

OUR SERVICES AND COSTS

INVESTMENT AND INSURANCE

THE FINANCIAL CONDUCT AUTHORITY (FCA)

The FCA is the independent watchdog that regulates financial services. This document is 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.

CLIENT CLASSIFICATION

We treat all our clients as 'Retail Clients' unless you request otherwise. This means you are provided with the highest level of protection and should have the right to take any complaint to the Financial Ombudsman.

WHOSE PRODUCTS DO WE OFFER?

INVESTMENT

Please refer to section 4 of this document.

INSURANCE

We offer products from a range of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover.

MORTGAGES

We are not limited in the range of mortgage products that we will consider for you, this is applied to both first charge legal mortgages as well as second charge regulated mortgage contracts. We offer a comprehensive range of mortgages from across the market but not deals that you can only obtain by going direct to the lender.

WHICH SERVICE WILL WE PROVIDE YOU WITH?

INVESTMENT

Restricted advice - We will advise and make a recommendation to you after we have assessed your needs. We offer advice on limited types of products. Primarily, we will advise you on True Potential Portfolios and tax wrappers held on the True Potential Wealth Platform. In circumstances where these products do not meet your needs, we will broaden our research to companies with other products and funds.

INSURANCE

Non-investment protection contracts - we offer non investment protection products e.g. term assurance, income protection and critical illness from a range of insurers.

OUR SERVICE AGREEMENT WITH YOU

SERVICE AND STANDARDS

We are committed to providing the highest standard of financial advice and service. Your interests are very important to us and for any advice or service we provide we will:

- Be open, honest and transparent in the way we deal with you;
- Not place our interests above yours;
- Communicate clearly, promptly and without jargon.

OUR SERVICE PROPOSITION

We offer you an initial consultation free of charge at which we will describe our services and costs both initial and throughout our relationship with you. Any advice or recommendation that we offer to you will be restricted and will only be given after we have assessed your needs and considered your financial objectives, and attitude to any risks that may be involved. This helps us to understand your financial objectives and will confirm how we can support you in establishing your financial requirements. This will include:

1. Understanding your situation - before any investment strategies can be recommended, we seek to fully understand your situation by gathering details on your existing personal and financial circumstances, taking into account your needs and expectations for the future.

2. Analysis and design of your strategy - after we have gathered all the necessary details from you, we use the latest analytical tools to match your goals and aspirations in-line with your tolerance/ attitude towards investment risk, when designing a strategy or a series of strategies for you.

Arranging and setting up your investment or transfers

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways:

- Facilitate and deal with all fund and contract administration on your behalf;
- Communicate regularly keeping you informed of progress;
- Provide you with all documentation ASAP in line with your expectations;
- Provide you with confirmation of the actions taken on your behalf in writing;
- Cancellation rights - in most cases you can exercise a right to cancel by withdrawing from the contract. Generally you will have a 30 day cancellation period for a life, pure protection, payment protection or pension contract and a 14 day cancellation period for all other contracts.

Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you. If you cancel a single premium contract, you may be required to pay for any loss you might reasonably incur in cancelling it which is caused by market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

We endeavour to make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. All policy documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you.

3. Presentation of your recommendation - we will confirm our recommendations to you in a simple and straightforward report including details of any special risks associated with the products recommended.

We will also take into account any restrictions that you wish to place on the type of products you would be willing to consider.

4. On-going service and information

- Information available any day of the week 24/7 via your personalised website;
- Portfolio Details – view all policies online;
- Banking – analyse and track multiple accounts;
- Client documents – online location to hold private documents;
- Personal Details – view, edit and update;
- Secure message – 2 way secure communication to reach your adviser;
- Telephone support – adviser or head office;
- At least a yearly meeting to discuss your current portfolio;
- Assess changes in your circumstances;
- Analysis of your future needs.

WHAT WILL YOU HAVE TO PAY US FOR OUR SERVICES?

You will pay for our services on the basis of a fee. This fee is based on a percentage of the funds invested.

We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

THE COST OF OUR VALUED SERVICE PROPOSITION

We provide you with an initial consultation free of charge. This helps us to understand your financial objectives and will confirm how we can support you in working towards these. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you.

FINANCIAL REVIEW AND RECOMMENDATION

This can be a continuation from the initial discussion, where agreed, or a further appointment. This process covers the following:

- Understanding of your situation by gathering information about your existing financial arrangements and full personal circumstances;
- Understanding of your investment knowledge and attitude and tolerance towards investment risk;
- Recommendation of an asset allocation model that matches your investment risk profile and the subsequent assessment and suitability of any existing investments;
- Analysis and design of your investment strategy;
- Presentation of your recommendation.

Our charge for this service is a fixed fee of £500.00 payable on provision of the suitability report containing our recommendations to you. This fee will be waived wholly or in part should you decide to implement any of our recommendations.

ARRANGING AND SETTING UP YOUR INVESTMENT – LUMP SUM INVESTMENTS OR TRANSFERS

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways:

- Facilitate and deal with all fund and contract administration on your behalf;
- Communicate regularly keeping you informed of progress;
- Provide you with all documentation ASAP in line with your expectations;
- Provide you with confirmation of the actions taken on your behalf in writing.

YOUR PAYMENT OPTIONS

Our charge for this service is 0.75% of the funds invested.

This payment can either be taken from your investment upon receipt by the provider or paid directly by you. Where we receive such a payment we will waive our 'financial review and recommendation' fee by the same amount.

Example 1; if we arrange an investment on your behalf for £10,000 our implementation fee would be £75.00. As this is less than the 'financial review and recommendation' fee of £500.00 we would charge you £425.00 as the balance.

