

Client Disclosure Document

This agreement sets out the terms under which our services are to be provided, including details of the specific services and a summary of our charges for those services.

Client Name (s)	
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These terms apply to all McCarthy Taylor Limited portfolios with which the above individual is associated.

Our Status

McCarthy Taylor Limited is authorised and regulated by the Financial Conduct Authority (FCA), 12 Endeavour Square, Stratford, London, E20 1JN. Our Financial Services Register number is **184658**.

Our firm is a financial planning business, focussed on helping you understand and plan for your financial future. We are able to act on your behalf in advising you on investments, pensions and life cover. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

We offer you an initial discussion (without charge) at which we will describe our services more fully and explain the payment options. Following our initial discussion, should you decide to go ahead there is a cost for our advice and services.

Unless we notify you in writing to the contrary, we will be treating you as a **Retail Client**. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Please be aware that some advice given may not be regulated by the FCA, such as tax advice.

Our Service

We offer both **initial** and **ongoing** services. Any products we have arranged for you will only be kept under review as part of an agreed ongoing service for which you agree to pay. Our ongoing services are optional, however, where you agree to purchase an ongoing service, unless otherwise agreed, the ongoing service will usually be provided as a follow up to the initial service.

Any advice or recommendation that we offer to you, will only be given after we have assessed your needs and considered your financial objectives and attitude to any risks that may be involved. McCarthy Taylor Limited is an **independent** firm, therefore our recommendation will be based on a comprehensive and fair analysis of the whole market. We will also take into account any restrictions that you wish to place on the type of products you would be willing to consider.

Any fees for initial or ongoing services will be pre-agreed by you, under a separate Fee Agreement. These agreements will detail any restrictions which you wish us to take account of when giving our advice.

Independent Financial Advisers • Chartered Financial Planners • Discretionary Wealth Managers

Evesham - 100 High Street, Evesham, Worcestershire, WR11 4EU (Registered Office) • Tel: 01386 422611 • Fax: 01386 422612

Worcester - 6 Edgar Street, Worcester, WR1 2LR • Tel: 01905 613453 • Fax: 01905 725958

Cheltenham - Eagle Tower, Montpellier Drive, Cheltenham, GL50 1TA • Tel: 01242 386650

Registered in England No. 3489824 • Email: advice@mccarthy-taylor.co.uk • Web: www.mccarthy-taylor.co.uk

McCarthy Taylor Limited is authorised and regulated by the Financial Conduct Authority

Our Charges

Advised Services

Whether you buy a product or not, you will pay us an adviser charge for our advice and services. You will be required to settle the payment of your adviser charge on presentation of our invoice. We do not provide credit. For some work, we will not execute instructions without payment of the related fees, for example on submission of life policy applications.

In limited circumstances (for protection planning business only) we may receive a commission payment from a product provider. Any such payment will be offset against the charges you owe us for our services. If the commission payment relates to a regular contribution policy and you stop paying premiums, we may be obliged to refund the commission received back to the policy provider. In such cases, we reserve the right to request the full payment of any outstanding balance of charges for our services, from yourself.

Fees for our Advised Services are currently based on the following hourly rates:

Senior Director	£250	per hour
Director	£210	per hour
Chartered Financial Planner	£200	per hour
Independent Financial Adviser	£175	per hour
Qualified Paraplanner	£150	per hour

For example, a basic holistic financial planning report would be carried out by a paraplanner and Chartered Financial Planner and would cost from £2,750 plus VAT. Further details of the costs of such services can be found in our Fee Guide. These fees are an indication only and the actual amount will be confirmed in your personal Advised Services Agreement, based on requirements.

A paraplanner is a qualified individual, but they are not registered by the FCA to give advice directly to you. They will only undertake work which is then approved and presented to you by an individual registered with the FCA and deemed competent by this firm to give such advice.

Where an annual review is required; for example in connection with a pension product, whole of life assurance or bond, other than in connection with reviewing portfolios (see below), then a fee will be quoted based on the above rates and agreed with you before proceeding.

In addition to our ongoing fees we may recommend our progress report service to you. For this service we will meet with you each year and update our records with your current information and produce an updated model, review the financial arrangements in place and recommend relevant changes. The minimum fee for this service is £20 per month plus VAT and is payable by standing order. The progress report fee will be indexed in line with inflation, using the Consumer Price Index (CPI).

