

ABOUT THIS DOCUMENT

This document sets out:

- the key facts about our Full Advisory Services;
- the terms and conditions that apply to our provision of those services;
- our charges for the provision of those and related services.

This document also includes important information for you to consider carefully before you decide to proceed with us. If, having read this document, you ask us to proceed, then the terms set out in this document will form an important part of the legal agreement between us and will be legally binding on both of us. Please let us know if anything here is unclear or if you have any questions.

ABOUT US

Crunch Investments & Pensions is a trading style of Flying Colours Finance Limited.

Flying Colours Finance Limited is authorised and regulated by the Financial Conduct Authority (firm reference 672022) and provides independent financial advice on a wide range of areas including, but not limited to, investments (including pensions) and certain types of insurance.

You can check this on the Financial Conduct Authority's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on **0800 111 6768**. The Financial Conduct Authority can be found at **25 The North Colonnade, Canary Wharf, London E14 5HS**.

Our address is **2 Queen's Square, Lyndhurst Road, Ascot, England SL5 9FE** and you can contact us by writing to us at that address or by calling us on **0333 241 9920**.

THE SCOPE OF OUR FULL ADVISORY SERVICE

Before we start providing any of our Full Advisory Services to you it is very important that you understand the nature and scope of our services.

Our Full Advisory Services are designed for those clients who require financial planning services. We will gather information from you and any existing providers you may have to get a view of your whole financial situation and use that information to create a set of recommendations designed to improve your financial situation. Our Full Advisory Services (which are further detailed below) include:

Financial Planning Services, which may include:

- A personalised financial plan;
- Tax planning;
- Investments (including pensions) review;
- Non-investment insurance review;
- Focused Financial Advice – for issues such as Capital Gains Tax or Inheritance Tax; and
- Advice on Auto Enrolment (Workplace Pensions).

Ongoing Advisory Services, which may include:

- Access to a secure online portal; and
- Regular investments reporting
- Regular updates to your financial plan
- Discretionary investment management

Before proceeding, please be aware that the value of any investment you make may go down as well as up.

Our Full Advisory Services are not available to:

- any person who is or may be considered a “U.S Person” (we can tell you whether or not you might be a U.S Person during any initial consultation);
- any person who is under the age of 18;
- any person who is a non-UK resident

ABOUT OUR FINANCIAL PLANNING SERVICES

We will provide you with a personalised financial plan designed to meet your financial needs based upon the information that you provide to us. We will review your current situation, including any investment, pension and protection products you may have, and provide you with recommendations that could help you achieve your financial goals.

Our recommendations will be presented to you in a report, which we will produce for you once we have taken you through the advice process.

From time to time you may require financial advice that extends beyond that which would be covered by our usual financial planning services. For instance, you may require advice in relation to estate planning or capital gains tax issues. We may be able to provide you with discrete advice in respect of such areas on an ad hoc basis, if and when such situations arise. Before providing you with such advice, we will confirm the scope of our engagement and agree our fees with you.

ADVICE PROCESS

In order to provide our full advisory services you will need to answer a number of questions and provide certain information.

Phase 1: Initial Consultation (at our own cost)

The process begins with an initial telephone consultation to understand, in broad terms, your needs and objectives. We will assess whether our services are suitable for your needs, and agree the expected time frame for the initial advice process to be completed. This conversation usually lasts for between 5 – 15 minutes, the cost of which is met by us.

Phase 2: Detailed information gathering (at our own cost)

The second phase of the process is to gather more information about your circumstances to enable us to understand your situation fully. You will be asked to provide certain information about your financial situation which will enable us to assess your circumstances and objectives for the purposes of carrying out your financial review and provide you with our recommendations. This conversation usually lasts for about 45 minutes, the cost of which will also be met by Crunch Investments & Pensions. After this conversation we will ask you to confirm whether or not you want us to prepare a recommendation report and, if applicable, analyse your existing investments.

