



Financial Services Ltd

Camelot House
60 Barbourne Road
Worcester
WR1 1JA

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Website: www.merlinfo.co.uk

Services and payment agreement

This is an agreement between:

Merlin Financial Services Ltd Firm and Client(s)

Client's address:

This agreement will be in force from ... until the date you or we end it, in accordance with our Client Agreement Document.

This agreement should be read in conjunction with our Client Agreement Document / Information about our Services and costs Document / Proposition Document which has already been supplied to you and forms part of this Fee Agreement.

We agree to provide you with services and in return you agree to pay us for our services, as detailed below.

In addition to payment for our services, we may incur additional costs, for example hotel expenses, which we will include on our invoices, where expressly agreed by you in advance.

The services

Advice - You have chosen to receive advice from us, whereby we will offer advice, make recommendations and arrange investments where appropriate after we have assessed your needs *

Initial Advice service []

Ongoing Advice service []

- We also offer a non-advised service which may incur Initial & Ongoing charges that will be discussed with you prior to this transaction.

The way in which the agreed adviser charge will be paid (Initial and/or ongoing) e.g. via your investment product or paid directly to us, will be agreed with you and noted within this document.

You have asked us to advise you on



Independent Corporate & Personal Financial Planning
Merlin Financial Services Limited Registered in England no. 4161597
Head & Registered Office: Camelot House, 60 Barbourne Road, Worcester, WR1 1JA
Authorised and Regulated by the Financial Conduct Authority.



The services and payment amount

We agree to provide you with the following services:

Initial service (s)

Advised Service

For our advised service, you will pay us an adviser charge.

Our initial advice will be appropriate for you based on your requirements and circumstances at that time. We will not ensure that any initial advice is still suitable for you at a later date unless you specifically ask us to do so; you can ask us to do this at any time.

Initial service(s) - the payment amount

Advised Services

We will agree a fixed adviser charge with you at outset, which will not change, except where your circumstances and needs differ from our initial expectations. Once agreed, we will not amend the amount of our adviser charge in any circumstances without agreeing it with you first.

If we do not agree a fixed adviser charge with you at outset and our charges depend on how long our advice takes or the size of the investment, you may ask us for an estimate of how much in total we are likely to charge for any service. You may also ask us not to exceed a given amount without checking with you.

One off fees

We will charge you an initial 'adviser charge' of £..... for gathering information about your circumstances and needs.

AND / OR

A one-off 'adviser charge' as either a fixed fee or a percentage of the initial investment amount as follows:

£(Fixed fee) OR % which equates to £*

AND / OR (Regular Premium Investments)

An 'adviser charge' based on either a fixed fee or a % of the regular premium amount as follows:

£(Fixed fee) OR % which equates to £ for months which equates to a total initial adviser charge of £.....

AND / OR

An 'adviser charge' based on our hourly rates and the amount of time spent:

Your initial charge is £.....

The amounts quoted above are exclusive of VAT and no VAT will be added to your invoice.

*Actual value depends on the fund value received.

Ongoing service(s)

Advised service

Following our initial services, you have asked us to provide ongoing services as part of our advised service offering.

You have selected to receive the following ongoing service level: **Bespoke / Premier / Standard / Transactional**. Exact details of our proposition, are detailed in the Proposition Summary Document.

These ongoing services will relate to your existing portfolio.

Ongoing service(s) – the payment amount

Advised Service

Following our initial services, you have not asked us to provide any ongoing services as part of our advised service offering.

OR

Following our initial services, you have asked us to provide ongoing services as part of our advised service offering. This service includes ongoing meetings, Reporting, Investment Management, Contact and Administration.

Further details of our ongoing service propositions can be found within our Advisory & Planning Service document.

Our ongoing charge is an annual percentage and is based on the fund value of your investments:

.....% which equates to £.....

If the fund value increases or decreases over time, the ongoing charge then increases or decreases accordingly.

AND / OR

We offer an ongoing service where we review your account and inform you of new recommendations or changes that may be relevant to your circumstances. This service is provided at a charge of £..... per month and can be either deducted from your investment or paid by standing order. This service can be cancelled at any time. This amount will / will not include an annual escalation of% per annum.

The ongoing adviser charge quoted is exclusive of VAT and no VAT will be added to your invoice.

Information about other costs and associated charges

We will also provide you with an Aggregated Costs document in relation to certain investment types. This will provide you with information on the total costs to you of the financial products and services that have been recommended for these investment types and illustrate the impact of those costs on your investment returns. This will include all third party product and service costs as well as our firms' own advise charges. This will be provided to you before any investment transactions take place and on an ongoing basis where you have selected to take ongoing services.