By paying for our advice, we act for you and are paid to advise you, irrespective of the decision you make about the use of financial products. As a consequence, VAT is payable on our Financial Planning Fees, since our recommendations are not made on the basis that a product sale will be the result. If advice is given that is specifically product related, then we may be able to treat the fee as VAT exempt. We will confirm whether VAT is payable or not.

These rates may be subject to future changes. Any fees will be agreed with you prior to commencing any work.

Ongoing Investment Services

We offer two types of ongoing investment service, advisory or discretionary, depending on your circumstances and individual requirements.

Advisory: we will review your portfolio at least annually and inform you of new recommendations or changes that may be relevant to your circumstances. We will not action any advice until we receive acceptance from you.

Discretionary: we will monitor the assets within your portfolio on a daily basis and individually review your portfolio at least every 3 months, making any investment changes required without having to write to you each time.

These services are provided at a charge based on our agreed fee tariff and will usually be deducted from your investment or in some cases may be paid by you directly.

Where we agree to provide you with a service that includes an ongoing review of the suitability of the investments we have recommended, we'll carry out this review at least annually. To do this we will need to make contact with you to assess whether the information we hold about you remains accurate and up to date. We will issue you with a report setting out the results of our assessment and, if relevant, any updated recommendations.

Please ask your adviser for more detail on the services we offer.

Irrespective of the nature of your holdings (including cash held pending investment), as a guide our annual management charges payable monthly in arrears, are as follows:-

Fee / Charge Type	Amount
Annual Management Charge – <i>subject to VAT</i> (Standard Advisory Portfolio Management Service)	Portfolio value up to £1,000,000 1.25% Next £1,000,000 1.00% Next £3,000,000 0.85% Portfolio value over £5,000,000 0.50% <i>Subject to a minimum annual management fee of £250 plus VAT</i>
Annual Management Charge – <i>subject to VAT</i> (Standard Discretionary Investment Management Service)	Portfolio value up to £1,000,000 1.10% Next £1,000,000 0.85% Next £3,000,000 0.60% Portfolio value over £5,000,000 Available on request <i>Subject to a minimum annual management fee of £500 plus VAT</i> <i>The above is inclusive of provider custody charges</i>
Annual Management Charge – <i>subject to VAT</i> (Standard Discretionary Quarterly Rebalancing Service)	Flat rate fee of 0.75% per annum irrespective of portfolio value.* <i>No minimum annual management fee applicable.</i> <i>*only used for pension or investment bond portfolios under £150,000 or ISA/GIA portfolios under £100,000</i>

As with our advised services detailed above, we act for you and are paid to advise you irrespective of the decision you make about the use of financial products. As such, VAT is payable on our ongoing fees. These fees are calculated in accordance with each tier and are charged monthly in arrears.

Provider custody fees may be payable separately and where applicable will always be disclosed to you prior to the implementation of our recommendations.

Examples of how our charges could apply:

- If you invested **£500,000** in to our *Advisory Portfolio Management Service* our fee would be 1.25% of £500,000 = **£6,250 plus VAT per annum**.
Assuming the value of your portfolio increased to **£525,000**, our fee would increase to **£6,562.50 plus VAT**.
- If you invested **£500,000** in to our *Discretionary Investment Management Service* our fee would be 1.1% of £500,000 = **£5,500 plus VAT per annum**.
Assuming the value of your portfolio increased to **£525,000**, our fee would increase to **£5,775 plus VAT**.
- If you invested **£1,200,000** in to our *Advisory Portfolio Management Service* our fee would be 1.25% of £1,000,000, plus 1% of £200,000 = **£14,500 plus VAT per annum**.
Assuming the value of your portfolio increased to **£1,260,000**, our fee would increase to **£15,100 plus VAT**.
- If you invested **£1,200,000** in to our *Discretionary Investment Management Service* our fee would be 1.10% of £1,000,000, plus 0.85% of £200,000 = **£12,700 plus VAT per annum**.
Assuming the value of your portfolio increased to **£1,260,000**, our fee would increase to **£13,210 plus VAT**.

