



# HOW OUR SERVICE WORKS FOR YOU

SERVICE  
HONESTY  
ADVICE FOR LIFE  
PROFESSIONALISM  
INTEGRITY



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## Impartial advice of the highest quality

At Advice & Wealth Management Solutions our highly skilled advisers use state of the art technology enabling us to meet all of our client's financial needs both personally and corporately and achieve their objectives in the most cost-effective & tax efficient way.

This is important because there are literally thousands of different options available and our clients want to be certain that any investment, pension, healthcare, or insurance recommendations that we present for consideration are the most appropriate to their individual needs.

In other words, recommendations that are totally in our client's interests – not someone else's.

Our initial meeting is usually without charge after which we provide in writing a full explanation of costs. We do nothing until we have a thorough understanding of our client's requirements.

With that knowledge, we can identify the products that will enable our clients to achieve their goals delivered by an entirely personal service. We then prepare and analyse recommendations, assessing benefits against cost.

Our final proposals are well-researched and constructed on the basis of what's best for our clients and nobody else. And of course, we are prepared to work alongside our client's accountants and solicitors.

We firmly believe in the importance of working together to build rewarding relationships and working closely with our clients enables us to help them fulfil and achieve their objectives.

## About Us

Advice & Wealth Management Solutions is a firm of Independent Financial Advisers. We combine Investment Management, Advanced Wealth Structuring and Relationship Management to help our clients achieve all that's important to them.

We understand the issues that affect successful people and have a deep knowledge of investment principles, tax rules and wealth structuring.

This knowledge, combined with experience creates collective wisdom which is the cornerstone of what makes us different.

We've been helping clients navigate complex financial markets over the last 20 years, managing in excess of £100m and our business has evolved primarily through client recommendations.

Based in Glasgow, and with clients throughout the UK we provide impartial, unbiased and objective Independent Financial Advice, with a view to protecting and enhancing our client's wealth and sense of well-being.

Our qualified Independent Financial Advisers cover the whole Financial Services market. Whether you are seeking to build an investment portfolio, creating a tax-efficient retirement strategy, or protecting the wealth you have built up we have the expertise to provide the answer.

We are firmly positioned as a premier provider of Independent Financial Advice to both Private clients and Corporate clients. We understand the major financial decisions you make will have significant and life-changing consequences. It is therefore essential that you seek professional Independent Financial Advice from people you can trust.

# How our service works for you...

This document is aimed at providing you with a brief overview of our aims and to introduce you to our service in more detail. After you have read this document we can help you to select the service and remuneration package that best suits your needs. We will discuss this with you so that you fully understand what is offered and how it will benefit you. Should you have any questions regarding any element of this please do not hesitate to ask us.

Money means different things to different people. If you were to look forward ten or even twenty years from now, what goals would you want to be able to achieve and what financial resources would you need to achieve your goals? Being clear what your money needs to do for you and planning for those outcomes are what our business is all about.

## ABOUT YOU

You are an individual who has built up significant wealth or are retired. Protecting your hard-earned wealth, particularly against inflation and taxes, is a key concern.

Feeling in control of your wealth and having the confidence of knowing that your financial affairs are well organised is important to you.

You want a professional adviser with whom you can build a rapport and trust to put your interests first; an adviser who can help you navigate the relentless 'noise' of the media and other vested interests. You want someone who will ask the right questions, listen to what you say and act on your answers.

Above all, you want an adviser who will help you focus on what matters to you and what actually works. You know the value of good advice and are comfortable delegating where necessary. Either visiting our offices in Glasgow or inviting us into your home or offices, we will work with you wherever is convenient and practical given your lifestyle and where you live.

## ABOUT US

We provide the intimacy of a small 'boutique' business. Our partners have over 100 years financial services experience as a whole. We are totally focused on delivering a caring, proactive and personalised wealth management service to a select group of successful individuals and their families. We are a small team of qualified professionals with complementary skills and expertise, who have worked with each other for a number of years.

We combine investment management, advanced wealth structuring and relationship management to help our clients achieve all that is important to them. We understand the issues that affect successful people and have a deep knowledge of investment principles, tax rules and wealth structuring. This knowledge, combined with experience, creates collective wisdom which is the cornerstone of what makes us different.

We only work with people where we can deliver significant and tangible value, and with whom we enjoy working.





