Plan your future.
Live your present.

Understanding our financial planning service

...FMB

Part of the Purposeful Group.

Welcome to Financial Management Bureau

For over 35 years, we've been providing independent financial planning advice to individuals and families across Cumbria and further afield, helping them achieve financial security and peace of mind for the future.

With offices in Kendal and Cockermouth, we're deeply rooted in the communities we serve. Whether it's guiding clients through life's big decisions or supporting local causes close to our hearts, we're proud to make a meaningful difference, financially and beyond.

We take the time to understand what matters to you, from your priorities to your vision for the future. This insight allows us to build a tailored financial plan that offers clarity today and reassurance for the years ahead.

Our holistic approach brings together every aspect of your finances, from wealth management and retirement planning to estate and tax strategies. We ensure your full financial picture works seamlessly and tax-efficiently together, so you are always in the strongest possible position.

As life evolves, your financial plan adapts with you. With ongoing support and regular reviews, we help you stay on track, giving you peace of mind and the freedom to focus on what truly matters.

We are proud to support generations of clients, helping them use their finances to achieve their dreams.

Our commitment...

is to give you and your family confidence and clarity in your financial future. This document explains how we deliver our service and what you need to know before working with us.

Our role is to understand your priorities and long-term aspirations, then help you build a plan that makes those goals achievable. We believe financial confidence comes from having a clear strategy, and our purpose is to enable you to make decisions that truly support your objectives.

We take time to understand you, because knowing what matters most ensures your money works for you. At times, we may challenge your thinking. This isn't to make things difficult, but to uncover opportunities you may not have considered and to help you achieve your goals securely for the long term.

If you have any questions, we're here to help. Whether big or small, your queries matter to us, so please don't hesitate to ask about anything in this document or your financial plan.

Financial decisions with clarity, confidence, and purpose.

Why this document is important

This document explains the services we provide, the associated costs, our Terms and Conditions, and the protections offered by our regulators. Alongside this, you will receive a Client Agreement and a Consent Form, confirming the fees you will pay and your permission for us to hold your data and, where applicable, use it for marketing purposes. Together, these documents form the "Agreement," which governs our relationship and the services we deliver. The Agreement is governed by the laws of England and Wales and falls under the exclusive jurisdiction of the courts of England and Wales.

Your obligations

It is important that you provide us with accurate and up to date information when we discuss your personal circumstances and objectives. If the information you provide is not accurate or is incomplete this could affect the suitability of our advice for your circumstances.

Our commitment

To act in good faith and to protect your interests.

An overview of our service

We offer independent investment advice from the whole of the relevant market. This means that we consider a wider range of financial strategies and products.

We will provide full details of the products we recommend to you before the conclusion of any contract relating to that product. This information can include, for example, the cost of the product, minimum duration of the product, information on your right to cancel or whether no right to cancel exists, and any other early termination rights and penalties.

We believe financial planning should start with you, your values, your aspirations, and the life you want to lead. That's why our approach is goal-based, not product led.

Rather than focusing solely on investments or retirement figures, we begin by understanding your needs and long term goals. These might include:

- Buying a home or second property
- Funding children's education
- Retiring early or transitioning careers
- Supporting family or charitable causes
- Building financial independence

We then design a tailored financial plan that aligns with your timeline, lifestyle, and priorities.

Why it works

Goal-based planning helps you:

- Make decisions with purpose
- Stay focused on what truly matters
- Avoid reactive or emotional financial choices
- Feel confident about your future

To help you achieve your goals, we take a range of factors into account when recommending investment strategies and products. These include the services you require, the cost of investing, the level of risk you are comfortable with, and your ability to withstand potential fluctuations in value.

Please remember that investments can go down as well as up, and you may not get back the full amount invested. The value of any investments we recommend may be affected by movements in financial markets or broader economic conditions, which are beyond our control.

