



Information about our services & costs

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You should use the information provided within this document to decide if our services are right for you.

WHAT TYPE OF SERVICE WILL WE PROVIDE YOU?

Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a sufficient range of retail investment products, financial instruments and structured deposits.

A ‘sufficient range’ means that the products that we will advise on and recommend will be sufficiently diverse with regards to their type and issuers or product providers to ensure that our clients investment objectives can be suitably met.

OR

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.

OR

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.

WHAT WILL YOU HAVE TO PAY US FOR OUR INVESTMENT SERVICES?

You will pay for our services on the basis of an adviser charge.

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.

We will discuss with you the basis of our charges, based on the types(s) of work we are asked to undertake for you.

We will discuss with you when you will have to pay our charges, both initial and ongoing.

All charge amounts quoted below are exclusive of VAT, expenses and disbursements; these will be added to the invoice if applicable.

Advised services

For our advised services, you will pay us via an adviser charge.

Initial advice service

Our initial advice will be appropriate for you, based on your requirements and circumstances at that time. We will not ensure that any initial advice remains suitable for you at a later date, unless you select to receive ongoing services from us.

Ongoing services

In addition to our initial advice services, you could ask us to undertake further services on an ongoing basis. Details of any ongoing services that we offer are detailed later within this document.

You may at any time cancel an Ongoing Advice Service by serving your notification of cancellation to us in writing. Upon receipt of your cancellation notice for an Ongoing Advice Service we will arrange for any future payment of any associated charges to cease.

Our typical adviser charges are noted below. The exact amount may be more or less than this, but will be specifically agreed with you based on the work you ask us to do for you.

Please note that as the investment amount increases, your ongoing charge may also increase.

We will confirm the actual adviser charges in writing within our separate 'Charge Agreement', before providing our services to you.

If we do not agree a fixed adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

The cost of our services

Payment for initial advice services

Before we provide any services to you, we will gather information about your circumstances and needs. We will not make a charge for this. If we base our fee on a percentage of the amount to be invested, and you decide at any point not to proceed with the investment, or our advice is not to invest, we reserve the right to charge you a fee to reflect the work already completed. This amount will never exceed the amount initially agreed with you, had the investment actually gone ahead.

1. A one-off fee as a percentage of the amount available to invest as follows:

- **The first £250 000** Charged a 3% subject to a **MAXIMUM** of £7500 and a **MINIMUM** of £750 and then
- **The next £250 000** Charged at 2.5% subject to a **MAXIMUM** of £6250 and then
(i.e. investments up to £500 000)
- **The next £ 250 000** Charged at 2% subject to a **MAXIMUM** of £5000 and then
(i.e. investments up to £750 000)
- **The remaining amount** Charged at 1.5% subject to an overall **MAXIMUM** of £2500.

Once agreed, the 'adviser charge' amount will not change, except where your needs or circumstances differ from our initial expectations.

We will tell you how much the total initial 'adviser charge' will be before you complete an investment, but you may ask for this information earlier.

Example of an initial fee on an investment sum of £250,000: we would receive a fee of 3% of the amount invested which is an amount of £7500.

2. The fee could be based on a percentage of the regular premium amount as follows:

- **£1 - £100** 30% per month for 12 months, subject to a **MAXIMUM** of £360, and a **MINIMUM** of £360 overall
- **£101 - £300** 25% per month for 12 months, subject to a **MAXIMUM** £900 and a **MINIMUM** of £360
- **£301 - £500** 20% per month for 12 months, subject to a **MAXIMUM** of £1200 and a **MINIMUM** of £900
- **£501 - £1500** 15% per month for 12 months, subject to a **MAXIMUM** of £2700 and a **MINIMUM** of £1200 overall:
- **£1501 +** 10% per month for 12 months, subject to a **MAXIMUM** of £3000 and a **minimum** of £2700 overall.

Example of how much our initial fees might cost: If you invested £100 a month then we would receive a fee of £30 for 12 months.

3. A fee based on the amount of time spent, at the following hourly rates:

- **Advice:** £125
- **Specialist Advice** £250
- **Administration** £50

Example of how much this might cost: If we spent 10 hours in total split into 4 hours of advice at £500 and 6 hours for administration at £300, the total amount payable would be £800.

We will tell you how much for the fee will be before you complete an investment, but you may ask for this information earlier.

Payment for ongoing services

If you ask us for ongoing services, there will be an ongoing charge for this service. We offer 3 types of ongoing services and our typical charges are as follows:

Our typical charges are:

- An ACTIVE service: we charge 0.75% of the fund.
- A BASELINE service: we charge 0.5% of the fund
- A CASUAL service: the remuneration will be agreed at the time if this service is chosen.

Please see our Services and Payment agreement for what each service entails.

Example of how much our ongoing fees might cost based on a percentage of the fund: Based on a fund value of £100 000, and ongoing fee of 0.50% of this amount would equate to a cost of £500 per annum to provide an ongoing service. If the fund value increases over time, the fee would increase accordingly.

