Client Service Proposition

TNW FINANCIAL SERVICES LTD
BRAMLEY LODGE
HENLEYS BUSINESS PARK
MANOR ROAD
ABBOTSKERSWELL
TQ12 5NF

Regulated by the Financial Conduct Authority registration number 511247

Telephone: 01626 366995

www.tnwfs.co.uk

Who we are

TNW are a firm of **Independent Financial Advisers** established in Devon in 2000. We believe that you and our existing clients are at the heart of our business and tailor our advice and service to your requirements. To that end we have developed our Client Service Proposition to highlight what we do and enable you to select a service that matches your needs.

We have a range of specialist advisers to guide you through the financial maze, whether that is retirement planning, wealth management, tax mitigation, mortgages or family/business protection. Our goal is to help you achieve your financial aspirations and the ongoing service we offer is a crucial part of this.

Meet the Team

Our team has a wealth of experience from a wide variety of backgrounds across the spectrum of financial services. Our team works closely together to deliver a service that is in line with your expectations and needs.

Tim Woolnough (Founder & Managing Director)

Steve Sanders (Director & Chartered Financial Planner)

Richard Walsh (Director & Chartered Financial Planner)

David Hole (Director, Financial Adviser & Later Life Consultant)

Andrew Luscombe (Director, Financial & Mortgage Adviser)

Graham Hunt (Financial & Mortgage Adviser)

Shaun Jarman (Client Service Manager)

Debbie Hart (Senior Office Manager & Client Support)

Julie Bluck (Researcher, Adviser & Client Support)

Our Values

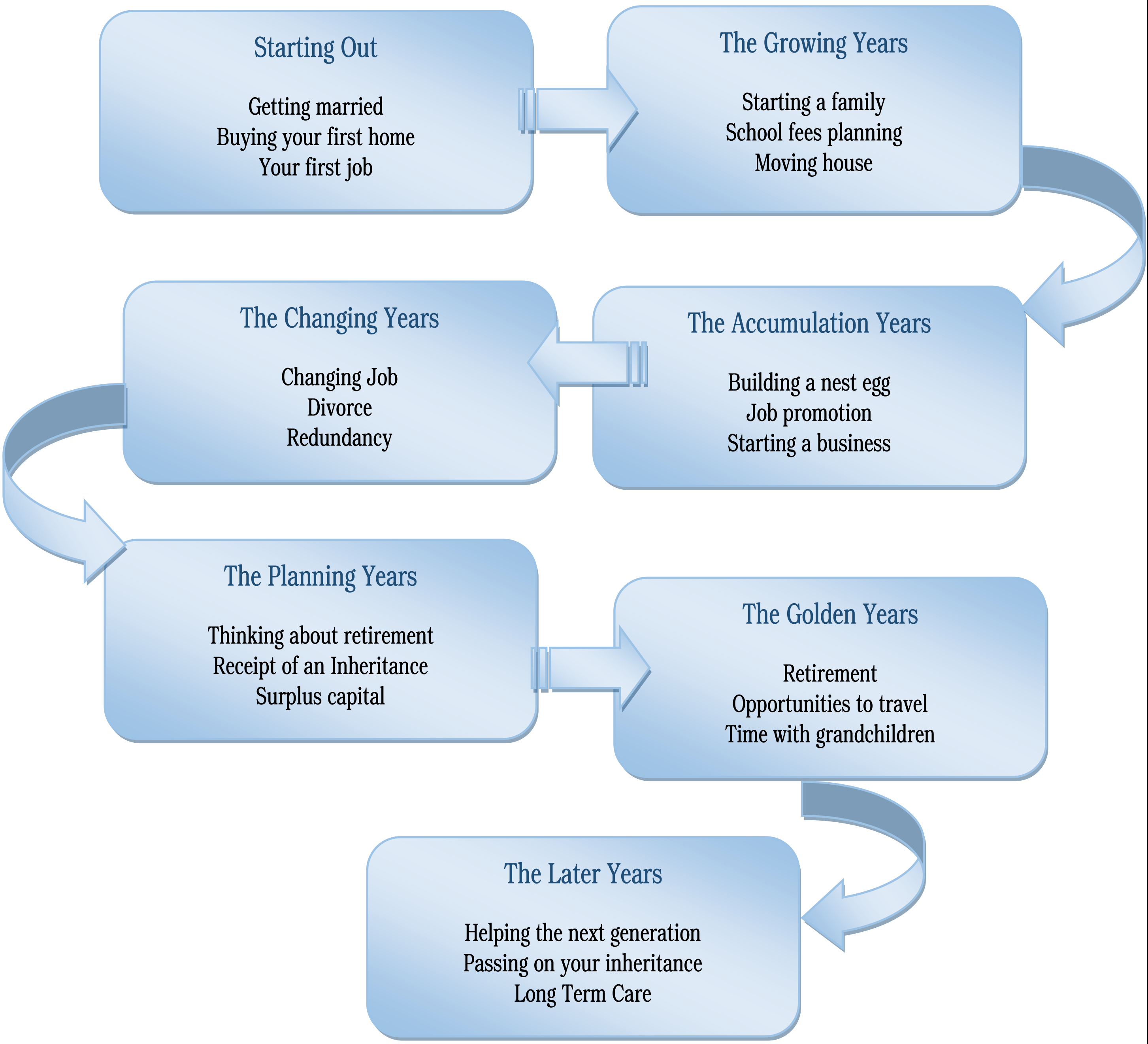
TNW Financial Services Ltd are Independent which means that we can provide you with unbiased advice in <u>your</u> best interest. You can also be reassured that you will not have any surprises as we recommend solutions that are tried and tested.