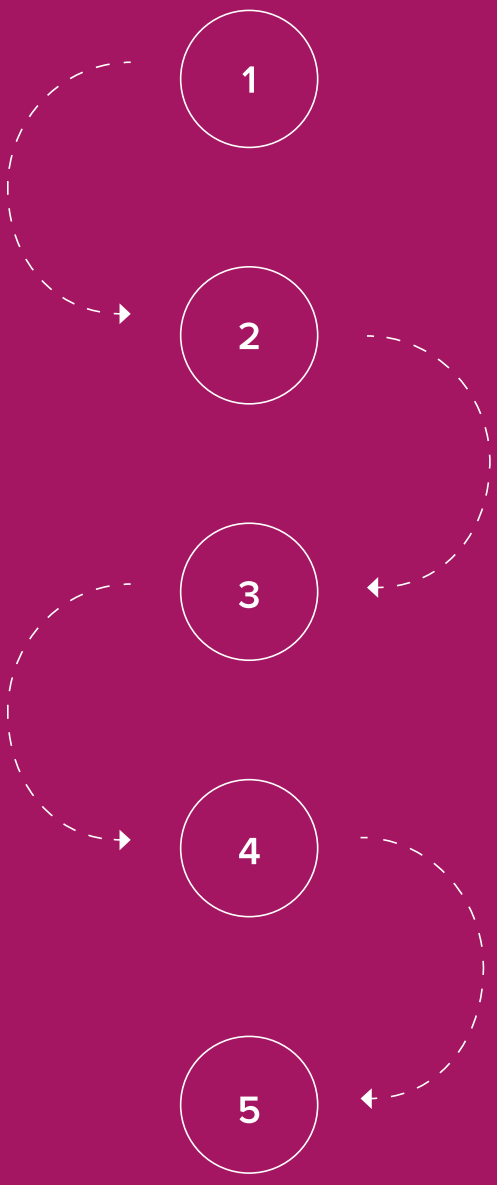
Where we appoint a discretionary fund manager to make investments on your behalf we will act as your agent for the purpose of accessing and managing investments within a Model Portfolio Service (MPS). Under this arrangement, we are classified as the DFM's client. You will not have a direct contractual relationship with the DFM and may not benefit from certain regulatory protections, including direct access to the Financial Ombudsman Service (FOS) in relation to the DFM.

Within the firms of the Purposeful Group we have specialists who can provide you with mortgage advice. If this a service you require please speak to your financial planner who will be happy to provide you with the details of this service.

Our Services include protection planning. It is important to protect the things that are important to us, such as our family, business and quality of life.

Protection planning can help to provide peace of mind if your income changes due to unexpected events. We can help you plan for the best way to protect you, your family or your business.

Our straightforward process



Discovery and goal setting

We take time to understand what matters most to you, your ambitions, concerns, and what “success” looks like.

Financial mapping

We assess your current financial position and model different scenarios to show how your goals can be achieved.

Tailored financial plan

We build a personalised plan covering savings, investments, pensions, protection, and tax efficiency, all aligned to your goals.

Ongoing guidance

Life changes, and so do your goals. We provide regular reviews and updates to keep your plan on track and adapt as needed.

Transparent communication

You’ll always know where you stand. We explain things clearly, avoid jargon, and ensure you feel informed and empowered.

Ongoing service

Once your financial plan is in place, it's essential to keep it under review to ensure you remain on track. As part of our optional ongoing service, agreed with you in advance and confirmed in writing, we conduct at least one annual review to confirm the continued suitability of your products and update your information.

We believe this ongoing service is where we add the greatest value. It ensures your investments remain appropriate, helps you stay focused on your objectives, and provides a trusted sounding board for your financial decisions. We even hold you accountable to the goals you've set, so your plan continues to work for you.

Please note that while our financial planners are specialists in their field, they are not qualified to provide legal or accounting advice or prepare related documents. If legal or accountancy matters arise, we recommend seeking advice from a solicitor or accountant.

Two service levels

Your goals are unique, so your support should be too. We offer two service levels designed to meet you where you are, and help you move purposefully toward where you want to be.

Align

Focused advice for key decisions. Align gives you clear, professional advice and an annual check In, so you can act with confidence without paying for services you don't need.

Elevate

A deeper, long term partnership. Elevate brings proactive planning, regular reviews, and a holistic view of your life and finances, so your money stays aligned to what matters most.

Two choices. One purpose.
Turning your goals into confident action

SERVICE FEATURE	ALIGN	ELEVATE
Goal-based financial planning		✓
Annual progress meeting and holistic cashflow modelling		✓
Access to a dedicated Financial Planner		✓
Face-to-face meetings (or video calls if preferred)		✓
Access to our team of financial planners		✓
Access to our secure client portal	✓	✓
Investment oversight	✓	✓
Annual suitability review	✓	✓
Retirement income modelling (if applicable)	✓	
Digital-first delivery	✓	

All services are accessible under each proposition, though some may incur additional charges unless specifically included as outlined above. As part of our ongoing support, we also collect correspondence from your investment providers and supply regular valuations of your holdings. For your security and convenience, we prefer to share these updates via our secure client portal.

Our charges

Understanding our charges and their impact on your investments is important. We believe our services offer strong value for money, reflecting the expertise of our financial planners and the resources required to support you.

How we are paid depends on the type of advice provided:

- **Investment business:** Fees agreed and paid by you
- **Insurance business:** Either fees agreed and paid by you, or commission from the insurance provider (a percentage of the annual premium)

We will always explain your payment options and answer any questions you may have.