## Working together...

We'll work through any difficult financial decisions, cut through the jargon, giving common sense advice and help you to stay disciplined. We'll also create a picture of your wealth over time that is easy to understand and which will become the core of all financial decisions.

Our fees are transparent and reasonable. Before you agree to become a client and pay a penny in fees, we'll invest time and expertise in reviewing your situation to ensure that we are the right wealth partner for you - and that we can deliver significant and real value.

To make working together as easy, effective and enjoyable as possible we have developed a structured process. This process combines three essential elements - Strategy, Structure and Support, to make managing your wealth feel like common sense.

### STRATEGY

In our experience people don't have financial goals, but life goals that have financial implications. We will work with you to help uncover, articulate and prioritise your life goals so that you have the confidence to make good financial decisions, both now and in the years ahead.

Understanding your emotional feelings about money, together with our logical and rational approach, will increase the likelihood of you achieving your aspirations.

### STRUCTURE

Our approach ensures that you will stay financially well organised and with our structured process, you'll know exactly where your wealth is and what it is doing. Initial planning and progress meetings have clear agendas, client set expectations and are followed up in writing with a suitable report.

We use the latest online planning and collaboration tools to present understandable wealth plans that will resonate and help you feel more in control. Our 'back stage' activities ensure that we take care of all the important 'stuff', whether that is rebalancing your portfolio, minimising tax, liaising with your accountant / solicitor, or reminding you of things that you need to do.

### SUPPORT

Developing a wealth plan is one thing, but implementing it and sticking with it is another! We'll be with you year in, year out, ensuring that your plan adapts to whatever life throws at you.

We will hold you accountable for the decisions you make, to ensure that these are in line with your true values and that you stay disciplined in the face of inevitable economic uncertainty and media 'noise'. More importantly, we'll be there for your family if illness or death means that you can no longer manage the family wealth.



## Common Sense advice...

### OUR GUIDING PRINCIPLES

**We** let our clients set the expectations and then exceed them.

**O**ur commitments to our clients are kept.

**We** only do what adds value to our client's position.

Our consistent, outstanding level of service gives our clients confidence that their financial affairs are handled with the highest level of competency. They also fully understand the planning outcomes, mutually agreed at outset and at each meeting.

We are committed to independent advice, constructing financial solutions using products from the whole of the market.

Financial advice is provided exclusively by qualified and experienced practitioners, and is regulated by the Financial Conduct Authority.

### OUR MISSION STATEMENT

We believe that Treating Clients Fairly is about delivering a fair outcome to our clients whilst delivering an outstanding quality of service. This is at the core of everything we do and our clients can be assured of this as:

- Our business is about our clients, and we are always conscious of this.
- We promise to deliver the service level we agree with you.
- We are open about the way we carry out our business and how we are remunerated.
- We welcome client feedback on a regular basis.
- We encourage all our staff to continue with their professional development.

### We look at all areas of our business on a regular basis to ensure that:

- Clients can be confident that they are dealing with a firm where the fair treatment of clients is central to our firm's culture.
- We consider our clients when promoting new services and products and ensure that it is relevant to them.
- Our clients are provided with clear information and we pride ourselves in keeping them informed before, during, and after the point of sale.
- Where advice is provided, we take time to understand our clients' situation and ensure that our advice is suitable and appropriate.
- We meet our clients' expectations, providing them with a level of service and products that are of an acceptable standard.
- We ensure that our clients can switch providers, change products, surrender policies and make any complaints without any undue barriers.

# Our Services

There are times when it can prove difficult to establish your true financial needs, which is why we provide advice in a friendly and understandable manner.

Advice & Wealth Management Solutions has been built based on honesty, reliability and an excellent service. Many of our clients have personally trusted us for nearly 20 years and throughout this period we've developed many good friendships.