Phase 3: Delivering your personalised financial plan

Once we have considered your answers to our questions and any other information you have provided (either in documentation or over the telephone), the final stage is for us to provide you with the recommendations report, which we will make available to you in electronic format. We will then arrange a time to call you to discuss the contents of our draft report and the recommendations we have provided. We ask you to raise any questions and/or objections you may have at this stage so that we can further tailor our advice to your circumstances, if required. We will then finalise your report. Final versions of the report will be made available to you (electronically) for your future records along with supporting documentation. The fees for providing this report are outlined in the section below named “Fees, costs and charges.”

Throughout the advice process we ask you to answer all questions truthfully and accurately. We cannot be held responsible if our advice fails to meet the relevant standards because we have relied on information provided by you that is incomplete and/or inaccurate.

ABOUT OUR ONGOING ADVISORY SERVICES

If you decide to implement our recommendations, you may also receive our Ongoing Advisory Services, including:

Access to a secure online portal

Our secure online portal will allow you to view the value of your investments in real time, check your current financial plan, send and receive messages and update your personal situation.

Regular investment reporting

We will produce six monthly valuation reports for any investments managed by Crunch Investments & Pensions. These will be available as pdfs, or we can send them by post, on request, for a £10 fee.

Regular updates to your financial plan

Once a year, around the anniversary of your plan being implemented, we will send you a report. This report will be structured to complement the report we have previously provided and will also contain recommendations for the next period. A typical recommendation could include maximising your pension allowance (if sufficient funds are available) or drawing money from your investments in the most tax efficient manner.

In order to generate this report, we will need you to inform us of any changes in your personal circumstances, including any new or changed financial goals. We will use this information, along with details of your investments, to generate any new recommendations.

You are always able to speak to your Crunch Investments & Pensions adviser to discuss any queries you may have regarding the recommendations in your report.

FEES, COSTS AND CHARGES

We will never charge you until we have agreed with you how we are to be paid. We will always confirm this verbally and in written communication to you, this will be either by post or electronically and will show the exact amount as well as the payment method.

Financial Planning Services

We charge a fee for preparing and producing a recommendations report, and implementing the recommendations. This fee is 2% of the value of the assets we have advised on, with a minimum fee of £555 and a maximum fee of £10,000. Ordinarily we will take any initial charge directly from your funds before they are invested, however in some cases we will allow you to pay the fee separately by cheque or bank transfer. This will be agreed by you and your Crunch Investments & Pensions adviser. Please note we will **not** take this fee for any regular contributions we advise you to make. If you are making regular contributions to an investment product or pension managed by Crunch Investments & Pensions you may spread the initial fee of £555 over 12 months and we will take it in instalments from your regular contributions.

If we prepare the report for you but you do not wish for us to implement the recommendations, we will charge you a fee for preparing the report of £555. Within the report we will also document the ongoing service fees relevant to any recommendations made.

Please see the section headed "Termination and cancellation" below for details of the termination and cancellations rights which may apply when you use our services or purchase financial products through us.

Please note that you will not be entitled to a refund where, at your request, we have produced any report for you.

Ongoing Advisory Service

If you decide to implement our recommendations, you will be charged the Crunch Investments & Pensions Annual Fee. If we agree to carry out a periodic review, you will be charged a periodic review fee which we will agree with you at the relevant time. Details of these fees and charges are set out below.

When considering the impact of overall cost, you should also take into account the fees, costs and charges applicable to investments in regulated collective investment schemes – this is something we will cover in detail in our report so that you have all of the information you need in order to decide whether or not to follow our recommendations.

Crunch Investments & Pensions Annual Fee

We will charge an annual fee of 1% of the assets we are advising on per annum. This fee is capped at £499 i.e. we will not take more than this amount for our annual fee. This fee is for ongoing monitoring of your financial position, access to our online portal, regular reporting, phone support and, where applicable, investment management.

External Assets Monitoring Fee

If you have any assets that are not held on the Crunch Investments & Pensions platform, these may need to be monitored on an annual basis in order to update your financial plan. We will charge a Monitoring Fee of 1% of the value of these assets, with a minimum fee of £499 per annum. This fee covers the additional administration involved in valuing, analysing and advising on these external assets. You should agree with your financial adviser which assets you would like us to include within our annual review. You may decide not to include any external assets within your financial plan, in which case this charge will not apply to you.