Example 2; if we arrange investments on your behalf totalling £100,000.00 our implementation fee would be £750.00. As this exceeds the 'financial review and recommendation' fee no other charges would be applied.

ARRANGING AND SETTING UP YOUR INVESTMENT– REGULAR PREMIUM INVESTMENTS

Our charge for setting up a regular premium investment plan is 20% of the first year's premium. You can pay this under either of the two options listed below:

YOUR PAYMENT OPTIONS

Option 1

You can pay this directly on commencement of the plan. On receipt of this payment we will waive our 'financial review and recommendation' fee by the same amount with any balance falling due at the same time.

Example 1; if your monthly contribution is £50.00 our setting up fee would be £120. As this is less than the 'financial review and recommendation' fee of £500.00 we would charge you £380.00 as the balance.

Example 2; if your monthly contribution is £500.00 our implementation fee would be £1200. As this exceeds the 'financial review and recommendation' fee no other charges would be applied.

Option 2

You can pay the setting up fee through your plan. The payment will be deducted proportionally from each monthly contribution during the first year. Where we receive such payments we will waive our 'financial review and recommendation' fee by the same amount and any balance due at the end of the first year will be payable by the same monthly instalments until settled in full.

Example 1; if your monthly contribution is £50.00 our setting up fee would be £120.00. This will be collected by deducting £10.00 from each monthly contribution for the first 12 months. As this is less than the 'financial review and recommendation' fee of £500.00, at the end of the first year the balance of £380.00 will be collected by the same monthly deductions until settled in full.

Example 2; if your monthly contribution is £500.00 our implementation fee would be £1200.00. This will be collected by deducting £100 from each monthly contribution for the first 12 months. As this exceeds the 'financial review and recommendation' fee no other charges would be applied.

Should you decide to pay this charge through your plan and payments to the plan subsequently cease, we will calculate the total payments received to date and charge you the balance against the 'financial review and recommendation' fee.

For example, if you invest £200.00 pm our total charge will be £500.00. We will deduct £40.00 from each monthly contribution until paid in full. Should payments cease after month 6 (and £240.00 has been collected) the difference between this and 'financial review and recommendation' fee of £500.00 would be charged i.e. £260.00.

ONGOING SERVICE AND REVIEWS

We will discuss the full range of our on-going Valued Service Proposition during our initial consultation. These services include, but are not limited to, providing you with:

- Structured reviews;
- An assessment of your circumstances and any changes to your plans that are needed;
- Regular updates and information regarding your investments;
- A choice of differing levels of support depending on your needs;
- Ongoing support with correspondence and administration issues.

YOUR PAYMENT OPTIONS

Details of these different levels of services are contained in our Valued Service Proposition document. We will agree separately the level of on-going services at the time of, or prior to, making our recommendation(s) to you. Typically our costs is 0.50% per annum and are based on the value of your investment(s) at each 12 month anniversary, and are paid pro-rata in arrears. Therefore, if the value of your investment(s) totalled £50,000 our yearly fees would be £250.00. The amount you pay will fluctuate with the value of your investment; if your investment increases in value the amount you pay us will also increase and if your investment falls in value the amount you pay us will reduce. Any change to the level of services throughout this agreement will result in pro-rata charge being applied.

The charges listed above can be deducted from your investments or paid directly by you. You should note that when paid through the investments it may reduce your personal tax thresholds and/or exemption levels. Where this happens we will discuss it with you and confirm it in your suitability report.

Example 1; if your investments are valued at £50,000 and you have selected Financial Advice (0.5%) the ongoing management adviser charge we would receive is £250.00.

OTHER BENEFITS WE MAY RECEIVE

We advise on a range of products from a variety of firms; we may receive certain non-monetary benefits from these firms, which are used to enhance the quality of service we provide to you. Benefits we may receive include access to technical services, information technology support or the supply of product literature.

OUR GENERAL INSURANCE AND PROTECTION SERVICES AND COSTS

Similar to our investment services above, we will provide you with a personal and financial review prior to making our recommendation(s) to you. Should you accept our recommendation(s) we will arrange the implementation of this/these for you. The reasons for our recommendations will also be provided to you in a written report.

We do not charge a fee for our General Insurance and Protection services as we will normally receive commission from the product provider. You will not be subject to VAT for this service. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

WHO REGULATES US?

J Finance Ltd is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 442742.

Our permitted business is advising on and arranging investments, Insurance and Regulated Mortgage Contracts.

You can check this on the FCA's Register by visiting the FCA's website at www.fca.org.uk/register or by contacting the FCA on **0800 111 6768**.

WHAT TO DO IF YOU HAVE A COMPLAINT

If you wish to register a complaint, please write to The Managing Director, J Finance Ltd, 6a London Road Newbury, Berkshire, RG14 1JX or telephone 01635 521300.

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

ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

INVESTMENT

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. Most types of investment business are covered up to a maximum limit of £85,000.

INSURANCE

Non-compulsory insurance provision (both general and life insurance): protection for 90% of the claim, with no upper limit. Cover for compulsory insurance is 100% of the claim with no upper limit.

CLIENT MONEY

J Finance Ltd is not permitted to handle client money or handle cash and we cannot accept a cheque made out to us specifically (unless it is in respect of an item for which we have sent you an invoice).

TERMINATION OF AUTHORITY

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. You will be liable to pay for any transactions made or carried out prior to termination and any fees which may be outstanding.

VAT

Under current legislation our services are not subject to VAT but should this change in future, and where VAT becomes due, we will notify you before conducting any further work.

LAW

This client agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.