Payment instructions

Advised Service

Initial adviser charges

You have elected to pay your initial adviser charges by:

Deduction from your investments

Cheque / BACS payable to Merlin Financial Services Limited

We do not accept payments by cash in any circumstances. You will be provided with a receipt upon payment.

Ongoing adviser charges

Deduction from your investments

Standing order on an agreed date every month.
(Each payment will be 1/12th of the annual amount)

Cheque / BACS payable to Merlin Financial Services Limited

We do not accept payments by cash in any circumstances. You will be provided with a receipt upon payment.

You must pay our adviser charges in accordance with the payment terms stated on our invoices. In the absence of payment terms on our invoices, payment will be due within 28 days of the invoice date. If you fail to pay our adviser charges when they are due, you will be in breach of this Agreement and we may enforce our rights against you.

Periodic Reporting

Where you have agreed to an ongoing advice service we will provide you with a report on the ongoing suitability of the services that have been provided to your needs as well as the total costs for any services and transactions undertaken during the reporting period. These reports will be provided to you on an annual basis.

If we make any further investment recommendations at the periodic reporting stage, the report will also cover these recommendations and will be provided before any transactions take place.

Effects of cancellation

We may decide to stop providing services to you at any time; if we do so we will write to you to confirm this.

You can ask us to stop providing any services to you at any time, without penalty, but you must do so in writing.

We will keep a copy of this agreement on our files so that we have a copy of the terms on which we acted for you. Notices given by you under this agreement must be sent in writing by post. Notices will be treated as having been received by us on the second business day after you posted the notice to us.

We will have no authority to act for you after this agreement has ended.

If the agreement is ended while we are providing services to you, we will finish providing the agreed services unless you ask us not to.

You will have to pay any outstanding charges for our initial and ongoing services already provided, even if this agreement has ended. Any fees outstanding at the date of termination will be due within 28 business days of the termination date.

AND (If relevant)

As you have elected to pay for the initial advice via instalments, the full amount of the initial adviser charge will need to be paid irrespective of whether:

- The recommended product(s) is / are cancelled before the amount is fully paid; and / or
- You subsequently decide to transfer your business to another firm / financial adviser.

AND (If relevant)

Upon receipt of your instruction to cancel an ongoing service, we will, if relevant:

- Arrange for the refund of any payments made in advance for ongoing services that are no longer to be provided; and
- Arrange for any future payment of any associated charges to cease.

Any refund of payments already made in advance will be refunded to you via cheque. This payment will be forwarded to you within 28 days of receiving your written instructions.

If we receive any payments for any ongoing services that are no longer to be provided, we will arrange for the relevant payments(s) to be refunded to you via cheque. Any refunds will be forwarded to you within 28 days of receiving the actual payment.

What happens if you decide to cancel your investment early?

If you have paid the initial adviser charge directly, then no further action is required.

If we do take our charges via your investment product(s) and you subsequently cease to pay the premiums or cancel the investment, we may not have been able to take our total adviser charges from your investment(s). In such cases, we may exercise our right to charge you the amount we have been unable to recover. If we exercise this right, you agree to pay us the amount due on demand. The maximum amount you have to repay will not exceed the total adviser charge agreed.

Illustration of Total Charges – Initial & Ongoing Charge, Fund and Platform Charges

Summary of Total Charges

The following sections are intended to illustrate the total aggregated charges that will apply including advice and product charges. Based on your investment amount over the next 12 months.

	Description of Charge	Percentage Charge %	Cash Charge £
Initial Advice Costs	-	-	-
	-	-	-
	-	-	-
Ongoing Advice Costs	-	-	-
	-	-	-
	-	-	-
Fund Charges (AMC + Product Charge)	-	-	-
	-	-	-
	-	-	-
Platform Charges	-	-	-
	-	-	-
	-	-	-
Total Annual Costs			

Declaration

This document and our Client Agreement, Information about our Services and costs Document & Proposition Document set out the legal relationship between us. **For your own benefit and protection you should read these terms carefully before signing.** If there are any terms within this agreement that you do not understand, please ask for further information.

This agreement will be interpreted and construed in accordance with English law and is subject to the exclusive jurisdiction of the English courts, except if your address is in Scotland, when the courts of Scotland shall have non-exclusive jurisdiction.

Client Signature:	Client Signature:
Print Name:	Print Name:
Date of Signature:	Date of Signature:

Adviser Signature:
Print Name:
Date of Signature: