



NKT Financial Solutions Ltd
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ONGOING SERVICE CLIENT AGREEMENT

This Ongoing Service Client Agreement is signed this day _____ of _____ 20____
between:

First party: _____ **NKT Financial Solutions Ltd** _____
(the firm)

Second party: _____
_____ (the
client/s)

1. Introduction

- 1.1 This agreement sets out the general conditions under which the firm's services are to be provided to the client, including details of the specific services required and the firm's charges for these services. This agreement must be read in conjunction with the firm's Terms and Conditions, About Our Services and Fees, and Client Agreement documents.

2. Obligations

- 2.1 The client agrees to provide the firm with full and frank details about their personal, financial and other circumstances including knowledge and experience, risk appetite, ability to tolerate losses, capacity to accept losses and the client's aims and objectives in respect of any financial needs. The client has the legal capacity to enter into this agreement.
- 2.2 The firm confirms that it has the necessary delegated regulatory permissions to provide advice and services in those areas as disclosed in the firm's About Our Services and Fees document.
- 2.3 The client has agreed to appoint the firm as their agent.
- 2.4 The firm has agreed to act as the agent for the client in relation to the services recorded at clause 3 below.
- 2.5 Unless otherwise confirmed in writing, the firm agrees to treat the client as a Retail Client.

3. Service

Where an ongoing service is being requested by, or offered to, you this will be provided at a cost to you as detailed on this document, based on the amount of assets under management, invested within your pension and/or investments, subsequently reviewed by NKT Financial Solutions. We need to provide you with a clear, fair and not misleading description of what this means and the cost of the service you receive. We will deliver two different levels of ongoing service that will be based on the value of assets under management. These are described in the next section.

FINANCIAL AWARENESS SERVICE

This is an ongoing review service suitable for customers who have a relatively modest investment or pension portfolio. You may have some regular premium products such as savings and or pensions and are seeking our help to review and manage these on a 2 yearly basis. The aim of this level of ongoing service is to help you build a larger portfolio. The normal value of the whole portfolio would be up to £50,000. This service is also intended to help you achieve an understanding of the financial markets.

WEALTH MANAGEMENT SERVICE

This is an ongoing review service suitable for customers who have an established investment or pension portfolio. You may have a range of assets forming the basis of your wealth and upon which you are seeking to review and manage with our help, with an annual review meeting. The aim of this level of ongoing service is to help you maintain and grow the value of your wealth or to ensure that investment income levels are maintained. With this service you will also receive a relevant detailed quarterly financial publication. The normal value of the whole portfolio would be in excess of £50,000. This level of service is also intended to help you increase your knowledge and experience in the financial markets.

Ongoing Service Deliverables

Where an ongoing service charge is being paid by you, it becomes very important to clearly evidence what the deliverables are and the frequency, method and content of these. These are detailed below:

Ongoing Review Service	Financial Awareness	Wealth Management
Annual statements from provider	•	•
Consolidated annual investment report and valuations	•	•
Annual review meeting with adviser	•	•
2 monthly digital financial guides	•	•
NKT quarterly Market outlook		•
Detailed quarterly financial publication		•
Dedicated Principal contact		•
Detailed Annual Budget Summary		•

Assets Under Management	Payment Direct from Client or paid through product funds	Service offered
Up to £50,000	£250 per year	Financial Awareness Service
£50,000 - £100,000	£500 per year	Wealth Management Service
£100,000 - £150,000	£750 per year	Wealth Management Service
£150,000 - £200,000	£1000 per year	Wealth Management Service
£200,000 - £250,000	£1250 per year	Wealth Management Service
£250,000 - £300,000	£1500 per year	Wealth Management Service
£300,000 - £400,000	£1750 per year	Wealth Management Service
£400,000 - £1m	£2000 per year	Wealth Management Service
£1m +	£2500 per year	Wealth Management Service

Ongoing Review Meetings content

UPDATE FROM PREVIOUS MEETING	<ul style="list-style-type: none"> • Establish if there is anything particular that you want to discuss in review • Recap from last meeting and review what was agreed • Confirmation that all services have been delivered as promised • Agree agenda for today's meeting • Personal & financial circumstances updated • Update and confirm risk profile of client, together with capacity and tolerance for loss • Note any changes in objectives/goals • Review and update previous Financial Review report • Identify if there is any expected large items of expenditure in the next 12 months? • Attitude to Risk reassessed • Capacity for Loss and tolerance levels reassessed • Establish if fund switches are necessary at this time
EXISTING BUSINESS	<ul style="list-style-type: none"> • Provide information on current valuations • Discuss performance and current position on various plans under our servicing • Consider continuing suitability /appropriateness of existing solutions • Review of tax wrappers in use • Evaluate the client's tax standing (such as Bed and ISA, Pension contributions) • Breakdown of Ex-Post Disclosure costs for file and provide to client if requested • Provide client with Ex-Post disclosure • Contemporaneous notes on agreed course of action (changes or no changes), revised illustrations, fund fact sheets, research, application if required • Periodic Suitability Report • New Client Agreement, where new initial adviser fees are being charged or there has been a change to the ongoing service being provided • Breakdown of Ex-Ante disclosure costs for file and provide to client if requested • Provide client with Ex-Ante disclosure • Confirm if you have conducted any investments such as Cash or Stocks and Shares ISAs either directly or through another adviser • Establish if you have made any capital gains this tax year
OTHER REVIEW POINTS	<ul style="list-style-type: none"> • Make/update Wills? • Any inheritances since original advice? <ul style="list-style-type: none"> - Planning for children or grandchildren - Private education or University funding. • Does you intend to add any more money to existing investments? • Pension requirements • Inheritance Tax – potential concern? • Long Term Care needs? • Review Personal Protection needs • Business owners: <ul style="list-style-type: none"> - Auto Enrolment; - Share Protection / Key Person / Relevant Life. • Mortgage clients: <ul style="list-style-type: none"> - Mortgage rate / terms; - Expiring / under review; - Protection; - Private Medical. • Scope for referrals

We have agreed that payment for our ongoing service will be in the form of one of the following options:

1. Bank Transfer Payment

- 2. Cheque
- 3. A deduction from your investment/savings/pension facilitated by the Product Provider
- 4. A deduction from your investment/savings/pension facilitated by the Platform Provider

3.1 The firm agrees to provide the client with an ongoing service in relation to financial instruments held by the client as listed below:

Provider	Product	Policy Number

3.2 All ongoing services include the monitoring of the client's financial instruments to assess that all of these financial instruments continues to be suitable to meet the client's aims and objectives.

4. Payment

4.1 The client agrees to the firm collecting payment as an agent of In Partnership in respect of the firm's Ongoing Service by:

Payment Option _____

Ongoing Service Level _____

Amount £ _____ OR _____ % annually of the value of the client's financial instruments/portfolio.

[e.g. for investable assets of £20,000 our annual fee would be £ _____]

[for investable assets of £20,000 our monthly fee would be £ _____]

5. Cessation of the agreement

5.1 The client agrees to settle in full any outstanding payments due to the firm at the time of the termination of this agreement. The firm agrees to provide the client with full details of all incomplete transaction at the time of the termination of the agreement, to assist the client in achieving completion of these.

6. Declaration

6.1 This document is our standard Ongoing Client Agreement upon which we intend to rely. For your own benefit and protection you should read this agreement carefully. If you do not understand any point please ask for further information and explanation before signing this agreement.

Signature for firm

Signature for client/s