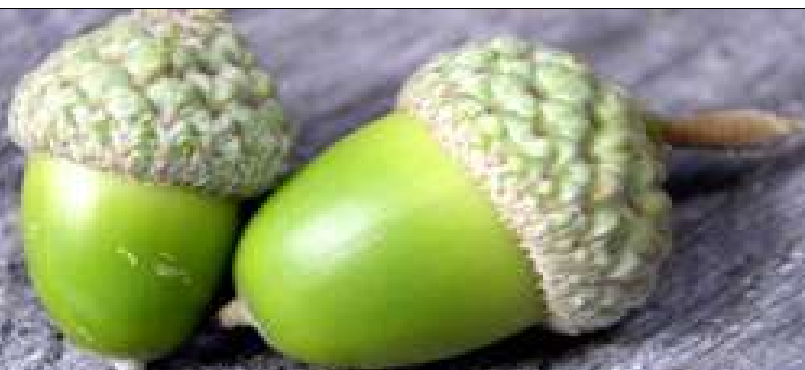


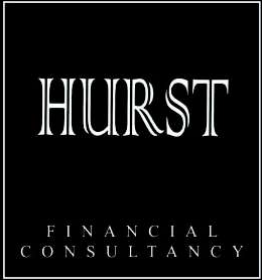
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Investment Review Process



Introduction



Alongside the normal contact you have with your adviser we carry out periodic reviews of your investments arranged by us as part of our ongoing service to you.

Legislation requires us to ensure that the products you hold continue to be appropriate and that the risk profile continues to fit your needs and appetite for overall investment risk.

The review also allows you to communicate any changes that have occurred that may affect your financial planning.



The New Process



Once a year we will contact you to electronically answer a few short questions.

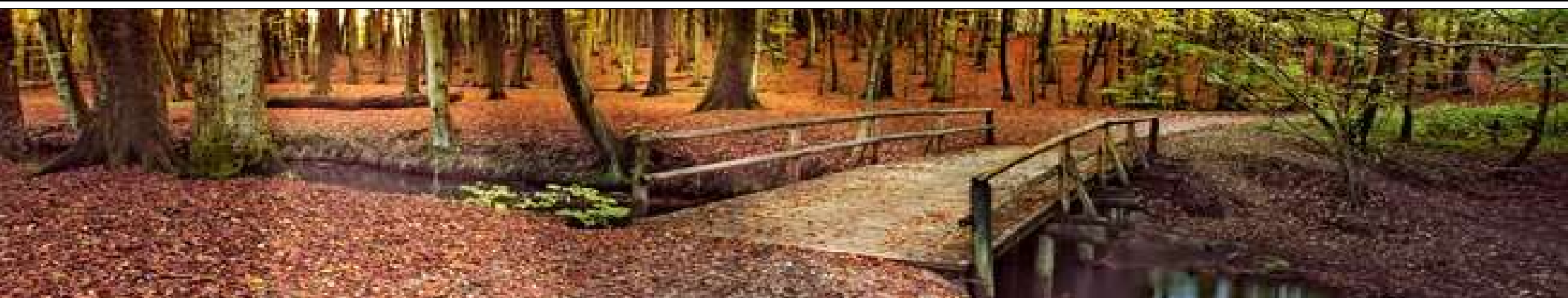
Please can you log in to your client valuation site and answer these questions as soon as possible once you have been invited to do so.

Please note even if you have had recent correspondence with your adviser, this is still a legislative requirement.

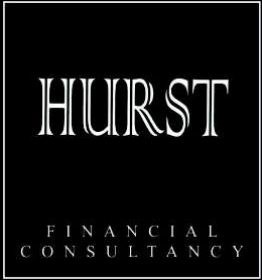
As a reminder the website to view is: <https://valuations.fenetra.co.uk>

PLEASE ENSURE YOU COPY ALL OF THE WEBSITE ADDRESS STARTING AT HTTPS

If you require a reminder of your username or password please contact your adviser.



Risk

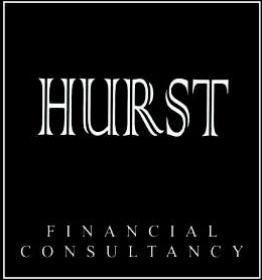


One of the key questions will ask you to confirm your attitude to risk, as a reminder our guide to risk brochure is available by following the following link:

<http://www.unbiased-advice.co.uk/allaboutrisk/allaboutrisk.pdf>



Questions completed



Once completed, your adviser will receive your answers to the questions and if any changes are required you will receive a review in a timely manner.

If we do not receive confirmation of completion after 10 working days we will assume that there are no changes to your personal circumstances, employment, risk profile and income and expenditure.