**Advice & Wealth Management Solutions offer both personal and corporate advice on a whole range of financial services including the following:**

## PERSONAL

- Retirement and pension planning
- Investing for capital growth or income
- School fees planning
- Tax planning and mitigation
- Protection against critical illness
- Income protection
- Inheritance Tax and succession planning
- Long-term care
- Private medical insurance
- Family protection life assurance
- Personal Injury and Criminal Injury Trust Planning
- Pension Sharing on Divorce
- Ethical Investments

## CORPORATE

- Auto Enrolment\*
- Employee benefits implementation and management
- Flexible employee benefits menu systems
- Group and executive Pension Schemes
- Group income protection
- Group Private Medical Insurance
- Group death-in-service and dependants benefit schemes
- Partnership and directors share protection
- Key person business protection
- Advice for your employees if required
- Charities

*Not all tax planning, inheritance tax succession and personal injury and criminal injury are regulated by the FCA.*

*\*Auto Enrolment is not regulated by FCA*

## Service level options...

We offer three key services:

- Wealth Management
- Financial Planning (Single or Multiple Advice Areas)
- Transactional

### WEALTH MANAGEMENT

We provide a holistic service to guide and mentor our clients to both understand and achieve their financial vision. We do this by following our three simple guiding principles. We will work with you to help you understand your lifetime cashflows, how making certain decisions can shape your financial future and show what happens if the unexpected interrupts your planning.

We concentrate on all of your financial issues and show how they interact with each other, making our offering one of the most comprehensive wealth management services available.

### FINANCIAL PLANNING

Our financial planning service offers you advice on a particular financial matter or matters. We will work with

you, to try to meet your goals in your chosen area(s). We will continue to review your plans with you, over the coming years, to make sure that your plans stay on course and that any changes needed are made accordingly.

Our remuneration is geared to providing you with a long term service as this is what our clients tell us they require.

### TRANSACTIONAL

Our transactional service offers a detailed, balanced and realistic plan. However, no ongoing advice service will be provided.

If you specifically instruct us that you do not wish to discuss a particular area of financial advice, and that area should not form part of the advice given, our recommendation will be considered to be 'limited advice'. You must be aware that if you limit the information provided, this may detract from the completeness of the advice given, and that any information not disclosed could effect how appropriate that advice is to your circumstances.

# Ongoing service

Whether you are using our Wealth Management or Financial Planning services, we provide a process which helps you determine your financial goals and priorities.

After considering your resources, attitude to risk (tolerance to loss,) and current lifestyle, we will have put together a detailed, balanced and realistic plan to meet those goals. The issue here is that things change; your life, your aspirations, taxation, legislation, investment markets, etc.

This is why it is vital that your plans are reviewed and brought into line with such changes.

As a Wealth Management client we interact with you on a bi-annual basis as reviewing your plan is essential.

Our Wealth Management clients can expect bi-annual interactions.

At these interactions we will review your overall financial vision, your progress to plan and discuss a particular topic which has been agreed from our previous meeting.

You will also have been provided with educational material. Those meetings will be face to face.

Even those using our Financial Planning solution will need to make sure that your areas of financial concern are kept in check and on course.

Our review meetings for our Financial Planning clients are annual events where you can expect a performance update and a review of your progress to your specific goal. We may rebalance investments, review taxation and legislation changes or changes to your life and aspirations. Whatever the case may be, you can rely on that meeting to bring the focus back to your financial plans.

Our transactional service will also offer a detailed, balanced and realistic plan. However, no on going advice service will be provided.

## Description of additional service elements

### TELEPHONE ACCESS:

When you require support / guidance you may contact us and if we are not available we will respond back as soon as possible.

### ONGOING PLANNING REVIEW:

This covers the ongoing advice process detailed previously.

### PORTFOLIO VALUATION:

This provides a snap shot of your current investment position.

### ASSET ALLOCATION REVIEW:

Your valuation will be divided based upon the underlying assets and the allocation of these will be assessed against your recorded objectives and attitude to risk. Suggestions on any rebalancing action to be taken, for example to rebalance the portfolio, will be made.

### REVIEW MEETING:

This will involve a review of your plans and recommendations to put you back on or keep you on track. It may also involve looking at new areas of planning and making appropriate recommendations.

### EXTRA VALUATIONS / REVIEWS / MEETINGS:

This is where you require adviser contact or advice, outside of our agreed timeframes.

	Wealth Management	Financial Planning
Telephone access to AWMS	Ongoing support provided by dedicated adviser	Ongoing support provided by dedicated adviser
Ongoing planning review	Yes, Half Yearly	Yes, Annually
Portfolio valuation	Half Yearly	Annually
Asset Allocation review	Half Yearly	Annually
Review meeting	Half Yearly face to face meetings per year.	Annually
Extra valuations/reviews/meetings	Yes, as and when required.	Yes, as and when required, however, this will involve additional cost.

# Testimonials -

We've been helping clients navigate complex financial markets over the last 20 years, managing in excess of £100m and our business has evolved primarily through client recommendations.