Our charges fall into two categories:

- **Initial charges:** The upfront cost of setting up your plan. We offer different initial services based on your needs
- **Ongoing charges:** Once your plan is in place, regular reviews help keep it aligned with your goals and adapt to changes in your circumstances. Our ongoing service is designed to provide this support

Initial charges

We believe in transparent and fair pricing.

Our charge for the financial plan and recommendation is a minimum fixed fee of £1,500. This is included in our Implementation Fee (detailed below), which is payable once we have agreed your plan and set up your policies and investments.

If you decide not to go ahead with your plan, or if the most suitable choices for you do not require you to invest in any financial products, we will still charge the fixed fee agreed for the plan and recommendation we have provided. This is payable within 28 days of invoice.

We employ a tiered fee structure for the administration of lump sums and transfers. Under this system, fees are calculated as a percentage that corresponds to the size and complexity of each investment. Smaller portfolios incur slightly higher fees due to consistent care and compliance requirements, whereas larger portfolios benefit from reduced rates to ensure cost proportionality. This approach ensures access to professional advice at a transparent and equitable price, with no hidden charges.

INVESTMENT AMOUNT	FEE
Minimum initial fee	£1,500 (offset against total fees)
Up to £250,000	3%
£250,000 – £500,000	2%
Over £500,000	1%

For example, if an investment of £300,000 is made, the total charge will be £8,500. This is calculated as 3% of £250,000 (£7,500) plus 2% of £50,000 (£1,000). The financial plan cost of £1,500 is included in the overall implementation fee of £8,500.

The payment can either be taken from your investment upon receipt by the policy provider or paid directly by you.

Ongoing charges

Our service fees are designed to reflect the level of support and complexity involved in managing your financial affairs.

With Align

Our advice-led service, the ongoing fee is typically 0.75% of your invested assets, with a minimum annual charge of £800. For example, if you have £150,000 invested, your annual fee would be £1,125.

With Elevate

Our comprehensive financial planning service. Fees are tiered based on the value of your household's assets that we manage for you. For instance, if your household has £600,000, your fee would be £5,200, calculated as 1.00% on the first £250,000 (£2,500) and 0.80% on the next 250,000 (£2,000) and 0.70% on the remaining £100,000 (£700). Household linking allows us to combine assets across family members to ensure fair pricing and unlock loyalty benefits for larger portfolios.

You can choose to pay this directly to us or as a deduction from the initial investment amount with the remainder being invested.

Aggregated costs and charges

Before we provide you with our advice, we will add together all the costs and charges payable so that you are able to understand the impact of all charges. This is referred to as aggregated costs and charges information.

Regular premium investments

An 'adviser charge' based on a maximum of 3% of the regular premium amount over a 12-month period. For example, for a regular premium of £100 each month £3 will be taken from this amount to pay your adviser charge over 12 months. The remaining £97 will be invested during this time. At the end of this period the adviser charge would have been settled in full. From month 13 the full £100 would be invested. Based on this example the adviser charge would be £36, i.e., £3 x 12 months.

TIERING FOR ELEVATE	
First £250,000	1%
£250,000 – £500,000	0.80%
£500,000 – £750,000	0.70%
£750,0000– £1,000,000	0.60%
>£1,000,000	0.50%

The legal stuff

It is important that we don't use jargon and make our communications easy to understand, but there are also serious regulatory requirements that we have to fulfil that are for your protection.

Who are we authorised by?

FMB is authorised and regulated by the Financial Conduct Authority. The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register. The registered FCA number for FMB is 125710.

Unless we notify you in writing to the contrary, we will be treating you as a "retail client" for investment business and a "consumer" for insurance business. This means that you are afforded the highest level of protection under the regulatory system and would have the right to take any complaint to the Financial Ombudsman Service.

Our services

Our services are defined by the FCA. We provide independent investment advice. We will consider a range of regulated products from the available market that can meet the investment objectives of a retail client but we will only provide a recommendation to you when we know the product is suitable for your personal circumstances.

You should be aware that investments carry varying degrees of risk and as their underlying value can fall as well as rise you may not get back the full amount invested.

For non-investment protection contracts we are an intermediary and will act on your behalf when providing advice and making our personal recommendation to you. We will do this based on a fair analysis of insurers for term assurance, income protection and critical illness.

For general insurance contracts we are an intermediary and will act on your behalf when recommending an insurer based on your demands and needs from a fair analysis of the market. The insurers we consider will be listed to you when we carry out our research. It will be your responsibility to ensure the policy meets your demands and needs for building and/or contents, private medical insurance, accident sickness and unemployment.

Full details of the products we recommend will be confirmed in the product literature you will receive before it is arranged. We will inform you if any investment we recommend restricts future access to your capital.

