



MRA
Mike Robertson Associates
Lifestyle Financial Planners

Client Proposition

How We Work With You

Our Services and Fees



For a Brighter Financial Future

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HOW WE WORK WITH OUR CLIENTS: OUR SERVICES AND FEES

Appointing a Lifestyle Financial Planner is an important decision, and for many people is the first step towards securing and understanding their financial future.

As Lifestyle Financial Planners, our job is to make your money work for you, whatever your situation or your stage in life.

We understand that by appointing **Mike Robertson Associates Ltd**, you are placing your confidence in us. Our Planners are highly qualified and operate to the strict ethical guidelines outlined in this document.

Amongst other things we are required to:

- explain clearly the areas on which we advise and the services we offer
- act in your best interests at all times and with total integrity
- discuss and agree fees and payment options in advance, before undertaking any work you ask us to do.

We offer different levels of services, all of which have the flexibility to be tailored to suit your particular requirements and the complexity of your financial circumstances. They are set out in this brochure and your Lifestyle Financial Planner will help you decide which is best for you.

To gain a complete picture of your overall financial position you must make sure you give us all the facts about your current circumstances, income, expenditure, savings, investments, insurance, and all other relevant information. This will enable us to research recommendations tailored to your financial needs and goals.

Way Forward

As professional Lifestyle Financial Planners we charge fees for our services. Once you have agreed with us the work you would like us to undertake and discussed the costs involved, we will require you to sign this client proposition and a fee agreement before we carry out any work. You will then need to complete a 'What's important to you' Financial Appraisal Form to determine which path is best for you.

Our fees vary according to the complexity of your circumstances and objectives, the scope of the work required, the type and number of products we are implementing (e.g. investments, insurance etc). In addition, they take into account the regulatory responsibility we take for advice we give you. The fees set out on the following pages are the strict minimum we would charge for a client with very straightforward requirements. In practice, requirements are rarely straightforward and therefore fees may well be higher than the minimum stated.

Our fees are exempt from VAT if you intend to take out a financial product through us as a result of the advice we give you. If you require advice only (i.e. if you do not take out or intend to take out a financial product through us as a result of our advice) our fees are subject to VAT at the prevailing rate.

Fees are payable at various stages of the planning process and will be agreed at the time.

You may cancel or change the service you receive from Mike Robertson Associates Ltd at any time by sending an email or letter notifying us of your decision. If you do cancel or change the service, we will charge a pro rata fee for work already undertaken, or in the case of annual agreements, the proportion of the year that has elapsed.

If we arrange protection business (life assurance, etc.) for you, we may receive an adviser fee from the insurance company. If the adviser fee is less than £750, we reserve the right to charge you a fee equal to the difference between the adviser fee received and £750.

If you cancel or amend any product which results in us having to refund payment to a product provider, **Mike Robertson Associates Limited** reserves the right to charge you a reasonable fee to recompense us for the time taken to arrange your plans.

Mike Robertson Associates Ltd is an appointed representative of Lighthouse Advisory Services Limited. Invoices for our services are issued by and payable to Lighthouse Advisory Services Limited

For any general queries and advice, we recommend that you contact our Customer Services department at info@mraltd.com or telephone 01424 777156.

We may recommend that you take certain actions, for example making a Will or setting up a trust for inheritance tax planning, which require the services of other professionals such as a solicitor or accountant. Our services includes referring you to such professionals if required.

The asset allocation (and therefore risk profile) of investments can change surprisingly quickly, especially in volatile markets. We use market-leading risk profiling to discover your attitude to investment risk, and industry-leading asset allocation modelling to ensure that your investments remain in line with your risk profile. This is part of the ongoing investment process within our services.

Lifestyle Financial Planning Process – 4 Simple Steps

Lifestyle Financial Planning involves taking a forward looking and considered approach to your finances. Assessing your current position, setting goals and then seeking professional planning advice to ensure you are best prepared for your future.

Whilst this may appear complicated, in reality, dealing with a professional Lifestyle Financial Planner makes it a fairly straightforward process, during which your planner draws on their expertise and experience to recommend strategies that are suitable for you and your circumstances, enabling you to make informed decisions.