Periodic Review

We will charge a fee of 0.75% of the assets we are advising on to conduct a periodic review of your financial circumstances. This fee is capped at £2,250 i.e. we will not charge more than this amount for a periodic review. This periodic review can be on your request, or we will recommend a review in any of the following circumstances:

- You are 10 years away from retirement
- Your current circumstances have changed significantly, meaning your plan may no longer be suitable
- It has been five years since your last review
- You are about to retire
- You have reached age 75

Additional Work

Fees for any additional work will be agreed between you and your Crunch Investments & Pensions adviser before any work is undertaken. Fees can be charged as a percentage of the assets advised on, or as a fixed fee.

Non-investment Insurance

Payment will be made by commission from the policy. You will receive a Client Specific Illustration which will detail any other fees relating to your particular insurance policy as well as the commission payable.

TERMINATION AND CANCELLATION

Termination of Our Financial Planning Services

You or we may terminate our authority to act on your behalf at any time. You will be liable to pay for any advice or services that you have received prior to the date of termination. This means that where we have agreed the advice and services that we will provide for you and we have agreed to receive payment for these, either by means of a fee for investment business or by receiving commission from a provider for non-investment business, you will have to pay for any work completed up to the date of termination.

Termination of our Ongoing Advisory Service

You have a right to cancel our Ongoing Service at any time. We will take any fees accrued to the date you cancel the service.

If you wish to terminate our authority or cancel our Ongoing Service, please write to us at the address set out above or call us on 0333 241 9920.

Cancellation of non-investment insurance products

Please note that non-investment insurance products on which we advise may attract cancellation rights. Full details of such cancellation rights will be set out in separate product documentation we will provide to you before you purchase any such product.

CLIENT CLASSIFICATION

Crunch Investments & Pensions classifies all clients as 'retail clients' for investment business and 'consumers' for non-investment insurance business, which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA). Should you wish to be classified differently for investment business, please discuss this with your adviser. Your adviser will inform you should your circumstances dictate that we would need to classify you differently for non-investment insurance business.

Please note that should you wish to be considered as a different category of customer for investment business, such as a professional client or eligible counterparty, you must inform us in writing. We will provide you with a new client agreement and you may lose a number of protections which will be outlined in that new agreement.

METHODS OF COMMUNICATION

Unless you advise us otherwise, we will communicate with you via the following methods; email, telephone, letter and secure messaging via the online portal. We reserve the right to, on occasion, agree to an "in person" meeting. All documents and other information you receive from us will be in English and all other forms of communication between us will be in English.

CLIENT MONEY

Crunch Investments & Pensions does not handle clients' money, which means we do not hold your money in our bank accounts. 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.

CONFLICTS OF INTEREST AND RECEIPT OF NON-MONETARY BENEFITS

In accordance with its regulatory duties, Crunch Investments & Pensions follows its conflicts of interest policy – a summary of the key points relevant to the provision of its Full Advisory Services are set out below. Further details of our Conflicts of Interest policy are available on request. By receiving our services and, thereby, accepting the terms set out in this document you are agreeing and consenting to the terms of the Crunch Investments & Pensions conflicts of interest policy.

In the provision of its Full Advisory Services, Crunch Investments & Pensions will be considering whether or not to recommend to you the provision of its own discretionary management and other on-going services where fees are payable – therefore, there is the potential for the financial and commercial interests of Crunch Investments & Pensions to conflict with the interests of its clients when assessing and deciding whether to make such recommendations.

As we offer independent financial advice, we are duty bound to act in your best interests and to advise the most suitable financial products and services. The rationale for any recommendations we make will be laid out in your report.

There may be other occasions where we or one of our other clients have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interests, 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.

Where permitted by the FCA, Crunch Investments & Pensions may occasionally receive non-monetary benefits such as training from investment and insurance companies. The receipt of such non-monetary benefits does not constitute any commitment on our part to support such companies by the referral of business or otherwise. Further details are available on request.