Our discretionary Quarterly Rebalancing Service is only used for pension or investment bond portfolios with a value under £150,000, or for ISA & General Investment Account portfolios under £100,000. Examples of how our charges for this service could apply:

- If you invested **£35,000** in to our *Discretionary Quarterly Rebalancing Service* our fee would be 0.75% of £35,000 = **£262.50 plus VAT per annum**.
Assuming the value of your portfolio increased to **£36,750**, our fee would increase to **£275.63 plus VAT**.
- If you invested **£75,000** in to our *Discretionary Quarterly Rebalancing Service* our fee would be 0.75% of £75,000 = **£562.50 plus VAT per annum**.
Assuming the value of your portfolio increased to **£78,750**, our fee would increase to **£590.62 plus VAT**.

Should a loss be incurred our fees would reduce accordingly.

Our Obligations

Third party arrangements

The terms under which any third party services are provided to you as a result of our advice will be set out in the provider's Terms of Business documents. Such documents will be provided to you where appropriate, upon presentation of our recommendations. You should read these documents carefully as they form part of our entire agreement with you.

Anti-money laundering and counter terrorism financing

We are required by the anti-money laundering and counter terrorism financing regulations to verify the identity of our clients, the source of any funds invested, and to obtain information as to the purpose and nature of the business which we conduct on their behalf.

For this purpose we may use electronic identity verification systems in place of, or as well as, physical forms of identity. We are also required to conduct these checks from time to time throughout our relationship, not just at the beginning. We are required by law to retain these records. These checks may leave a 'footprint' on your credit file but they will not affect your credit rating.

Conflict of interests

At the present time we do not pay for investment research. The information that our Investment Committee gather from third parties for research purposes would be categorised as acceptable minor non-monetary benefits, as they do not solely rely on one source. A range of material is gathered, therefore any articles etc. are not likely to influence the firm's behaviour in any way that would be detrimental to the interests of our clients.

We will agree the fee basis, frequency and method of advice in writing before we carry out any chargeable work. Should we receive commission from any third party in relation to transactions arranged for a client, we will offset the amount received against any fees due, in line with our Fee Agreement.

We will endeavour to always act in the best interests of you, our client. However, circumstances can arise where we or one of our other clients may have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interests, we will write to you and obtain your consent before we carry out transactions on your behalf, or your instructions, and detail the steps we will take to ensure fair treatment.

Where a conflict cannot be prevented or managed in order to protect your interests you will be notified accordingly.

We may from time to time have interactions with our sister companies, McCarthy Taylor Consulting Limited or McCarthy Taylor Trustees Limited, when dealing with clients' investments and pensions. The principle shareholder of these companies, Paul Taylor, is also the Chief Executive Officer of McCarthy Taylor Limited. We may also utilise the services of PSG Bowdens LLP which is controlled in the majority by Directors of McCarthy Taylor Limited.

Where an obvious conflict arises, for example where we are acting as professional trustees on a client's holdings, we will ensure that an alternative adviser is responsible for the investment advice given. Any such potential conflicts must be confirmed to the client when producing their advice report.

McCarthy Taylor Limited currently has no interests in any other financial services company, and we have strict policies in place with regards to inducements.

Other benefits we may receive from providers

From time to time we may attend training events funded and /or delivered by product providers, fund managers and platforms. These events are minor non-monetary benefits, designed to enhance our knowledge and ultimately therefore enhance the quality of service we provide to our clients. Further details are available on request.

As a firm we will not provide to or receive from any third party providers any non-monetary benefit which does not constitute a minor non-monetary benefit.

Communicating with you

We may communicate with you by telephone, post, online portal, e-mail or in person. Your communication preferences should be selected at the end of this document, in Appendix 1.

As a default, we offer a secure online portal in place of email.

In certain circumstances, we may ask you to re-confirm any instructions either in writing or verbally prior to implementation, for example to ensure that instructions are genuine or to complete our regulatory records.

For advisory cases we will always ask you to confirm your agreement to any recommendations given in writing prior to implementation.

All of our communications with you will be in English.

Data Protection

To effectively provide our services we will need to collect information about your personal and financial circumstances. We take your privacy seriously and will only use your personal information to deliver our services.

Please refer to our Privacy Notice for details on how we collect, process and protect your personal information. This document has been provided to you and is also available on our website. If you are concerned about any aspect of our privacy arrangements please speak to us.

Every reasonable step will be taken to ensure that the data we hold about you is accurate and up to date. If any of the information we hold is incomplete or inaccurate please let us know, so that we can erase or rectify it without delay.

If the information you provide is inaccurate or if you limit the information provided this could affect the suitability of the service we provide.

We shall disclose information to relevant authorities where we are required to do so by law.