**Here are a few examples of letters we have received from clients about our services:**

AWMS made it all seem so easy and provide an excellent service. I cannot recommend them highly enough.

**D McLaughlin, Glasgow**

AWMS has looked after my investments for a number of years and I have no problems in recommending them to others. They have always been very professional and helpful and they contact me on a regular basis to review my investments.

**Gavin, Company Owner**

My adviser spent a great deal of time asking us questions to ensure he fully understood our financial situation and our expectations for the years ahead. He used that information to devise a suitable plan for our investments.

**Steve, Medical Illustrator**

I have been relying on the professional services and expert advice from AWMS for many years. The financial advice and strategies to manage wealth have been outstanding. The advisers are knowledge experts with an in-depth competence about all aspects of investing, pension and wealth planning. I am continuously amazed at the current knowledge the advisers are able to provide about tax issues, ISA's and estate planning. My adviser gained my trust and confidence within our first meeting and our friendship continues to flourish - I am proud to be a client of AWMS.

**Dr M Marck, Senior Lecturer**

The AWMS adviser has been our IFA for over 15 years and he has always provided sound financial advice and guidance with our investments in all that time. The service has been excellent, whether through regular investment reviews which provide you with detailed levels of information about each of your investments, or just the fundamental requirement for general financial advice, portfolio management or purely guidance and recommendations. We haven't had an investment yet that has not exceeded the benchmark for financial return.....well pleased.

**John & Edith, Retired**

I have held various investments via my bank for a long time and had lost track of what I had as they had stopped providing any ongoing advice. AWMS spent a long time writing to companies and finding out where I stood. They put in place a new plan paying me a monthly income and I am delighted to have the weight off my mind. I would recommend them to anyone and cannot fault their professionalism.

**Mrs. E Beattie, Falkirk**

AWMS have proved to be very able and efficient in our dealings with them in regard to savings and investment planning. They also demonstrated a flexibility in dealing with our specific circumstances i.e. Residing on a remote Scottish island where travel and communication can prove problematic. For example, they flew to a neighbouring island for our initial meeting with them. To date, their financial recommendations are proving to meet our requirements.

**Mr C Stevenson, Retired**

**IF YOU HAVE ANY FRIENDS OR FAMILY THAT YOU THINK WOULD BENEFIT FROM INDEPENDENT FINANCIAL ADVICE PLEASE GET IN TOUCH OR FEEL FREE TO PASS OUR DETAILS ON.**



## How we are paid

On receiving an enquiry, one of our qualified Independent Financial Advisers will arrange a free initial meeting. The purpose of this meeting is to find out whether we can help you in achieving or moving towards your financial goals. There is no charge for this and no obligation on either side.

After the initial consultation, we will discuss payment options to cover the costs of our services and will not charge anything until an agreement in writing has been reached.

Certain products – non-investment insurance policies and mortgages – can still pay a commission, and so we may work on the basis of a commission, a fee or a combination of both. As before, no costs are incurred without prior agreement, and all prospective earnings are disclosed before work is undertaken.

*Fees may be subject to VAT at the prevailing rate, depending upon the type of work undertaken.*

## Clients pay for advice in three main ways:

### FEES

Since 31st December 2012, it has been a regulatory requirement that the cost of all investment and pension advice be based on a fee rather than commission. Please contact us for further information.

### COMMISSION

We will always tell you about any commission we earn, and the cost of this commission paid out by the provider will normally be factored into the price or your product. These commissions vary with different products and providers but will be documented on the key facts illustration (KFI) you receive from the adviser.

### FEES & COMMISSION

By paying a combination of fees and commission, the adviser will rebate back into the financial products or hand to you some or all of the commission or offset it against the fee

Whether we take our remuneration by way of commission or fees will be a matter of discussion and agreement, and no charges for fees will be made without prior notification in writing.

# Our Client Agreement For Investment and Insurance

This agreement is based on behalf of Advice and Wealth Management Solutions LLP of 272 Bath Street, Glasgow G2 4JR we can be contacted at 0141 354 1535.

## AUTHORISATION STATEMENT

Advice and Wealth Management Solutions LLP is Authorised and Regulated by the Financial Conduct Authority. The Financial Conduct Authority (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](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0800 111 6768.