The process outlined below is useful to understand the main stages involved in providing Lifestyle Financial Planning advice, future strategies and the decisions you will need to make.

What does your Planner do?

What will you need to decide?

STEP 1 - INITIAL CONSULTATION

We take you through a 'Discovery Meeting' on how we work. We gather information about your current circumstances and existing arrangements to identify how we can assist you.

You will need to decide if you wish to proceed and, if you do, choose the type of service you require and agree the appropriate fees. We will also need you to agree your financial objectives.

STEP 2 - RESEARCH AND RECOMMENDATIONS

We provide comprehensive Lifestyle Financial Planning Advice based on the information you provided at the Initial Consultation and the objectives you set. We explain the associated implementation costs.

You will need to decide whether to go ahead with the recommendations.

STEP 3 - IMPLEMENTATION

If you decide to go ahead, we work with you to fully implement the recommendations. Where appropriate, we can liaise with providers on your behalf.

STEP 4 - ONGOING SERVICE PROVISION

We will help you to determine which of our ongoing service propositions suits you best and agree the appropriate fee structure.

You will need to complete a 'What's important to you' Financial Appraisal Form to determine which path is best for you.



STEP 1: INITIAL CONSULTATION

To understand how **Mike Robertson Associates Ltd** may be able to help you and whether you want to appoint us as your Lifestyle Financial Planners. The first hour is complimentary (The cost of the first hour will be borne by Mike Robertson Associates Ltd).

We will ask you about your circumstances, current financial position and your financial goals, so we can understand the areas in which you may be able to benefit from Lifestyle Financial Planning advice and strategies. We also assess your attitude to risk using industry-leading fact-finding and risk analysis methods, which will help determine among other things which types of savings and investments may be suitable for you.

We will also explain the benefits of using our services and how we charge for them. Having gathered this information from you and discussed your needs, your Lifestyle Financial Planner will ask you whether you want to proceed and, if you do, agree with you the type of report and recommendations you require (see below) and explain the fees payable for our services, which are set out in this document.

FEE

First hour **is complimentary** and this cost is borne by **Mike Robertson Associates Ltd**.

For a meeting duration beyond one hour will be charged at our hourly rate of £220.00 (pro rata).

Fees stated do not include VAT. Please note that the above fees may be subject to VAT at the prevailing rate. However, they will be exempt from VAT if you take out a new financial product through us or alter an existing one as a result of our recommendations.



Step 2: Research and Recommendations

Services	Eminence Service	Excellence Service
A summary of your current personal circumstances	✓	✓
A summary of your current financial position	✓	✓
A summary of your financial goals	✓	✓
Details of all your current policies, plans and holdings	✓	✓
Areas where we recommend you take action	✓	✓
A review of a specific issue of concern to you	✓	
Recommendations about a specific issue of concern to you, with specific provider and product or fund recommendations selected from all those available in the market.	✓	
A comprehensive review of all your financial arrangements		✓
Recommendations about all aspects of your financial arrangements, including product recommendations selected from all those available in the market		✓
FEE *includes Research / Processing	From *£2,250	From *£3,950
Research/Processing * - For each additional advice area	*£750 each	ALL INCLUSIVE
Additional Exclusivity Fee – client request to work solely with ONE particular Adviser only	*£100 per month	*£100 per month

* Denoted by each area of advice required. Fees stated do not include VAT. Please note that the above fees may be subject to VAT at the prevailing rate. However, they will be exempt from VAT if you take out a new financial product through us or alter an existing one as a result of our recommendation



STEP 3: IMPLEMENTATION

Once you have agreed the course of action to take we will implement our recommendations or financial plan, liaising with product providers on your behalf, dealing with all the paperwork and keeping you informed of progress until implementation is complete.

This stage may involve putting in place new arrangements and transferring, terminating or selling existing plans, policies, investments and other arrangements. It may involve signing additional paperwork, for example, such as Trust arrangements to help with family or estate protection.

The fees for implementing our recommendations vary according to the complexity and scope of the work required and the type of products we are implementing (e.g. investments, insurance).

Your planner will agree all fees with you before implementing any of the recommendations. At our discretion we may offset fees paid or due for stages 1 and 2 against the implementation fee.