DATA PROTECTION AND MARKETING

You can read the Crunch Investments & Pensions Data Protection Statement by requesting a copy.

Crunch Investments & Pensions may use your data for marketing purposes, to keep you informed about the products and services offered by Crunch Investments and Pensions and other providers of products and services with whom we may have a relationship from time to time. You have a right to request us not to use your data for direct marketing purposes. If you do not wish to receive direct marketing from Crunch Investments and Pensions, please write to us at **Crunch Investments and Pensions, Marketing department, 2 Queen's Square, Lyndhurst Road, Ascot, SL5 9FE**. Unless you tell us otherwise, you agree that we may contact you by mail, email and/or telephone.

COMPLAINTS

We would like all of our customers to feel happy with the products and service we provide, and we take any complaint extremely seriously.

If you aren't happy with our products or our service then please let us know. You can make a complaint to your Crunch Investments & Pensions adviser by email or by writing to **The Complaints Manager, Crunch Investments & Pensions, 2 Queen's Square, Lyndhurst Road, Ascot, SL5 9FE**. We'll let you know we've received your complaint, investigate it thoroughly and then get back to you. If you aren't happy with how we deal with your complaint or if it is unresolved after 8 weeks, you will be able to refer your complaint against us to the Financial Ombudsman Service. Their address is: **The Financial Ombudsman Service, Exchange Tower, London E14 9SR**. You can read more about the ombudsman at: www.financial-ombudsman.org.uk.

THE FINANCIAL SERVICES COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme (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. As at the 1st January 2017 the following information is accurate.

Investment

For eligible compensation claims, most types of investment business are covered for 100% up to £50,000, so the maximum compensation is £50,000.

Insurance

Non-compulsory insurance provision: protection for 90% of the claim with no upper limit.

Deposits

Money in accounts like current and savings accounts, including cash ISAs are covered up to £85,000 per authorised firm/banking group. It should be noted that "authorised firms/banking group" may have several different brands and you should check: www.FCA.org.uk/consumers/complaints-and-compensation/how-to-claim-compensation/banking

Further information about compensation scheme arrangements is available from the FSCS at <https://www.fscs.org.uk/>

TREATING CUSTOMERS FAIRLY (TCF)

Crunch Investments & Pensions is committed to treating its customers fairly and providing a high level of service by exceeding your expectations when it comes to administration, customer care and providing you with the correct advice to meet your needs. We regularly review our service levels and appreciate client feedback on how we could do better. If you have any comments or suggestions, please let us know.

GOVERNING LAW AND JURISDICTION

Our agreement with you shall be governed by English law and all disputes shall be subject to the jurisdiction of the English Courts.

TERMS OF OUR AGREEMENT WITH YOU

The terms contained and referred to in this document shall remain in full force and effect for so long as we provide and continue to provide advisory services to you.

If you decide to receive discretionary management and other services from us in addition to our advisory services then we will agree additional terms with you which shall supplement the terms contained in this document.

AMENDING OUR AGREEMENT WITH YOU

We may, at any time, enhance the services we provide to you if we reasonably consider that this is to your benefit and there is no increased cost to you.

We may also amend this agreement:

1. if we are required to do so for reasons of compliance with the rules of the Financial Conduct Authority, or any other applicable law or regulation;
2. to reflect changes in the costs and charges that we incur (or reasonably expect to incur) in providing the services to you, including to take account of changes in the rates of inflation, taxes or interest;
3. to make these terms fairer to you or easier to understand, or to correct mistakes;
4. to reflect changes in market practice or conditions; and
5. to enable us to make reasonable changes to the way we provide our services as a result of changes in the financial services sector, technology, or available products.

If we propose to make a change to this agreement in a way that is not detrimental to you, we can make the change immediately. We will make information about the relevant change available on our Website within 30 days of the change.

If we propose to make a change to this agreement that may be detrimental to you, we will provide you with at least 30 days' prior notice (unless we are required to make the change sooner, for example, for legal or regulatory reasons, in which case we will make available to you information about the change as soon as possible). If we make a change that is detrimental to you, you may terminate your agreement with us.