## CLIENT CATEGORISATION

Each client with whom the firm does business is categorised to identify the level of regulatory protection to be applied. We believe in providing you with full regulatory protection and we propose to classify you as a 'Retail Client' for investment purpose and classify you as a 'Consumer' for Insurance business.

## COMMUNICATIONS

We will communicate with you in English both orally and in writing for the sending and receipt of orders. To avoid any doubt instructions should be issued in writing.

## SERVICES TO BE PROVIDED

With regards to investments that we have arranged for you, these will be kept under review in line with our service proposition. We may contact you in the future by means of an unsolicited promotion should we wish to discuss the relative merits of an investment or service which we feel may be of interest to you.

Following on the signature of this agreement any subsequent advice or recommendation offered to you will be based upon your stated investment risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. We will issue you a suitability report to confirm our recommendation.

Unless confirmed we will not place any restrictions on our recommendations.

AWMS does not handle clients' money. We never handle cash or accept a cheque made out to us, unless the cheque is in settlement of fees, charges or disbursements for which we have sent you an invoice.

We will also make arrangements for all of your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward you all documents showing ownership of your investments as soon as practicable after we receive them. Where a number of documents are due involving a series of transactions, we normally hold each document until the series is complete, then forward them to you.

## RESTRICTIONS

Unless advised to be the contrary, we will assume that you wish to place no restrictions on the types of investment we may recommend and in which you may subsequently invest. We will assume that you wish to place no restrictions on the markets in which transactions are to be executed. A full listing of products is available from your adviser upon request.

## ADVICE AND INSTRUCTIONS

Any advice given to you by us shall be in writing. We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing. We may, at our discretion,

refuse to accept instructions although such discretion shall not be exercised unreasonably.

We will record all transactions on our files, which along with copies of relevant documentation, will be retained by us for a period of not less than six years.

You have a right to inspect copies of contract notes, vouchers and entries in our books or computerised records relating to your transactions. We reserve the right to withhold copies of these records if information to other parties would be disclosed.

## MATERIAL INTEREST

We will act honestly, fairly and professionally, known as conducting business in 'Client's best interests' 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 Financial Conduct Authority, we are prohibited from accepting any payment (commission or other nonmonetary benefits) which is likely to conflict with the duty of the firm to its clients.

## RIGHT TO CANCEL

We will inform you of your statutory right to cancel. The Distance Marketing directive normally grants you 30 days in which you may cancel a life or pension contract. Under certain insurance contracts it may be 14 days.

However there will be occasions where no statutory rights are granted and this will be explained before any contract is concluded.

Data Protection The information you have provided is subject to the Data Protection Act 1998 (the "Act"). By signing this document you consent to us or any company associated with us processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

"Processing" includes obtaining, recording or holding information or data, transferring it other companies associated with us, product providers, the Financial Conduct Authority or any other statutory, government or regulatory body for legitimate purposes including where relevant to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

In order to provide services to you we may be required to pass on your personal information to parties located outside the European Economic Area (EEA) in countries that do not have Data Protection Laws equivalent to those in the UK. Where this is the case we will take responsible steps to ensure the privacy of you information.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or

condition; the committing or alleged committing of any offence by you; any proceedings for an offence committed by you, including the outcome or sentence in such proceedings; your political opinions, religious or similar beliefs, sexual life; or your membership of a Trade Union.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on 0141 354 1535 or in writing at 272 Bath Street, Glasgow, G2 4JR.

You may be assured that we, and any company associated with us, will treat all personal data and sensitive personal data as confidential and will not process it other than for legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept longer than is necessary. Measures will also be taken to safeguard against unauthorized or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

## LAW

This clients Agreement is governed by, and shall be construed in accordance with Scots Law and the parties shall submit to the exclusive jurisdiction of the Scottish Courts.

## FORCE MAJEURE

AWMS 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

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.

## COMPLAINTS

If you wish to register a complaint, please write to AWMS of 272 Bath Street, Glasgow G2 4JR or telephone 0141 354 1535.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle a complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

## COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business and the circumstances of the claim. Most types of investment business are covered up to a maximum limit £50,000, whereas Insurance business is covered 90% of the claim without any upper limit.

Further information about this compensation scheme arrangement is available from FSCS.



**Advice & Wealth Management Solutions**

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Authorised and regulated by the Financial Conduct Authority, Registered No: 599263  
LLP Registered in Scotland, Registered No: SO304270*

