risk tolerance and development of a bespoke investment strategy. Asset and fund recommendations are based on robust investment processes and methodology.	Limited to the agreed transaction.
Implementation of recommendations	Included.	Included.
Cash-flow modelling	Where appropriate.	One-off, where required as part of the initial advice.

Feature	Wealth management	Transactional advice
Ongoing reviews & monitoring	At least annually, and more frequently where appropriate. Reviews assess progress against objectives, changes in circumstances, investment performance, and continued suitability.	Not included.
Review of investment suitability & platform	Investments and the platforms they are held on are reviewed on an ongoing basis to ensure continued suitability and value for money.	Not reviewed after implementation.
Administration & support	Full ongoing administration and support included, with priority service where required. We aim to reduce the administrative burden and complexity of managing your financial affairs.	No ongoing administration or support. Any further work is charged separately, similar to a law or accountancy practice.
Adviser availability	Ongoing access to your adviser for guidance and support as your circumstances or objectives change.	Available on request, subject to a separately agreed fee.
Tax guidance	Guidance on tax-efficient planning and use of allowances, subject to information provided and in conjunction with external tax advice where appropriate.	By specific agreement only.
Market & legislative updates	Relevant changes discussed during reviews or via written updates as they arise.	Not included.
Client communication & education	Relevant newsletters and seminar invitations.	Not included.
Working with other professionals	Coordination with accountants, solicitors, and other advisers to support a joined-up approach to your financial planning.	Not included.
Suitable for	Clients seeking long-term planning, peace of mind, and active oversight of their financial affairs.	Clients with one-off, clearly defined advice needs (e.g. annuity purchase).
Risk of solutions becoming outdated	Lower due to ongoing oversight and regular reviews.	Higher as no ongoing review or monitoring is provided.
Fee structure	Initial fee agreed in advance (see next page for examples). Ongoing fee of up to 0.75% per annum. If further work is required as part of the review, or in addition to the review, this may incur an additional charge. All fees are agreed in advance with no surprises.	Initial fee agreed in advance (see next page for examples). No ongoing fee. If further work is required, this will incur an additional charge. All fees are agreed in advance with no surprises.

Initial fees

The fee will take into account the complexity of the work and the likely time required to adequately research and make recommendations, as well as processing the work afterwards. It will not include the costs of ongoing reviews of the solutions.

Examples of typical fees include:

£3,500 for advice on your options at retirement

£2,750 for a personal pension switch

£2,750 to recommend a new lump-sum investment

£1,250 to arrange an ISA transfer

The above examples depend on the complexity of the work being undertaken. For example, if more than one personal pension is being switched, the cost may exceed £2,750.

We will confirm, in writing, the expected or agreed cost for the work required and obtain your agreement to this before we commence work for you.

We reserve the right to review these fees in the future.

Please note: we may also apply an additional implementation/risk fee when dealing with complex products. Examples include Venture Capital Trusts (VCT), Enterprise Investment Scheme (EIS) investments, Seed Enterprise Investment Scheme (SEIS) investments, Business Relief (BR) investments, and the transferring of Defined Benefit (DB) pensions. The fee is 1% of the amount being invested/transferred, subject to a maximum total fee, which is usually £10,000 for advice on VCT, EIS, SEIS, or BR investments, and £12,500 for advice on transferring a DB pension. Should this additional fee apply to you, this will be clarified before we commence work.

Ongoing fees

Wealth management service

The annual fee will be up to 0.75% of assets under review. For example:

£1,000,000 assets under review with a fee of 0.75% means the amount paid in fees would be £7,500 per annum.

£500,000 assets under review with a fee of 0.75% means the amount paid in fees would be £3,750 per annum.

£100,000 assets under review with a fee of 0.75% means the amount paid in fees would be £750 per annum.

If further work is required as part of the review, this may incur a further charge.

Transactional advice service

For clients choosing to work on a transactional basis, the fees for the initial work will be as outlined above. However, there will be no ongoing fee.

We will not contact you again after the agreed transaction is implemented. You can contact us to conduct a review of your personal and financial objectives – charged on a fixed-fee basis, as outlined above.

Other charges

Depending on the services we provide, there may be costs and charges (including taxes), not charged by us, but related to the financial products we arrange for you. These charges may be one-off charges (payable up front) or charges payable on an ongoing basis.

For example:

Service costs:	If your investments are held on a platform (an online investment administration service) or held with a Discretionary Fund Manager (DFM), the platform provider / DFM will make a charge for administering / managing your investments.
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Investment costs:	These are the costs that relate to the management of your investments – for example, fees charged by the investment fund manager, costs relating to investment transactions.
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We will always disclose any third-party costs as part of making our recommendations.

Aggregated costs and charges

For certain investments we will add together all the costs and charges payable so that you are able to understand the overall costs of our services and recommendations. This is referred to as 'aggregated costs and charges information'.

Payment methods

Initial fees

Option 1:	Initial costs can be taken from a recommended product or platform, where this is available.
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Option 2:	If no product is arranged, or insufficient costs can be recovered where one is arranged, or if you prefer: we can issue you with an invoice for our services.
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Ongoing fees

Option 1:	Ongoing costs can be taken from a recommended product or platform, where possible.
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Option 2:	A regular retainer can be paid by direct debit.
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Option 3:	We can issue you with an invoice for our services as and when they are provided.
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Don't hesitate to give us a call
whenever you have a question
about insurance or financial services.
We're happy to help however we can.

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Alan Boswell,
Executive Chairman

Alan Boswell Financial Planners

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