Whether you want to have a hands on approach to your financial future or wish to delegate that responsibility completely to us, you stay in control.

"Most people don't plan to fail, they fail to plan" John L Beckley

Financial Milestones

We support you on your life journey and TNW have advisers who can provide you with advice and guidance at every stage.

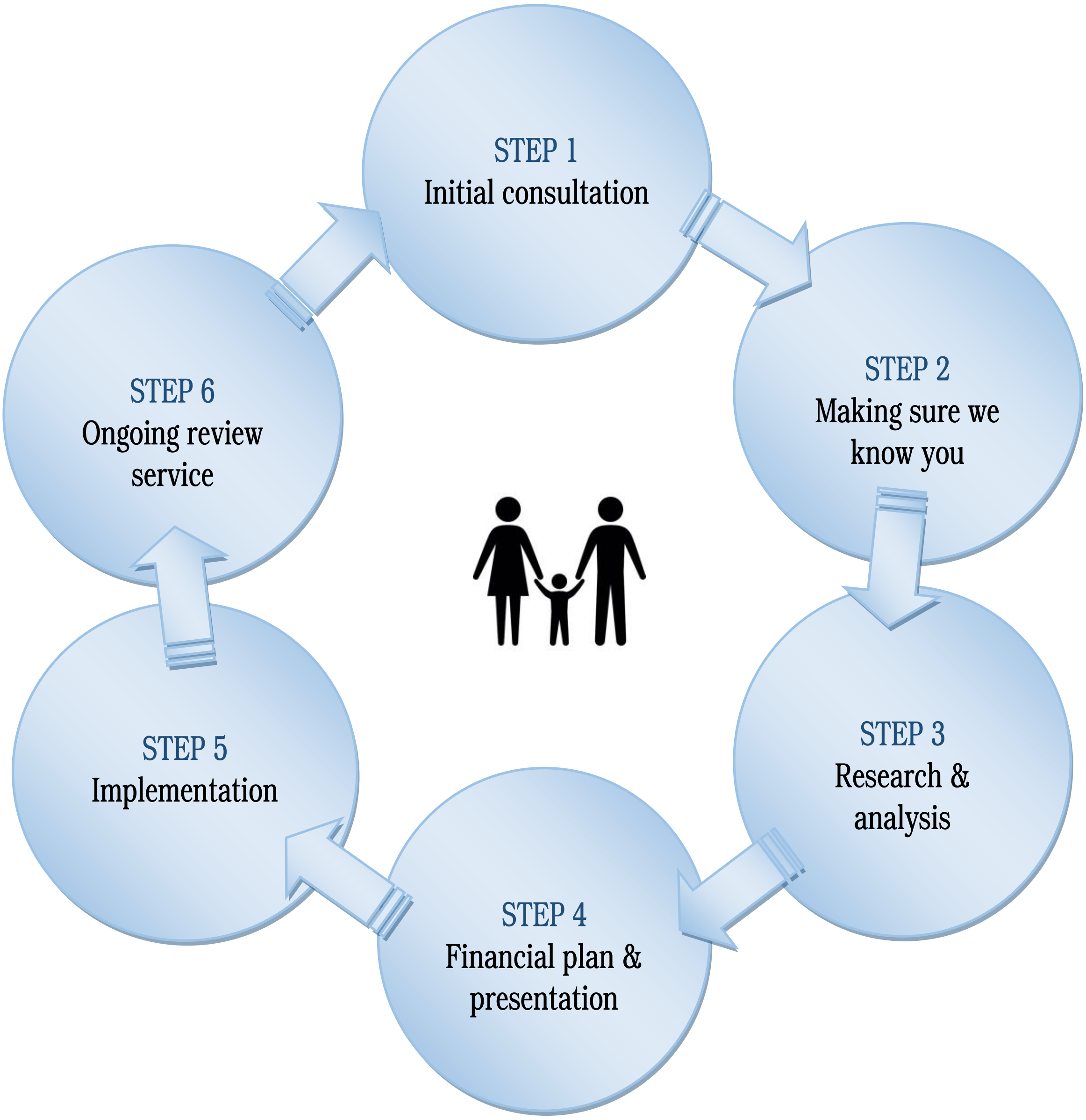


"Being rich is having money. Being wealthy is having time"
Margaret Bonnano

The way we work

To help achieve your goals it is essential that we build up a full picture of your current position and an understanding of your priorities. This includes your personal circumstances, income, assets, liabilities and past experiences. This ensures we can provide you with quality advice at outset and in the future.

The process follows these six simple steps and is built around you and your family.



