All About Our Services

1. Regulatory

- Bestinvest (Brokers) Ltd and Bestinvest (Consultants) Ltd are authorised and regulated by the Financial Services Authority ('FSA'). Our FSA registration numbers are 165169 and 125308 respectively.
- The FSA is based at: 25 The North Colonnade, Canary Wharf, London E14 5HS. Our registration can be verified by calling the FSA on 0845 606 1234 or online at www.fsa.gov.uk/register
- The FSA rules require us to send you information about our services and some of the protections available to you under the UK regulatory system.

2. What Services Do We Offer?

Our services cover 3 main areas:

Investment Broking

Bestinvest (Brokers) Ltd, Contact 020 7189 9999, email: best@bestinvest.co.uk

- We provide access to Investment Funds (Unit Trusts and Open Ended Investment Companies) from across the whole of the market. These are offered at discounted prices. We also **promote** specific tax-advantaged 'wrappers' in which these funds can be held e.g. Individual Savings Accounts ('ISAs') and Self Invested Personal Pensions ('SIPPs').
- To help guide our clients, we provide web-based tools and issue product information, Independent investment research, market commentary and example portfolios. In providing these we are not giving you a tailored 'personal recommendation' or suggesting that a particular fund, wrapper or investment strategy is suitable for your specific personal or financial circumstances.
- In some cases, we will also provide you with independent advice. This will focus on the investment strategy and recommend funds from the whole of the market for meeting your investment objectives. It will not **usually** identify all your financial needs or aim to make recommendations to meet these.
- More information can be found in our **Investment Broking Terms of Business.**

Financial Planning

Bestinvest (Consultants) Ltd, Contact 020 7189 9876, email: fp@bestinvest.co.uk

- Our financial planning services aim to assess your needs and identify your financial goals. We then make recommendations accordingly. This includes strategic advice on meeting your financial planning goals.
- Where recommendations for specific products are made, this will be Independent advice with the available products drawn from across the whole of the market – including Fund Groups and Insurance Companies.

Investment Management

Bestinvest (Brokers) Ltd, Contact 020 7189 9999, email: best@bestinvest.co.uk

- For clients with portfolios greater than £250,000 we offer a discretionary management service that may include listed securities (inc. listed shares, Investment Trusts, Investment companies or shares listed on alternative investment markets) or exposure to unregulated collective investment schemes.
- This service works on the basis of you agreeing investment objectives with an Investment Manager who will then exercise his discretion in buying, selling or holding investments to meet your objectives.
- More information can be found in our **Terms of Business.**

Additionally, advice on regulated **mortgages** is available from Bestinvest (Consultants) Ltd and on **general insurance** from Lovat Insurance Brokers Ltd – a member of the Bestinvest Group. Full details are available on request.

Multi-Asset Portfolio (MAP) Investment Management Service

Bestinvest (Brokers) Ltd, Contact 020 7189 9999, email: map@bestinvest.co.uk

- Our MAP service provides a choice of five, balanced portfolios designed to suit a range of objectives and preferences for risk. Each portfolio invests a broad range of asset classes and investment vehicles, such as Unit Trusts, Open Ended Investment Companies (OEIC), Investment Trusts and Structured Products. The portfolios are structured as an investment fund (OEIC) and actively managed by our Research Team, led by our Chief Investment Officer.

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All About Our Services

3. What will you have to pay us for our services?

Investment Broking

- We typically earn trail commission from fund charges of up to 0.5% per annum of the value of funds held through us. Bestinvest does not take any initial/upfront commission on investment funds.
- For larger fund holdings, the trail commission may also be sufficient to cover the cost of an annual investment review.
- Alternatively, it is possible to pay for **Investment Advice** via a set fee. An investment review would usually cost £500 plus VAT, albeit with any trail commission actually received set against this. We would agree any such figure with you before commencing any fee-based work.

Financial Planning

- Fees for this service are computed on the basis of time, complexity and value of the assignment. Hourly rates vary, but our typical charges (excluding VAT) are:

- Senior Consultants:	£200-350 per hour	- Consultants:	£150-250 per hour
- Senior Paraplanners:	£100-200 per hour	- Administrators and Paraplanners:	£50-£100 per hour

- You may ask for an estimate of how much in total we might charge and also ask us not to exceed an agreed amount without checking with you first.

Investment Management

- Fees for these services are 1% plus VAT per annum of funds under management with any trail commissions paid to us being used to offset this amount.

MAP Investment Management Service

- The annual management charge for the Retail MAP service is 1.5% per annum. The total expense ratio of the service, which includes the cost of the underlying investments as well as our fee, is around 2.2% per annum.

4. Risks

Most of the investment solutions we offer should be viewed as medium to longer term investments. Their value can fall as well as rise and returns are not guaranteed. The tax treatment of investments is based on your particular circumstances and may be subject to change.

5. What to do if you have a complaint

If you wish to register a complaint, please contact us:
In writing: to the Compliance Department, Bestinvest, 6 Chesterfield Gardens, Mayfair, London W1J 5BQ
By phone: telephone 020 7189 9999.
By email: compliance@bestinvest.co.uk

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

6. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Investment

Most types of investment business are covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

Insurance

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS or www.fscs.org.uk.