



An introduction to ...**FMB**

We're here for all life's journeys

66

.....

A warm
and friendly
introduction,
personalised
and clear
advice.

..... The Evans Family

99

Contents

	01	YOU ARE HERE
Who are Financial Management Bureau? How it works The benefits Why work with FMB?	02	
Our service The 6 steps of financial planning	03	Who are Financial Management Bureau? Our process The nuts and bolts
Working together Our ongoing service Lifting the lid Our network	04	Our service It's all about you Behind the scenes Your plan
Implementation Putting the plan into action Fee breakdown	05	Our investment services and costs Our first meeting Financial plan and recommendation Fee breakdown
Happy customer	06	Implementation Examples
Another happy customer	07	Ongoing reviews Keeping on track Fee breakdown
The legal stuff	08	The legal stuff
	09	
	10	
	11	
	12	
	13	
	14	
	15	Declaration form

Who are Financial Management Bureau?

FMB is an independent Financial Planning company. Our independence means we are not tied to any specific companies or their products and we can look at all possible options across the whole of the UK financial services market. Financial Planning is different from Financial Advice in that we take an holistic approach to your life and money, rather than concentrating on financial products.

How it works

We work together to help you face your current challenges as well as build foundations for a secure future.

Each person takes a different path and no financial plan is generic, it evolves as we take into account your life changes and the inevitable ups and downs of the economy.

After we have established your goals and aspirations for the future, we determine how much money you need and when.

We find the most suitable solutions and put policies and investments in place to help you achieve your aims. Our investment process is designed to suit your attitude to risk and we will never put your money anywhere you are not completely comfortable with.

We will meet with you regularly, scanning ahead and recalibrating the plan to make sure your finances stay on track.

The benefits

Making financial decisions can be hard; inertia, confusion and fear stop us from taking control of our money. You need a guide who can coach you into making the right decisions, as well as someone with expert financial knowledge. All of our planners have the expertise and experience to advise on any area of finance. They are not only great

listeners but also know how to ask the right questions.

Here's what our clients say:-

- It's helped me focus on what is important to me
- It gives me enormous peace of mind
- I know I'm getting the best outcomes
- I feel like I've planned for every eventuality
- I've had support in some really difficult times
- It saves me so much time

Why work with FMB?

FMB is a second generation family firm, led by sisters Liz Beavis (MD) and Ruth Power, alongside fellow director Roger Jackson.

The company has been guided by the same values since 1987; to help local people live better lives through understanding what their money can help them achieve. Money is only a means to an end and we help our clients realise that money should not be a worry or a burden but a tool for living a great life.

We have a large team of highly qualified Financial Planners who share their specialist knowledge and wide experience to make sure we get the most suitable outcomes for clients.

Our whole team is encouraged to become as skilled and qualified as possible so we can offer the best possible service to you.

With over 30 years looking after clients in Cumbria and North Lancashire, many of our new customers are recommended to us by local professionals who trust we will do our best for their clients.

Our process

We aim to provide the best possible support to help you meet your financial objectives. Not all financial planners work in the same way, so it's important to understand how we choose all the products we recommend to you.

Everything we do is designed to meet the Financial Conduct Authority's (FCA's) 11 principles for business, and comply with their rules, regulations and guidance. The FCA principles for business are at the heart of FMB and designed to ensure that we act with integrity, conduct our business with skill, care and diligence, treat our customers fairly and manage any conflicts of interest.

The nuts and bolts

There are three parts to our service which we monitor on a regular basis.

Client service

This is our agreement with you about what we will provide and how much it will cost. You can see more about this on the next page.

Investment choices

Our FMB Investment Committee sets the criteria for the kind of funds we use. We use investment funds whose aim is to provide returns proportionate to the risks you are willing and able to take. In addition we use respected industry software which helps make sure you do not take too much or too little risk.

Product choices

Our robust due diligence process helps us determine whether the products we use when investing your money are the ones most suitable for you.

All this means nothing if it is out of date, so we make sure that we regularly look at all three parts to make adjustments and changes if required. This is especially true of our Investment Choices. Your Financial Planner can explain this in more detail for you.

Our service

THE 6 STEPS OF FINANCIAL PLANNING

Our comprehensive financial planning service follows these 6 steps



It's all about you

The process always begins with you and at the start we will ask lots of questions to establish some hard facts, as well as some open ended discussions to establish what really worries you and what you truly want out of life. We will need to create a detailed analysis of income and expenditure, so there will be some work for you to do as well. It is really important we spend time getting this part right as this is what all our recommendations will be based on.

Even when we've got to know you well, we still return here regularly because it's surprising how much can change in a year.

As part of this process, we will need to establish the level of risk you are comfortable with for your investments. We use psychometric tests as the starting point for our discussion.

