



## WORKING TOGETHER SUMMARY

This brief document is intended as a reminder of what we do, how we do it, how we aim to add value, what we charge and of the **mutual commitments we believe are essential for you to get the best from our relationship** as we continue to work together.

**Our focus is your financial life. We are here to help you plan for the things that are most important to you, and to help you make the most of the resources you have available.**

### YOUR FINANCIAL PLAN

#### REVIEW YOUR GOALS

Nothing happens without a clear sense of what you want, what you need and what your priorities are.

#### REVIEW YOUR POSITION

We consider your position in over 60 elements of financial planning which in turn, helps us help you better understand, take more control and be more efficient.

#### UPDATE YOUR ACTION PLAN

The Action Plan will make it very clear where you stand in relation to your goals, what actions you should be taking and in what priority order.

#### TECHNICAL GUIDANCE

Some parts of financial planning can be complex (pension rules, legislation, taxation etc). We make sure you know what you need to know and guide you to action as needed.

### YOUR INVESTMENTS

#### REVIEW INVESTMENT OBJECTIVES

Looking to the future and your lifetime goals, we will review the investment brief so we are clear on what is needed and determine how sensitive you may be to change.

#### SUITABILITY REVIEW

We will make sure your portfolio is always run with your planning goals in mind. We consider everything from fund selection, contribution / income levels, expected access requirements, provider suitability and tax efficiency.

#### INVESTOR COACHING

Investments can be volatile. It is easy to get distracted. The biggest dangers to your financial health are the failure to maintain a balanced goal focused portfolio, and the way you choose to respond to normal but uncontrollable things. A BIG part of our value is to ensure you stay focused on what is important and stick to your plan.

## HOW WE AIM TO ADD VALUE

- ◆ Develop good habits
- ◆ Boost understanding
- ◆ Build financial security
- ◆ Protection planning
- ◆ Wealth efficiency
- ◆ Tax efficiency
- ◆ Estate planning
- ◆ Inheritance tax
- ◆ Admin support
- ◆ Financial organisation
- ◆ Time saving
- ◆ Remove worry
- ◆ Identify real risks and plan for them
- ◆ Avoid over planning / under living
- ◆ A sense of direction
- ◆ Keeping focus
- ◆ Personal financial “helpdesk”
- ◆ Helping meet goals
- ◆ Keeping level headed
- ◆ Help avoiding mistakes
- ◆ Knowing when “no action” is right action
- ◆ Tell you what you need to know
- ◆ Being there for you

*Remember that outside of your Annual Planning Meeting, if your circumstances change or you have any questions we offer unlimited support for you.*

## MUTUAL COMMITMENTS

### OUR COMMITMENT TO YOU

- To have integrity, work in your best interests
- To care about you, your assets and your financial security
- To understand you by asking you questions and listening well to your responses
- To challenge you where we feel it necessary and in your best interests
- To respect your confidentiality at all times
- To provide our financial expertise and experience and to stay current with issues which affect you
- To return your phone calls and respond to your emails as soon as possible (normally within 1 business day)
- Should it happen, to take responsibility for any mistakes we make when looking after you.

### YOUR COMMITMENT TO US

- To treat our planning meeting as an important commitment – this only works if you’re engaged
- To give us as much notice as possible of any changes to your circumstances
- To be honest and open with us
- To treat us respectfully and be reasonable and clear in your expectations from us
- To return paperwork, emails and calls in good time
- To help us to improve by letting us know what you think of our services and the way we deal with you
- To let us know as soon as possible if you ever feel we have not met your expectations
- If you do not act on our advice, you tell us why

## FEES – PLEASE REFER TO OUR WWH DOC WHERE FEES ARE EXPLAINED IN DETAIL.

### **How do our fees compare?**

Research from the Financial Conduct Authority (FCA) shows that advisers charge an average initial fee of 2.4% of the amount invested. Plus, an average of 0.8% per year for ongoing advice.

As we show in our What, Why, How document, our fees are broadly comparable with the average. We’re not the cheapest and we’re not the most expensive.

*For more detailed information on all our services and charges please see our ‘What we do, Why we do it, How we do it’. The document can be viewed on our website <https://www.taylortaylor.co.uk/guides/>*