Our standard implementation fees are as follows:

Plan Type	Fee
Investments and pensions Lump sums (including transfers): <ul style="list-style-type: none"> – first £200,000 invested – balance above £200,001 Regular contributions (new plans and top-ups)	Up to 4.5% (subject to £750 minimum). * By negotiation (could include tax saving). From £750, agreed on a case-by-case basis depending on the plan.
Insurance-based products	From £750. If we arrange protection business (life assurance, etc.) for you, we may receive an adviser fee from the insurance company. If the adviser fee received is less than £750, we reserve the right to charge you a fee equal to the difference between the adviser fee received and £750.
Drawdown pension	Up to 4.5% of the funds transferred, subject to a minimum of £1,500.
Annuity purchases	Up to 4.5% of the purchase price, subject to a minimum of £1,500.
Tax Efficient Investments ❖	Additional 10% of any Income Tax and Capital Gains Tax savings (Venture Capital Trusts, Enterprise Investment Schemes)
Additional Exclusivity Fee – work solely with ONE particular Adviser	*£100 per month

* For examples please turn to page 9

❖ For examples please turn to page 9



Step 3 Implementation Examples

For example, our typical implementation fee for advising on £50,000 utilising ISA allowances and a unit trust is likely to be £2,250 based on a charge of 4.5%

* This payment can either be taken from your investment upon receipt by the policy provider or paid directly by you. If it is taken from your investment by the policy provider, the amount invested in your plan will be your payment minus the fee.

❖ For example, if you invest £20,000 in a Venture Capital Trust the implementation fee would be £900 (based on 4.5% of the initial investment.) Plus 10% x £6,000 (the income tax saving) Therefore the total fee would be £1,500 (£900 + £600)

For example, our typical implementation fee for advising on an investment utilising your ISA allowances and a unit trust is;

Amount Invested	4.5%
£20,000	£900
£50,000	£2,250
£100,000	£4,500

If our fee for an investment or pension was 4.5% of the amount invested, based on the provider deducting the fee, the net investment would be;

Amount Invested (A)	Fee 4.5% (B)	Net Investment (A – B)
£20,000	£900	£19,100
£50,000	£2,250	£47,750
£100,000	£4,500	£95,500



STEP 4: ONGOING SERVICES

As your life changes, so do your financial goals. Getting married, moving home, having a family and approaching retirement are just some of the things that have an impact on your financial circumstances and arrangements. Plus, with frequent changes to legislation, market conditions, as well as unexpected events such as redundancy, divorce, or health issues, a Lifestyle Financial Plan can become outdated surprisingly quickly.

That is why many people choose to appoint Mike Robertson Associates Ltd as their long-term Lifestyle Financial Planners – they want to know that an experienced professional Lifestyle Financial Planner is keeping an eye on their financial arrangements and is available whenever required.

Once your initial recommendations have been implemented your Lifestyle Financial Planner will ask you to choose the type of ongoing service you would like us to provide in the future. We offer two service options – **Eminence and Excellence.**

EMINENCE SERVICE

This service will suit you if you require Lifestyle Financial Planning services and wish to build an ongoing relationship with a lifestyle financial planner.

We seek to deliver “financial independence” - the ability to stop doing the things you dislike and start doing the things you do like. In practical terms this involves maximising your resources, minimising your tax liability and protecting against risk.

This service includes:

- Half-Yearly portfolio valuation.
- Half-Yearly financial review. This includes reassessing the appropriateness of your financial arrangements and identifying any financial gaps that have arisen as a consequence of changes to your financial goals or personal circumstances.
- Membership of MRA Money, allowing you access to our bi-monthly topical client brochure, our free app, and selected hospitality events by invitation.

EXCELLENCE SERVICE

Our Excellence package offers a sincere concierge service that is unparalleled in anything similar or of worthy comparison.

We are dedicated to providing serviceability to our most affluent clients, their families and their businesses.

This service is an exclusive members only club and is strictly by invitation only. It is designed to give you complete peace of mind, confidence, trust and security that with our help you can achieve the life you desire.