Behind the scenes

Once we have all the information our back office team begin their research:

- Gather information on existing policies and investments
- Create a cash flow model
- Research and compare new financial products to meet your goals
- Match investments to suit your risk
- Look for opportunities for tax efficiency

- Consider any wishes or restrictions you have expressed
- Consider whether your legal affairs are up to date

Your plan

Once we have finished the research, your Financial Planner will use their expertise to decide the most suitable course of action and present it to you in your Financial Plan.

We check the following

- All your information is correct
- You understand the recommendations we have made
- You understand any risks associated with our recommendations
- You are clear about any restrictions on access to your investments (such as a 5 year bond)
- You are aware of the assumptions we have made about things like future interest and tax rates
- You understand the charges for our ongoing service

The whole process can take several meetings depending on the complexity of your plan.

Once you are happy you will be presented with your final bound copy, which also contains all of the detailed product information and technical papers for those who like to dig a bit deeper.

Working together

Sometimes we might ask you to do some homework in between meetings such as review your Will, or check your employee benefits. Our ongoing service is really a partnership...

We will meet with you at least once a year, sometimes more often if you have complex requirements or if you're going through a life change that demands more attention, such as preparing for retirement.

Rest assured, we will challenge your thinking if we believe it's not in your best interests and help you make the best decisions you can.

If something crops up between meetings our team is always on hand to discuss queries on the phone or by email.

Our ongoing service

- A designated personal Financial Planner
- Annual progress meetings and plan updates, more if necessary
- Unlimited telephone and email support
- A Personal Finance Portal to monitor your investments anytime, anywhere
- Secure messaging
- Access to our Investment and Product choice process for independent advice
- Review work and fund switches
- Estate and tax planning
- Event invitations and e-letters
- Protection via the FCA, Financial Ombudsman and Financial Services Compensation Scheme

Lifting the lid

What might we talk about in your Financial Plan?

- Cash flow modelling and forecasting
- Investment
- Tax planning
- Risk management (protection and personal insurance)
- Budgeting
- Equity release
- School fees and university planning
- Pensions and retirement planning
- Planning for care in later life
- Estate planning and inheritance tax
- Charitable giving

Our network

We work closely with Solicitors, Accountants and other professionals to make sure our advice does not conflict with regards to issues such as tax allowances. It makes sense for us all to talk to one another. If you need us to recommend a professional for you, we have a panel of firms we have worked with for many years and trust to do a great job.

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.

Cash flow modelling and Tax Planning are not regulated by the Financial Conduct Authority

Our investment services and costs

There are three charging points for our services:

- Financial plan and recommendation
- Implementation (lump sums, transfers and regular premiums)
- Ongoing reviews and changes to existing investments

Our first meeting

There is no charge for our first meeting, which helps us to understand your financial objectives and will confirm how we can support you in working towards these. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you.

Financial plan and recommendation

This can be a continuation from the initial discussion, where agreed, or a further appointment. At this stage we will:-

- Prepare a summary of recommendations based upon your personal circumstances
- Present our recommendations to you
- Arranging a further appointment to explain and discuss our recommendations in detail

Fee

Our charge for the financial plan and recommendation is a fixed fee of £1,000. This is included in our Implementation Fee, 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 £1,000 Plan and Recommendation Fee. This is payable within 28 days of invoice.

Protection services and costs

Similar to our investment services, we will provide you with a personal and financial review prior to making our recommendations to you. Should you accept our recommendations we will arrange the implementation for you. The reasons for our recommendations will also be provided to you in a written report.

Our fee for this service is covered by the commission we receive from the insurance company, subject to a minimum charge of £500. If the commission we receive is less than £500 we will charge you for the difference. This is payable within 28 days of invoice.

Implementation

LUMP SUMS, TRANSFERS AND REGULAR PREMIUMS

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways:-

- Handle all fund and policy administration on your behalf
- Provide updates to keep you informed of progress
- Ensure all your documents are issued and correct
- Provide written confirmation of all actions taken on your behalf

Fee

For implementation of lump sums and transfers the charges are:

- First £250,000 invested 3%
- Remaining investment amount 1%

The charges are subject to a minimum of £1,000 to cover the Financial Plan and Recommendation Fee.

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



Example 01

If we arrange an investment on your behalf for...

£230,000


Our implementation fee would be...

£6,900 ($£230,000 \times 3\%$)

As this exceeds the Financial Plan and Recommendation Fee of £1,000, no other charge would be applied.

The total fee payable would be...

£6,900



Example 02

If we arrange an investment on your behalf for...

£30,000


Our implementation fee would be...

