

At Roundhouse Financial Services LLP we want our clients to feel confident about the service they can expect from us as we help them to achieve their financial goals; that's why at Roundhouse we have developed a range of ongoing service levels to suit every client's needs.

Your adviser will assist you in deciding which service level best suits your own needs and following this discussion we ask you to sign this form in order that we have a record of the service level you have selected. Should you have any queries about our service levels or want to know more about our fees then let us know and we will be happy to help.

Ongoing service package options				
Service commitment	Premier	Standard	Basic	Report only technical services
Annual Lifestyle Review offered	✓	✓		
Annual Strategy Review and Financial Check up offered	✓	✓		
Annual Policy/Investment Schedule provided	✓	✓		
6 Monthly Statement of Account provided	✓	✓		
Email Technical Bulletins - Event Driven	✓	✓		
Email News Bulletins - Event Driven	✓	✓		
Statements and relevant communications forwarded to you from Pensions/Savings/Investment/Protection providers where appropriate	✓	✓		
Records amended where requested by you, your providers or the regulator	✓	✓	✓	
Undertake specific requests subject to prior agreement of payment terms	✓	✓	✓	✓
Open access to a Partner	✓			
Constant contact with your Financial Adviser	✓			
Self-Assessment Tax Return Filing Service	✓			
Complete financial planning service to fulfill your personal objectives	✓			

**I / We would like to subscribe to the following Ongoing Service Package Option: -**

Service level	Please tick
<p><b>PREMIER SERVICE</b> I / We understand that the ongoing retainer fee payable for this service is 0.5 % of my/our Portfolio Balance plus an hourly fee for any work undertaken on my/our behalf OR 1% with no time-costed hourly fees, subject to a minimum annual fee of £5,000 per annum</p>	
<p><b>STANDARD SERVICE</b> I / We understand that the ongoing retainer fee payable for this service is 0.5 % of my/our Portfolio Balance plus an hourly fee for any work undertaken on my/our behalf subject to a minimum of £500 per annum</p>	
<p><b>BASIC SERVICE</b> I/We understand that no ongoing fees are payable for this service although any commission paid by Product Providers will be retained by RFS LLP to offset costs. If chargeable work is required RFS LLP will inform me/us of the estimated cost, or agree a fixed fee, before work commences.</p>	
<p><b>REPORT ONLY TECHNICAL ADVICE SERVICE</b> RFS LLP will inform me/us of the estimated cost, or agree a fixed fee, before work commences. I/We understand that no ongoing fees are payable for this service and any commission (renewal or fund based) paid by Product Providers will be retained by RFS LLP to offset future administration costs.</p>	
<b>Signature</b>	
Client name (block capitals)	
Signature	
Date	
Client name (block capitals)	
Signature	
Date	

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