Ongoing Service Options + Fees

Services	EMINENCE	EXCELLENCE
MRA Money Newsletter	✓	✓
Portfolio summary and valuation	Half Yearly	Quarterly
Portfolio review*	Half Yearly	Quarterly
Strategy review meetings*	Half Yearly	Quarterly
Review of your attitude to risk*	Annually	as required (at least annually)
Ongoing lifestyle financial planning advice	As Required	As Required
Introduction to other professional advisers	✓	✓
Second opinion on general financial issues	Charged on Hourly Basis	As Required
MRA Hospitality	By Invitation	Included
Invitation to topical seminars	By Invitation	Included
Additional Exclusivity Fee – work solely with ONE particular Adviser	£100 per month	£100 per month
Annual fee	from £750 pa	from £5,000 pa
	1.25% of your initial investment or current funds under management to a maximum investment of £500K % charge will be determined by value of funds under management e.g. for a £100,000 investment would be £1,250 based on a charge of 1.25% of the sum invested.	0.25% - 1.00% of your initial investment or current funds under management with a minimum investment of £1million % charge will be determined by value of funds under management e.g. for a £1,000,000 investment would be £5,000 based on the minimum charge, and £10,000 based on a charge of 1.00% of the sum invested.

If you choose to pay an on-going fee which is based on a percentage of the value of your investment, the fee payable will increase in line with the increase in value of your investment, or reduce if the value of your investment falls.

* If as a result of a review new plans are required, standard implementation fees may apply.

Fees stated do not include VAT. Please note that the above fees are exempt from VAT if you take out a financial product through us as a result of the advice we give you. If you require advice only (i.e. if you do not take out or intend to take out a financial product through us as a result of our advice) the above fees are subject to VAT at the prevailing rate.



Additional Fees

We would be pleased to provide any of the services listed below for an additional fee if they are not already included in your service agreement.

<p>Portfolio summary and valuation</p> <p>We will send you a written summary and valuation of your investments and current holdings.</p>	<p>From *£500</p>
<p>Portfolio review</p> <p>Your Lifestyle Financial Planner will review your current plans, policies, investments and other arrangements to ensure that they are still competitive and appropriate, and are on track to meet your objectives. This includes a review of the performance of your investments and recommending any changes that may be required*.</p>	<p>From *£750</p>
<p>Strategy review meeting, including financial review</p> <p>Your Lifestyle Financial Planner will carry out a comprehensive review of your circumstances, arrangements and objectives. They will reassess your strategy and attitude to risk, to ensure that your arrangements continue to meet your objectives. They will recommend any changes that may be required, recommending products chosen from all those available in the market. A review of your portfolio is included in this service*.</p>	<p>From *£1,250</p>
<p>Additional Exclusivity Fee – work solely with ONE particular Adviser</p>	<p>*£100 per month</p>

***If as a result of a review new plans are required, standard implementation fees may apply**

Fees stated do not include VAT. Please note that the above fees are exempt from VAT if you take out a financial product through us as a result of the advice we give you. If you require advice only (i.e. if you do not take out or intend to take out a financial product through us as a result of our advice) the above fees are subject to VAT at the prevailing rate.

MRA Referrals



Our business relies on the development of long term relationships with our clients and we understand that when you choose to refer your financial affairs to us, you are placing considerable trust in us. Not only are we determined to live up to the trust you place in us, we also want to thank you for your referrals.

If you want to know what other people are saying about our services please visit: <http://www.vouchedfor.co.uk/financial-advisor-ifa/battle/3703-mike-robertson>



Download our new app by searching for “**Lifestyle Financial Planners.**”

Available on:

iPhone and iPad



Android



This Client Proposition will come into effect once signed and by my/our signature(s) I/we confirm that I/we have received, read, and understood the Client Proposition.

Client Name.....

Client Name.....

Signed

Signed

Dated.....

Signed.....

For and on behalf of Mike Robertson Associates Ltd



Mike Robertson Associates Ltd

30a High Street
Battle
East Sussex
TN33 0EA

T: 01424 777156
F: 01424 775668
www.mraltd.com
E: info@mraltd.com

Registered in England: 4501167

Registered address:

30-34 North Street
Hailsham
East Sussex
BN27 1DW



Mike Robertson Associates Ltd

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