£900 ($£30,000 \times 3\%$)

As this is less than the Financial Plan and Recommendation Fee of £1,000, an additional charge of £100 would be applied.

The total fee payable would be...

£1,000



Example 03

If we arrange an investment on your behalf for...

£500,000

Our implementation fee would be...

£10,000 ($£250,000 \times 3\% + £250,000 \times 1\%$)

As this exceeds the Financial Plan and Recommendation Fee of £1,000, no other charge would be applied.

The total fee payable would be...

£10,000



66

.....

I'm thinking
about the future
in a different
way now

..... Dave Winder

99

Ongoing reviews

AND CHANGES TO EXISTING INVESTMENTS

We will discuss the full range of our on-going services during our initial consultation. These services include, but are not limited to, providing you with:

- Structured progress meeting summaries to give you peace of mind
- Reassessment of your circumstances and any changes to your plans that are needed
- Updates and information regarding your investment holdings
- Ongoing support with correspondence and administration

We will agree separately the level of on-going services at the time of, or prior to, making our recommendations to you. The level of service required will be based on your needs and the level of complexity of your financial plan. Our costs are 1% per annum and based on the value of your investments at each 12-month anniversary, and are paid monthly/annually in arrears.

If you choose our ongoing review service there is a minimum fee of £1,000 per annum.

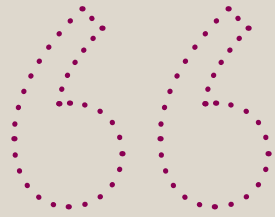
Fee

Review Service:

Investments up to £1m:
1% (minimum £1,000).

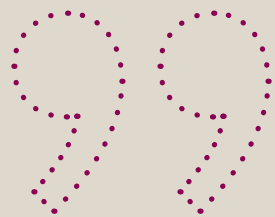
Investments over £1m
reduced fee by agreement
depending on complexity
of portfolio.

The charges listed can
be deducted from your
investments or paid
directly by you.



Planning ahead
allows me to
relax knowing
my family's
future is in
safe hands.

..... Tim Rumney



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 fulfill that are for your protection.

Who are we authorised by?

Financial Management Bureau Limited 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 Financial Management Bureau Limited 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

Cancellation rights

In most cases you can exercise a right to cancel by withdrawing from the contract. In general terms you will

normally have a 30-day cancellation period for a life, pure protection, payment protection or pension policy and a 14-day cancellation period for all other policies.

For pure protection policies the start of the cancellation period will normally begin when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information, which will be issued to you.

If you cancel a single Contribution contract, you may be required to pay for any loss you might reasonably incur in cancelling it which is caused by market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

Client money

Financial Management Bureau Limited is not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

Documentation

We will endeavour to make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. All policy documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you.

We will issue any documentation and recommendations and any other communication to you in English (unless agreed otherwise).

Instructions

We only accept instructions in writing (paper or electronic means) to aid clarification and avoid future

misunderstandings. Please note we will not act on oral instructions to avoid any possible misunderstandings.

Material interest

We will act honestly, fairly and professionally, known as conducting business in 'Client's Best Interest' regulations. Occasionally situations may arise where we or one of our other clients have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

In accordance with the rules of our regulator, The FCA, we are prohibited from accepting any payment (commission or other non-monetary benefits) that is likely to conflict with the duty of the firm to its clients.

Complaints

If you wish to register a complaint, please write to the Compliance Officer, Financial Management Bureau Limited at Shenstone House, Helsington, Kendal, Cumbria, LA8 8AA or telephone 01539 725855 or email compliance@finman.co.uk.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service a www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

Compensation scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. For investment business you will be covered up to a maximum of £85,000.

Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

VAT

Under current legislation our services are not normally subject to VAT but should this change in future, or where VAT becomes due, we will notify you before conducting any further work.

Anti-money laundering

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

Law

This Client Agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

Force majeure

Financial Management Bureau Limited shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Termination

Where we agree to provide ongoing services you can choose to cancel this at any time by providing us with written confirmation of your decision. The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days' notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

We will notify any providers within 10 working days of receipt.



Declaration

This is our standard Client Agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

I/We confirm receipt of the Client Agreement. I/We have had it explained in brief and accept the terms and conditions included.

CLIENT NAME
CLIENT SIGNATURE
DATED

CLIENT NAME
CLIENT SIGNATURE
DATED

PLANNER NAME
SIGNED ON BEHALF OF FMB

DATE OF ISSUE

In relation to your chosen level of ongoing service this will be agreed separately within our Ongoing Service Agreement document.



We're here for all life's journeys...



.....**FMB**

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

t: 01539 725855 • f: 01539 725993
www.finman.co.uk • e: info@finman.co.uk

Authorised and regulated by the Financial Conduct Authority.
Issue 191007