Information about other costs and associated charges:

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are disclosed in relevant third-party documentation (i.e. a Key Features Document). These charges will be explained and disclosed to you as part of our advice process.

Your payment options

Initial advice service

- **Settling your adviser charge by a single payment**
- **Settling your adviser charge by instalments. This is only permitted where regular premium products are recommended.**
 - **This would include paying by instalments through the recommended provider and /or**
 - **Paying by other arrangements: and**
 - **Keeping up with the payment.**

'Non-advised' services: 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.

The cost of our services

We will tell you how we get paid and the amount before we carry out any business for you.

We advise and arrange on a range of products from a variety of firms: we may receive certain support from these firms, which is used to enhance the quality of the service that we provide to you. This could include training from some or all of these firms. Some of the cost of this training may be passed to you as part of the total product charges you pay these firms. Other support we may receive includes access to technical services, information technology support or the supply of product literature. Further information is available on request regarding these arrangements.

What happens if you decide to cancel?

Initial Services

If you have paid the fee directly then no further action is required.

If you have decided to take the fee via your investment product(s) and you subsequently cease to pay the premiums, or cancel the investment, we may not have been able to take our total charges for your investment/s.

This may occur in the event of a regular premium investments where we have agreed to deduct our fee from your monthly contributions over a specified period of time. In such cases, we may exercise our right to charge you the amount that we have been unable to recover. If we exercise this right, you agree to pay us the amount due on demand. The maximum amount to be repaid will not exceed the total fee agreed within our separate "Service and Payment Agreement."

As an example: If there is a lump sum investment, if a fee was agreed on an investment of £100 000, then depending on the type of investment in which the money was placed, one of two scenarios could occur should the investment be cancelled before we have received the fee in full:

- a. Typically for investments such as Investment Bonds, Units trusts etc, the product provider will deduct our fee from the product and forward the fee to us. If the product purchase is cancelled within the time frame given (i.e. the "cooling off" period), then the product provider will refund your money less the fee amount that has been paid to us. There also may be some reductions (from the amount you invested) due to fluctuations in the stock market.
- b. If you had elected to invest £100 000 in a Pension, the pension provider would be required to return the entire gross amount of £100 000 to you in the first instance. In this case you would have to make separate arrangements to forward the £3000 agreed fee payable to us in respect of services rendered.

Ongoing services

We will provide you with our services as long as is suited to you.

You can ask us in writing at any point to discontinue the ongoing services.

If you ask to end the ongoing services and have paid fees in advance for future advice, we will refund a reasonable amount of those fees.

If the agreement is ended whilst we are providing services to you, we will finish providing the agreed services unless you ask us not to continue. You will have to pay any outstanding fees for our services even if this agreement has ended.

What are your payment options?

You will not be charged for any services we provide until we have discussed your options and obligations and you have agreed how we will be paid.

Paying our fee directly. You may pay our fee for our services directly. Therefore, the fee will be due once we have carried out the agreed service i.e. an initial service fee will be due once the initial service work has been completed. We will agree with you at the outset the basis upon which the fee will be calculated.

Paying our fee via your investment products. In some instances, we will be able to take our fee from the investment products that you hold. This could be from investment products that we have recommended, or from investment products that you currently hold. If you decide on this method of payment, please bear in mind that the amount of your investment will be reduced

A combination of the above. You may split the way in which you wish to pay your fee. You might wish to pay the fee for any initial service directly, and then have the fee for ongoing services taken directly from the investment product. If you decide on this method of payment, please bear in mind that the amount for your investment will be reduced.

INFORMATION ABOUT OTHER COSTS AND ASSOCIATED CHARGES

Aggregated Costs and Charges

We will also provide you with an Aggregated Costs document in relation to certain investment types. This will provide you with information on the total costs to you of the financial products and services that have been recommended for these investment types and illustrate the impact of those costs on your investment returns. This will include all third party product and service costs as well as our firms' own adviser charges. This will be provided to you before any investment transactions take place and on an ongoing basis where you have selected to take ongoing services.

Other third party costs

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

Incentive Schemes

Further details on how we manage the conflicts arising from the incentive/s scheme/s outlined above are contained in our conflicts of interest policy which we can provide to you upon your request.

Who regulates us?

Mike Oliver Associates, Spencer House, Mill Green Business Estate, Haywards Heath. RH16 1XQ is authorised and regulated by the Financial Conduct Authority. Our FCA number is 646 955. Our permitted business is advising on and arranging investments.

You can check this on the Financial Services Register by visiting the GCA website <http://www.fca.org.uk/firms/systems-reporting/register> or by contacting the FCA on 0800 111 6768

Are we covered by the Financial Services Compensation Scheme(FCS)

We are covered by the FCS. 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 of £50 000.

Further information about compensation scheme arrangements is available from the FSCS.

What if you have a complaint, if you wish to register a complaint, please contact us

Either in writing: **Mike Oliver Associates, Spencer House, Mill Green Business Estate, Haywards Heath. RH16 1XQ**

Or by phone:**01444 449 222**