

Initial Disclosure Document

RTS Financial Planning

Initial Disclosure Document & Terms of Business

This document contains important details about RTS Financial Planning Limited how we are regulated and the basis upon which we will provide services to you. Please study this carefully to make sure that our services are right for you.

Our Services

Scope of Authorisation

We are permitted to give advice on and implement deals, on an advisory basis, in investments and non-investment insurance contracts.

Investments and Financial Planning

We will endeavour to fully understand your personal circumstances, agree your goals and create a plan for your finances to help you achieve them. We will however only make a recommendation when we know it is suitable for you.

Protection Planning

We will provide a personal recommendation about the insurance products offered and represent you as the customer and **advice is based on a personal recommendation**. Our advice is to protect yourself, your family or your business to provide peace of mind when there is an unexpected event.

We offer insurance products from a wide range of providers on a fair and personal analysis of the market.

We will receive a commission from the insurer which is a percentage of the total annual premium.

Who Regulates Us

RTS Financial Planning Limited is authorised and regulated by the Financial Conduct Authority (FCA), the independent watchdog that regulates financial services in the United Kingdom. Our Financial Services Register number is 772054.

Your Rights

Unless we notify you in writing to the contrary, we will be treating you as a "retail client" for investment business. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Assignment

We may assign any or all of our rights under any agreement on giving you not less than one week's written notice. You may not assign, subcontract or encumber any right or obligation under any agreement, in whole or in part, without our prior written consent, at our sole discretion.

Whose products and services do we recommend?

We will recommend investments based on a comprehensive and fair analysis of the market and provide advice to you on an independent basis. The advice is based on a broad analysis of the different types of financial instruments available. We will place no restrictions on the investments that we consider unless you instruct us otherwise.

Your responsibility in the advice process

We offer financial planning and advice based on the information you have provided us with. Therefore, it is your responsibility to ensure that the information you provide is accurate. Any failure to do so or any failure to inform us of any subsequent changes may impact the quality of advice you receive.

You should also be aware that incorrect information or any changes that you fail to inform the product provider of may invalidate your policy. We do not accept any responsibility for verifying any information that you provide to use or ensuring that it is complete before passing it on to an insurer or another product provider.

Financial Planning and the Advice Process

Stage 1. Introductory Discovery Meeting

This will normally take the form of a face-to-face meeting, and the main purpose will be to obtain as much information as possible relating to your financial circumstances and objectives. If you decide to go ahead, we will:

Stage 2. Data Gathering – Research Your Financial Situation and Arrangements

We will research and analyse the information in order to prepare a report to suit your individual objectives.

Stage 3. Developing Your Financial Plan

The report will comprehensively outline your current position and make recommendations to maximise the opportunities for achieving your goal.

Stage 4. Implementing Recommendations

If you decide to proceed with our recommendations, we will act to implement the agreed actions and liaise with third parties on your behalf.

Stage 5. Ongoing Reviews

In order to ensure that your objectives are achieved, it is important to make sure that the strategy we have implemented continues to be appropriate.

Our Costs & Charges

Before we provide any advice, we will agree the cost of our services. We will enter into a fee agreement with you. Below is a summary of our standard charging structure for our advisory work:

Initial discussion

This is where you can tell us what you are looking for and we will outline our services; there is no commitment from you and no advice from us, either personal or generic.

Free of charge

Information gathering & review

We will request data from your current pension and investment providers to produce a Financial Review presentation. This will include cash flow forecasting for a range of different potential scenarios that meet your objectives.

Free of charge

Provider recommendation & report

If you wish to proceed with our recommendations, we will research and recommend specific providers' products, fully outline all the associated costs for you, give you key information about each product and assist you in completing all the necessary application forms and paperwork.

£497 one off fixed fee.

Annual suitability assessment & planning

Ongoing reviews specifically agreed with you to review the progress made and ensure your plan remains on track.

Our comprehensive financial planning review service includes the following for every client:

- At least one annual face-to-face meeting with your Financial Planner, to review your financial plan. This includes a detailed review of your personal situation and your financial goals and objectives.
- A full review of your portfolio and the investment management strategy to ensure it remains aligned to your financial plan. Including a review of your attitude to risk, tolerance for risk, investment objectives and capacity for loss.
- Coaching to prevent you doing the wrong thing, at the wrong time, for the wrong reason.
- Access to your financial planner and team during business hours and between our meetings.
- Information and updates regarding changes to legislation that may affect you including the ongoing use of tax planning opportunities.
- An assessment of the potential impact of key events on your plans, including contingency planning for unforeseen events and recommendations for changes as needed.
- An annual summary setting out the outcome of your review with confirmation of any recommended changes.
- Liaison with your other professional advisers, including solicitors and accountants.

There is a choice of 3 pricing levels:

Level 1	Level 2	Level 3
For clients with straightforward needs. One review meeting per year. Additional work could incur ad-hoc fees.	For clients with more complex needs. Two review meetings per year. Additional work could incur ad-hoc fees.	For clients with sophisticated needs. Bespoke meeting schedule. Fee covers the whole family. Additional work undertaken at no extra cost.
£197 per month (£2,364 per annum)	£397 per month (£4,764 per annum)	£597 per month (£7,164 per annum)

For non-advised services, if commission is available to us, you can choose to pay us by allowing us to keep the commission, or by paying us an adviser charge instead. If you choose to pay via commission, we will tell you how much we are paid.

VAT

Normally all our services are, unless otherwise stated, undertaken with the intention of arranging and administering regulated investments and as such are exempt from VAT. We will inform you if you have to pay VAT.

Fees paid out of investments or income

We must draw to your attention that in certain circumstances paying fees in this way could be prejudicial in terms of tax liabilities. I will draw this to your attention if we believe this to be the case but accept no liability for any tax incurred as a result of your choice of method of remuneration.