Our ethical policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, 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
- Seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required
- Where possible we adapt our communication to your needs

Cancellation and termination rights

You have the right to cancel this agreement at any time by providing us with written notice. There are no penalties or charges for cancellation. If you choose to cancel, we will:

- Confirm receipt of your cancellation request promptly
- Explain any outstanding obligations or actions required to complete the process
- Ensure that any fees due for services already provided up to the date of cancellation are clearly communicated and agreed upon

We are committed to treating you fairly and ensuring that the cancellation process is straightforward, transparent, and in your best interests. If you require assistance or have any questions about cancelling, please contact us at:

> 01539 725855
>
> info@finman.co.uk
>
> Financial Management Bureau Ltd., Shenstone House, Helsington, Kendal, Cumbria, LA8 8AA

We have the right to cancel this agreement by providing you with 30 days written notice.

Conflict of interest statement

We are committed to acting honestly, fairly, and professionally in accordance with your best interests at all times. However, we believe it is important to disclose any circumstances that could give rise to a potential conflict of interest.

As part of our service, we may recommend or facilitate the use of the Purposeful Platform for investment administration. Please note that Purposeful Group receives a share of the platform fee revenue from the Purposeful Platform.

We have robust policies and controls in place to ensure that any such arrangements do not compromise the quality of advice or the service you receive. Our recommendations will always be based on your needs and objectives, and we will act in accordance with the FCA's Consumer Duty and our regulatory obligations.

If you would like further details about how we manage conflicts of interest, please contact us.

Transfer of services

This agreement is made with FMB, Part of the Purposeful Group. We reserve the right, with reasonable prior notice to you, to transfer the provision of these services under this agreement from FMB to PFM Associates Ltd. (also part of the Purposeful Group). Such a transfer will not impact the scope or quality of services provided to you, and all existing terms and obligations under this agreement will continue to apply unless otherwise agreed in writing.

What if things go wrong?

We are committed to delivering services in a way that is fair, transparent, and in your best interests. If you are dissatisfied with any aspect of our service, please let us know as soon as possible so we can put things right.

How to make a complaint

All complaints should be directed to:

> 01539 725855
>
> compliance@finman.co.uk
>
> Financial Management Bureau Ltd., Shenstone House, Helsington, Kendal, Cumbria, LA8 8AA

You may also raise your concern with us, and we will promptly acknowledge and forward it to FMB for investigation.

What happens next

- We will acknowledge your complaint promptly and keep you informed throughout the process
- FMB will investigate your complaint fairly and impartially, in line with FCA rules and the Consumer Duty
- You will receive a final response within 8 weeks of us receiving your complaint

If you are not satisfied with our response, you may refer your complaint to the Financial Ombudsman Service (FOS), free of charge. Details of how to do this will be provided in our final response.

Financial Services Compensation Scheme (FSCS)

We are covered by Financial Services Compensation Scheme (FSCS). This means that if we are unable to meet our obligations, you may be entitled to compensation. Most investment business is covered up to £120,000 per eligible claimant.

For more details about the FSCS, including eligibility and limits, visit https://www.fscs.org.uk or call 0800 678 1100.

In simple terms

Investments - eligible claims for most types of investment business are covered up to a maximum of £120,000.

Insurance - in the majority of cases, eligible claims about the advising and arranging of long term insurance, compulsory insurance, professional indemnity insurance and claims arising from the death or incapacity of the policyholder are covered for 100% of the claim, without any upper limit. All other types of insurance are covered for 90% of the claim.

Our mission at Purposeful Group

At Purposeful Group, we believe that success is not only measured in profits, but in the positive difference we make for clients, teams, and communities. Guided by integrity, collaboration, and a commitment to excellence, Purposeful Group exists to ensure that every member firm can thrive while staying true to a shared purpose: improving lives through trusted financial guidance.

Supporting our financial advice firms

Purposeful Group provides its network of financial advice firms with the tools, resources, and community they need to grow sustainably and deliver outstanding outcomes for their clients. We support our partner firms through expert business development, operational efficiency programmes, compliance and regulatory guidance, marketing support, and leadership coaching. By sharing best practice, leveraging group-scale efficiencies, and offering tailored strategic support, we enable each firm to focus on what matters most – building lasting client relationships and delivering purposeful financial advice. Together, we strengthen the foundations of our firms so they can serve their clients with confidence and care.

Financial Management Bureau Ltd.
Shenstone House
Helsington
Kendal
Cumbria
LA8 8AA

01539 725855 / 01900 510179
info@finman.co.uk
www.finman.co.uk

Financial Management Bureau Ltd. is registered in England and Wales (company registration number 02089786).
Financial Management Bureau Ltd. is authorised and regulated by the Financial Conduct Authority (FRN 125710).