Over time your circumstances may change and it is important that any strategy we put in place is flexible enough to cater for your changing needs. Therefore the above process is continually reassessed and sense checked to ensure it remains suitable.

Our investment process

Our investment philosophy is straightforward. We have developed a process for all market cycles and we aim to achieve returns in line with your objectives and agreed level of risk. We believe that a properly diversified portfolio over the medium to longer term will produce superior returns to cash and inflation after all costs.

The investment solutions that we favour are professionally managed by individuals and specialist teams that are closer to the market than us with the TNW Investment Committee providing ongoing investment oversight and governance.

We believe this approach offers the best chance of achieving your personal goals and a positive outcome.

Where we can add value

Having an adviser who is impartial and one that provides you with peace of mind protects you from making costly mistakes that others make. Choosing an adviser to act on your behalf can dramatically improve the returns of a portfolio by providing the following benefits:-

- Suitable diversification – Not placing all your investments in one basket.
- Cost effective implementation & ongoing management – Discounts with providers & fund managers
- Access – To solutions that are not available in the retail market place
- Investment rebalancing – Maintaining your agreed risk strategy
- Effective behavioural coaching - Managing your fear and exuberance
- The use of tax allowances – The use of tax efficient investments
- Tax management for spending strategy - Managing your personal tax position
- Total return or income investing – Selecting an appropriate strategy in line with your priorities

This disciplined approach results in a risk managed strategy where we take the worry out of investment.

"Risk comes from not knowing what you are doing" Warren Buffet

Our Service Levels

SERVICES	SELECT	BESPOKE	WEALTH
Proposition	For clients who require expert advice and have relatively straightforward needs	For clients who require expert advice and annual face to face access to their chosen adviser	For clients who require expert advice and wish for their affairs to be as efficient as possible with regular updates and meetings
Typical Investment	Up to £100,000	Up to £200,000	£200,000 plus
Phone/Email Access to an Adviser	✓	✓	✓
Access to Support Team	✓	✓	✓
Annual Valuation	✓	✓	✓
Professional Expertise & Oversight	✓	✓	✓
Automatic Portfolio Rebalancing	✓	✓	✓
Annual Review Meeting	♦	✓	✓
Ad Hoc Valuations Upon Request	♦	✓	✓
Half Yearly Investment Update	♦	♦	✓
*Cash Flow Modelling **	♦	♦	✓
Assistance with Tax Returns	♦	♦	✓
Named Additional Adviser	♦	♦	✓

**for example when drawing income, capital/pension drawdown and school fees planning*

For those clients who require advice on Mortgages, Family/Business Protection and one off advice we also offer a **Transactional** service and where the cost of full regulated advice is disproportionate a cost effective **Online Only** investment offering called **TNW Lite**.

"It's not about how much money you make but how much money you keep, how hard it works for you and how many generations you keep it for" Robert Kiyosaki

Our Scale of Fees

All of our services are provided on a transparent adviser charging basis, with costs disclosed and agreed with you before any work is undertaken. Our fee structure means that our advice is not prejudiced by payments from a provider or reliant upon the purchase of a product.

Please note that this is a guide to our normal costs. The set up and ongoing range of fees are dependent upon your specific requirements and the complexity of your needs.

MEETING & REPORT FEES	
Discovery Meeting *(At our expense)*	*Nil*
For new Investments/Pensions/Regular Contribution Plans #	Min £750
Investment or Pension Review/ At Retirement or Specialist Advice #	Min £1,500
Occupational Pension Transfers #	Min £3,000

 # Rebated against set up fees

SET UP FEES	
Typically up to £25,000	*See TNW Lite below*
£25,000 to £100,000	3%*
£100,000 to £200,000	£2,000 plus 1%
£200,000 to £500,000	£3,000 plus 0.50%
£500,000 plus	Min £5,500

**Subject to minimum Report Fee*

Top-up investments/pensions previously recommended by ourselves do not attract usual Report Fee

ONGOING ANNUAL COST OF SERVICE		
SELECT	BESPOKE	WEALTH
0.75% min £250	0.75% min £750	0.75% min £1,500

TNW LITE – A SELF SERVICE ONLINE INVESTMENT	
Set Up Fee *Nil*	Access to Service 0.50% per annum

OTHER SERVICES (Typical)	
Protection (Life/Health Insurance)	Commission*
Residential Mortgage	£300 (plus commission)
Buy to Let/Commercial Mortgage	£400 (plus commission)
Equity Release	£500 (plus commission)
Additional Review/Visit	£125
Assistance with Tax Return	£125
Share Administration	£25 per line min £125

**For personal and business protection our remuneration is typically included in the costs of the product and paid by the recommended provider. Alternatively we can offer a fee option upon request*

Take control of your financial future

At TNW we remove the complexity and worry and enable you to take control of your financial future. Whether you are looking to fund a secure retirement, help the next generation onto the property ladder or protect your family in the event of the unexpected.

Financial planning is not just about making your money work harder for you it's about achieving your goals and ambitions. Our aim is to take you on that journey and even if there are a few surprises along the way to help you achieve what is important to you.

Speak to one of our financial experts to arrange a no obligation meeting and start that journey.

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