Commencement and termination of our service

This term of business agreement takes effect from the date it is given to you and will apply until terminated. 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.

Cancellation of product

In most cases, you can exercise a right to cancel by withdrawing from the contract. In general terms, you will normally have a 30-day cancellation period for a life, pure protection, payment protection or pension policy and a 14-day cancellation period for all other policies. If you cancel a single premium contract, you may be required to pay for any loss you might reasonably incur in cancelling it which is caused by market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

Material Interest and Conflicts of Interest

We will act honestly, fairly and professionally known as 'conducting business in the Clients best interest' 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 client's 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.

Client money

We do not handle clients' money. We never accept a cheque made out to us (unless it is a cheque in settlement of fees or disbursements for which we have sent you an invoice) or handle cash. All cheques for investment purposes should, therefore, be made payable to the product provider with which you have decided to invest your money.

Clients Assets

Investments will be registered in your own name unless you instruct us otherwise in writing. We will forward all documents showing ownership of your investments or policies to you as soon as practicable after we receive them. Where a number of documents relating to a series of transactions are involved, we will normally hold each document until the series is complete and then forward them to you.

Anti-Money Laundering

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose, we may use electronic identity verification systems and may also check your details against the HMT Sanctions list as part of our obligation to prevent financial crime. We may conduct these checks from time to time throughout our relationship, not just at the beginning.

Complaints

If you wish to register a complaint, please contact us in writing or telephone us.

Our contact details are:

The Compliance Office
RTS Financial Planning Limited
21 Fosters Lane
Bradwell
Milton Keynes
MK13 9HZ

Tel: 01908 592544

If you do make a complaint, we will follow our internal complaints procedure to resolve your complaint quickly and fairly. If we cannot resolve your complaint to meet your expectations, you may contact:

The Financial Ombudsman Service (FOS)
Exchange Tower
London
E14 9SR
Telephone 08000 234 567
E-mail: complaint.info@financial-ombudsman.org.uk

A summary of our procedure for the reasonable and prompt handling of complaints is available upon request.

FSCS Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme for the regulated advising and arranging services we provide so that if we are unable to meet our liabilities, you may be protected by the scheme.

For further information please go to www.fscs.org.uk

Client Fee Agreement

This Agreement

This fee agreement should be read in conjunction with the Terms of Business document with which you have been provided. This is our standard Client Fee Agreement upon which we intend to rely. For your own benefit and protection, you should read all terms carefully before signing. If you do not understand any point please ask for further information.

Adviser fee

Description of scope of work required

Basis of charging

Initial Cost of Advice

Method of payment

Ongoing Service Required

Ongoing Service Cost

%		£	
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Annual Review cost

%		£	
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These are the fees we have agreed and the basis of charging for the work specified. This fee agreement should be read in conjunction with 'Terms of business agreement' with which you have been provided. A copy of this agreement will be provided to you.

This agreement will be completed by us and should be signed by you.

Where we have had to estimate the level of fee charges then we will confirm the exact amount in our report document, arrangement confirmation and review documentation.

Declaration & GDPR Client Consent

What information do we hold?

As a client of RTS Financial Planning Limited the data we hold has been complete from the services that you have engaged us to provide in the past as per the agreement we have with you. We use this data to enable us to carry out specific functions and report writing for which we are responsible. We will not collect any personal data from you that we do not need in order to provide the services we have agreed to provide you with.

You do have the right to object to this processing, but if you do not provide us with this information then we will be unable to provide the services requested.

The lawful basis on which we use this information

We collect and use this information for the purpose of compliance within the FCA (Financial Conduct Authority).

Collecting this information

Whilst the majority of information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the data protection legislation, we will inform you whether or not you are required to provide certain information. Sensitive personal data is defined by data protection regulations as 'special category', for example, your ethnic or racial origin, health, political opinions, religious or philosophical beliefs, trade union membership, sex life or sexual orientation and genetics or biometrics. We also collect personal data relating to criminal convictions, (including pending convictions, bankruptcy/receivership, county court judgements, court records and pending orders). This will be limited to what's needed. We will only collect and use this special category personal data when we have to in order to meet a legal obligation, with your explicit consent, or where we believe you or another person may be at risk.

Storing this information

We hold a person's data for as long as the customer remains with RTS Financial Planning Limited and requires us to continue within the original client terms of engagement. Due to the nature of the service we offer, it may be required for us to retain personal data even after an account has been closed for legal or operational reasons under the guidance of the FCA.

Whom we share this information with

We can share this information with UK third-party companies that also follow the guidance of the GDPR legislation and the FCA. We do not share information without consent unless the law and our policies allow us to do so. If you choose to proceed with any of the recommendations given by us, we will share your data with external organisations such as fund providers and platforms, where needed.

Requesting access to your personal data

Under the data protection legislation, you have the right to request access to information held about you. To make a request for your personal information, or be given access to your record held.

You also have the right to:

- object to the processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Client Consent

I understand and consent to the above terms and I hereby authorise the transfer of information, as described above on a confidential basis when warranted between such third parties. I agree that the Client Agreement from the date of issue will come into effect.

I confirm that in signing this agreement I understand the scope of services, the basis of payment and my obligations with regard to the accuracy and provision of information.

Please tick the appropriate box if you do consent

To us or any company associated with us processing any such sensitive data.

Please tick this box if you wish for us to contact you for marketing purposes

If so, how would you like us to contact you?

Email?

Phone?

Post?

Please tick this box if you wish for companies associated with us to contact you.

If so, how do you want them to contact you?

Email?

Phone?

Post?

Client 1 Signature

Signed



Date

Name

Client 2 Signature

Signed



Date

Name

Adviser Signature

Signed



Date

Name