We will retain records after our business relationship has ended, for the relevant timescales set out by both our regulator and for legal purposes.

Telephone Recording

In the interests of security and in accordance with regulatory requirements, to ensure that we carry out your instructions accurately and to help us to continually improve our service, we will record and may monitor your telephone communications or conversations with us.

Copies of our telephone recordings will be available on request; please refer to our Privacy Notice for further details.

Complaints

If you are dissatisfied with a recommendation we have made or the services you have received, you are entitled to make a complaint. We have a complaints procedure that is available on request. If you wish to register a complaint, please contact us:

In writing: Abigail Clinton DipPFS
McCarthy Taylor Ltd
6 Edgar Street
Worcester
Worcestershire
UNITED KINGDOM
WR1 2LR

By phone: +44 (0) 1905 613 453
By e-mail: advice@mccarthy-taylor.co.uk

Please be assured that we treat complaints very seriously. For your further protection if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service ('FOS'), or take civil action.

Financial Services Compensation Scheme

We are also covered by the Financial Services Compensation Scheme ('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 business are covered for up to a maximum of £50,000.

Long Term Insurance Products - Arranging and advising on long term insurance contracts (e.g. a life insurance policy) is covered for 100% of the claim without upper limit.

General Insurance Contracts - Arranging and advising on general insurance contracts (e.g. Private Medical Insurance) is covered for 90% of the claim without upper limit.

Further information about compensation scheme arrangements is available from the FSCS at www.fscs.org.uk/consumer.

We may also, on occasion, advise on other financial products which are not regulated by the Financial Conduct Authority (FCA). The Financial Services Compensation Scheme does not apply to any of these products.

Client Money

We are not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of a service for which we have sent you an invoice), or handle cash.

Termination and Amendments

This agreement may be terminated at any time, by either party notifying the other in writing. This will be without penalty and without prejudice to the completion of transactions already commenced on your behalf. You would be expected to pay any costs incurred or a proportion of any fees previously agreed. The possible amounts payable will depend on the service chosen and will be disclosed in any relevant Fee Agreement which you sign.

From time to time it may be necessary to amend the terms set out in this agreement. If this is the case we will write to you with details of the changes.

Declaration

This is our standard Client Disclosure Document upon which we intend to rely. You should ensure that you have read and fully understood our Privacy Notice before signing this document. If you do not understand any part of this document or our Privacy Notice, please ask for further information prior to signing.

This agreement is governed, and shall be interpreted in accordance with English law and both parties shall submit to the exclusive jurisdiction of the English Courts.

This agreement will come into effect from the date of issue.

Client Name(s):	
Client Signature(s):	
Date of Issue:	
Signed on behalf of McCarthy Taylor Limited:	
Date:	

Appendix 1 – Contact Preferences

Please confirm below your preferred method of contact, for general correspondence:

Electronic (portal)

 OR

 Postal

We will also contact you by telephone where necessary. If you do not wish for us to do this please let us know.

Where we also act for your partner, please confirm how you would like to receive general correspondence:

Jointly

 Separately

Appendix 2 - Consent

We have provided you with a copy of our Privacy Notice which provides information about the nature of our personal data processing activities and includes details of our retention and deletion policies.

Sensitive Personal Data

The primary basis on which we intend to process your personal data is for the performance of our contract with you. In the case where we need to process special category (sensitive) data as described above we require your consent by indicating your agreement to the following statement:

I / we consent to the processing of sensitive personal data as far as it is necessary for the services I / we require from McCarthy Taylor Limited

Client Name(s):	
Client Signature(s):	
Date:	

Please note that you may withdraw this consent at any time by notifying us - further details of how to do so can be found in our Privacy Notice.

We may also engage the services of third party providers of professional services in order to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. If you wish to know the names of these third parties please contact us for further information.

Marketing

From time to time we may wish to contact you with information such as our newsletter, or details of products or services which may be of interest to you. In order to do this we require your consent by agreeing to one or all of the below options.

I / we consent to be contacted for marketing purposes by (please select all that apply):

- Online Portal Email Post Social Media
- Telephone Text Message

If you do not wish to be contacted for marketing purposes please do not complete this page and do not sign the below declaration.

Your general contact preferences will be recorded separately.

Client Name(s):	
Client Signature(s):	
Date:	

Please note that you may withdraw this consent at any time by notifying us - further details of how to do so can be found in our Privacy Notice.