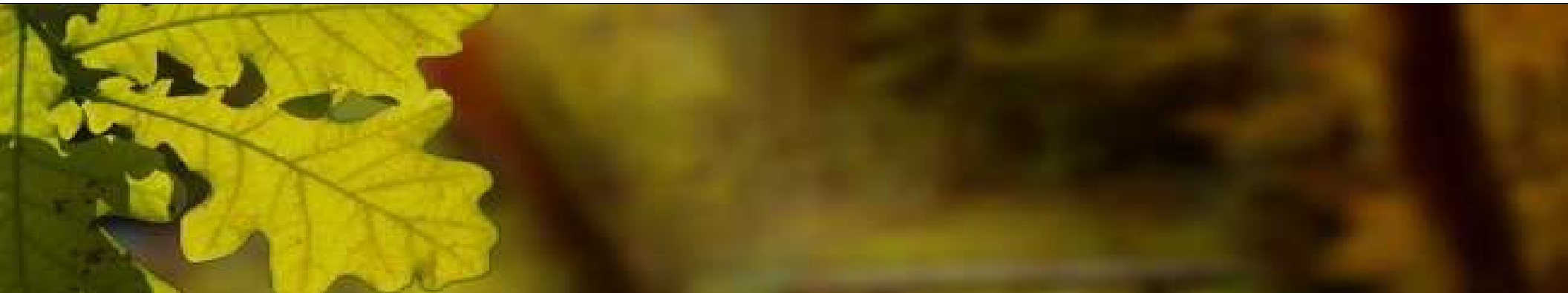
In this instance we will continue to monitor and manage your portfolio based on the current mandate held.



What to expect



The following are examples of the questions you will be asked annually, you are invited to type your response in the appropriate boxes.



Client Investment Review

Thank you for visiting your website, please answer the following questions and once completed please click "send to adviser"

If you have recently spoken with your adviser the answers should relate to any changes since that contact.

Progress.

Q. Has there been any material change, or is there likely to be in the foreseeable future, in your:

Personal circumstances – health, marital status, accommodation etc.

Next

Client Investment Review

Progress.



Q. Has there been any material change, or is there likely to be in the foreseeable future, in your:

Employment – has your employer changed, contract changed, pension entitlements changed, health benefits or income changed.

Income and Expenditure- Please can you consider and summarise for us your total income and total outgoings in a regular month. Where necessary it may be best if you can give us a list of income especially, and its source as income is taxed differently depending upon its source.

Is the above likely to change in the near future?

Next

Client Investment Review

Progress.

50%



Q. Are you expecting any unusual expenditure in the near future:

This is important so that we can consider any impact it may have on your investment strategy.

Next

Client Investment Review

Progress.

67%

Q. Are you expecting to receive any capital sums that may affect your investment strategy etc.

Outside of your arrangements here, have you undertaken any other planning arounds:

- ISAs
- Pensions or
- Have you undertaken any planning that may affect your capital gains allowance for the year?

Next

Client Investment Review

Progress.

83%



Investment Approach for your portfolio.

Q. We designed the investment profile of your investment to accommodate your attitude to investment risk. Has your approach to investment risk materially changed and if so, is this for any specific reason? Please contact us if you are unsure about this or wish to discuss further.

Please confirm that your attitude to risk is the same or if you feel this has changed please leave details in the box below.

Next

Client Investment Review

Progress.

100%

Q. We designed your investment portfolio to accommodate your capacity for potential loss - we need to know if this has changed also.

To remind you what this means:

Example 1:

A highly paid 40 year old civil servant with a regular high level of monthly income and low monthly commitments wishes to invest £50,000. Although they would never choose to see their investments fall, if the investments fell by say 70% (from £50,000 to £15,000), arguably this would have little impact on their ability to function on a month to month basis. We could therefore agree with a client in this situation that they had a high capacity for loss. This client can afford to lose money as they have opportunity to recover this situation, time and earnings capacity is on their side. Contrast this with the next example.

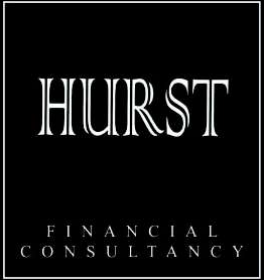
Example 2:

A 68 year old widow with only the basic State Pension as available income and has £50,000 total in savings. If this client was to undertake an investment strategy designed to create additional income, we can see that if there was a 70% (from £50,000 to £15,000) fall in the investment value, that their savings would be quickly exhausted as a consequence of the fall and the removal of income from the investment. We could therefore agree that this client has a low capacity for loss and any investment strategy would need to accommodate this position. In essence, this client cannot afford to lose much money.

Please confirm your current cash savings (including NS&I) so your capacity for loss is adequate.

Send to Adviser

Summary



This process is a legislative requirement and does not change any of the normal contact that you have with your adviser.

Thank you all in anticipation for your help in completing this exercise.

As always if you have any questions please do not hesitate to contact your adviser on the following contact details on the next slide.



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Keeping in touch

Telephone:

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hfc@unbiased-advice.co.uk

Website:

<http://www.unbiased-advice.co.uk>

Client log in facility:

<http://valuations.fenetra.co.uk>

