



## ***Service Agreement***

*Honeysuckle Cottage,  
Skirsgill Business Park  
Penrith  
Cumbria  
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## **Service & Fee Agreement**

**Dated:** 24 February 2011

**Between:** Profile Financial Management Ltd of Honeysuckle Cottage, Skirsgill Business Park, Penrith, Cumbria, CA11 0FA.

### **And**

«Client\_Full\_Name»  
«Partner\_Full\_Name»

«Client\_Address\_1»  
«Client\_Address\_2»  
«Client\_Address\_3»  
«Client\_Address\_4»  
«Client\_Address\_5»  
«Client\_Postcode»

### **Obligations**

We will require you to provide up to date and accurate information of your personal circumstances and financial planning objectives.

We will then report to you in writing clearly documenting our recommended course of action. Our recommendations will be made on the basis of the written information provided by you and will take into account the objectives stated by you.

All the information given to us, and the recommendations and advice provided by us to you, will be kept confidential and will not be disclosed to anyone, except as we agree in writing, or to persons to whom we have a regulatory obligation. You may, however request that a copy of your details may be available to your Accountant or Solicitor.

When you receive your written report, it will be your decision alone to implement the recommendation. In order that there may be no future misunderstanding, it is for our financial planning services for which you will pay a fee under this agreement.

### **Service Level**

Profile Assist (Transactional/Limited Advice)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Profile Signature (Full 'Lifestyle' Planning)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Paying by Fee** – refer to our scale of fees attached.

### **Paying by Commissions**

#### **Offsetting**

Where commission is derived from the sale of a product this will either be (a) rebated to you in the form of enhanced benefits (b) used to reduce your regular premiums (c) offset against our fees as appropriate.

In the event of policy cancellations and where the policy provider has sought repayment of commissions previously paid to PFM Ltd, we reserve the right to be fully indemnified by you for full payment of this sum.

We will discuss the different offsetting routes mentioned above to assess your preferred option as part of the recommendation process.

#### **Trail/renewal commissions**

In certain circumstances we will be paid a trail or renewal commission in addition to our fee. If this is the case we will disclose the amount and frequency in writing at the point of recommendation. By signing this agreement, you are confirming your agreement to our receiving this trail or renewal commission. Such commission and fees are retained by us and will not be offset against our fees.

### **Invoices**

Our invoices are payable within 14 days. The firm reserves the right to charge interest on invoices outstanding beyond the agreed payment period at a rate of 3% over the Bank of England base rate.

### **Data Protection**

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 below a few matters relating to your information that you should be aware of.

Some services are provided to us 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 us 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. email and you agree that ourselves, or any such third party, may contact you in future by any means of communication which we consider appropriate at the time.

Product Providers, Lenders and Investment Managers may administer your policy, any existing policies you may have with them and provide other services, from centres 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 a contract in place to ensure that your information is adequately protected, and they will remain bound by their obligations under the Data Protection Act even when your personal information is processed outside Europe.

### **Termination of agreement**

You or we may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt.

Termination is without prejudice to any transactions already initiated which will be completed according to these terms unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees outstanding, if applicable.

**Your Consent**

I/We have read the fee and service schedule and fully consent to the terms imposed and I/We authorise the transfer of information, on a confidential basis when warranted between any such third parties.

**Please confirm if you are happy to give Profile Financial Management Ltd your express consent to contact you by telephone to discuss advising on or arranging financial, mortgage or insurance products in future? Please tick**

Yes  No

If you understand the above terms and agree to them, please sign both copies of this letter, and return one copy to us.

**Signed by:**  
**(for and on behalf of Profile Financial Management Ltd)**  
**Print Name**

«Client_Consultant»
«Client_Full_Name»
«Partner_Full_Name»

**Signed by:**

**Print Name**

**Signed by:**

**Print Name**

**Date signed**

**NB: You should seek legal advice in respect of your own specific requirements to ensure the validity of this agreement.**



## **FEE SCHEDULE**

### **Hourly Rates**

<p><b><u>Financial Adviser/Planner</u></b></p> <ul style="list-style-type: none"> <li>• Client Meetings</li> <li>• File &amp; Meetings notes</li> <li>• File/Cash Flow modelling Analysis</li> <li>• Letter writing (Client case specific)</li> </ul>	<p><b>£150 per hour</b></p>
<p><b><u>Paraplanner/Technical</u></b></p> <p>Financial Planner Support inc.</p> <ul style="list-style-type: none"> <li>• Analysis of Data</li> <li>• Review options</li> <li>• Report Writing</li> <li>• Research/Technical</li> <li>• Cash Flow Modelling</li> </ul>	<p><b>£95 per hour</b></p>
<p><b><u>Administration/Support</u></b></p> <p>Financial Planner and Paraplanner Support inc.</p> <ul style="list-style-type: none"> <li>• Back office Administration</li> <li>• Customer Support</li> <li>• General letter writing</li> </ul>	<p><b>£45 per hour</b></p>
<p><b><u>Travel</u></b></p>	<p><b>£60 per hour + 50p per mile</b></p>