

Our terms of business

Our terms of business

Our services

Profile Pensions will provide advice on switching your pension to the best product for you. We'll carry out an impartial analysis of the pension products available in the market. There are no restrictions on the pensions we can consider before providing any pension or investment recommendations, unless you instruct us otherwise. We'll only make a recommendation when we know it's suitable for you.

If you decide to go ahead, we will:

- Find and trace your pension(s) and explain what you have and how we might be able to make you better off;
- Gather and analyse personal financial information about you, your aims and objectives;
- Recommend and discuss any action we think you should take and, with your agreement, arrange relevant solutions for you.

You should be aware that investment funds held within pensions carry varying degrees of risk and as their underlying value can fall as well as rise, you may not get back the full amount invested.

Charges

In this section, we set out the charges you'll pay if we arrange a switch of your pension(s).

Our charges

For a pension switch there'll be a charge of between 1.0% and 3.0% of the amount transferred. This charge will apply individually to each policy should we recommend you transfer. In the event that you don't take our recommendation, and we don't arrange a pension product for you, you won't be charged.

Example: If you accept our recommendation to transfer a pension policy to an alternative provider, a fee will be charged. Our fee is capped at £2,500 and is structured as follows; 3% of any amount below £25,000, 2% for amounts between £25,001 and £50,000 and 1% for transfers of £50,001 or more. An example of our fees are as follows:

Pension Value	Fee Payable	Percentage
£5,000	£150	3.00%
£50,000	£1,250	2.50%
£100,000	£1,750	1.75%
£250,000	£2,500	1.00%

Ongoing service fee

We'll contact you on a regular basis as part of our ongoing service. We monitor funds for quality and suitability and we're here to answer any queries and help with any issues with pension providers, assistance on accessing tax-free cash from age 55 and if needed, changes to pension regulations, at retirement support and much more.

For providing this service our ongoing fee will be 0.6% of the value of each pension investment made through Profile Pensions. The charge will be deducted each month using 1/12th of 0.6% of the value of your investment.

For example, if your total pension fund is £50,000 our yearly fees would be £300. The amount you pay will fluctuate with the value of your pension(s) and investment(s).

Should you choose to receive the ongoing service but then decide that you no longer want this service, you can cancel it at any time by contacting us by phone or email. By doing so you'll stop any future payments for our ongoing service.

Profile Pensions reserves the right to change its ongoing charge. Before we do though we'll write to you to let you know.

Product and platform charges

All product providers apply annual charges, and these are usually calculated as a percentage of the value of your pension.

These charges are generally deducted monthly from the value of your pension, with most providers taking the charge on or around the first business day of each month.

Investment and fund charges

The amount of the charge depends on which fund(s) your adviser has recommended to you, and the charges are usually calculated daily as a percentage of your investments. They're taken directly from your investments which means they've already been taken into account when you view the performance of your investments.

Transfer and ongoing charges

To help you to understand the total charges that may be applied, the following table sets out all of the charges for a typical client transferring a pension with a value of £32,000.

Year 1

Charge	Fee Payable	Percentage
Initial adviser charge (£32,000 policy)	£890	2.78%
Ongoing adviser charge	£192.00	0.6%
Typical provider charge	£108.80	0.34%
Total	£1,190.80	3.72%

Year 2 onwards

Charge	Fee Payable	Percentage
Ongoing adviser charge	£192.00	0.6%
Typical provider charge	£108.80	0.34%
Total	£300.80	0.94%

The product and fund charges used in this table are an example of those that we'd recommend. These may differ depending on our recommendation. The monetary amounts in

the tables assume no growth, so the same net pension value throughout.

We'll contact you regularly to update you on the performance of your pension and whether it remains suitable for your needs.

Your aims and objectives

We'll be treating you as a "retail customer". This means that you're afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Any advice or recommendation will only be given after we've considered your needs, financial objectives and attitude risk. We'll also take into account any restrictions that you wish to place on the type of pension products or funds you'd be willing to consider.

We'll confirm to you in writing the basis of our recommendations along with details of any risks associated with the products recommended.

Full details of the pensions we recommend to you including, for example, information on your right to cancel or whether no right to cancel exists, and any other early termination rights and penalties, will be covered before the conclusion of any contract.

Our ethical policy

We want you to get the highest standard of pension advice and service possible. That's why we've designed our systems and procedures to place you at the heart of our business.

We'll ensure we will:

- Be open, honest and transparent in the way we deal with you;
- Not place our interests above yours;
- Communicate clearly, promptly and without jargon;
- Seek your views of our service to ensure it meets your expectations or to identify any improvements required.

We'll take into account your knowledge and experience of pensions and investments, and your attitude towards investment risk. This will allow us to:

- Recommend an appropriate range of investment funds that matches your risk profile and the subsequent assessment and suitability of any existing holdings;
- Prepare recommendations to you.

Policy arrangement & implementation

Should you instruct us to proceed with any of our recommendations we'll act for you in the following ways:

- Handle all fund and policy administration on your behalf;
- Ensure all your documents are issued in line with your expectations;
- Provide confirmation of all actions taken on your behalf in writing.

VAT

Under current legislation our services aren't subject to VAT but should this change in the future, we'll let you know before doing any further work.

Customer money

Profile Pensions aren't permitted to handle customers' money and we can't accept a cheque made out to us (unless it's in respect of an item for which we've sent you an invoice) or handle cash.

Documentation

All policy documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we'll normally hold each document until the series is complete and then forward them to you.

Material interest

We'll act honestly, fairly and professionally known as conducting business in customer's 'best interest' regulations. Occasionally situations may arise where we or one of our other customers 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 customers conflict with your interest, we'll write to you and obtain your consent before we carry out your instructions, and detail the steps we'll take to ensure fair treatment.

Compensation scheme

We're covered by the Financial Services Compensation Scheme (FSCS) if we cannot meet our obligations. This service is free to use and is typically used as a last resort against authorised financial services companies.

The protection available under FSCS for claims related to misleading advice, poor investment management or misrepresentation is 100% of the value of the claim with an upper limit of £85,000 per person.

Data protection

The information you have provided is protected under Data Protection Act 2018.

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data. Subject to certain exceptions, you're entitled to have access to your personal and sensitive personal data held by us.

Protecting your personal information

Your personal information is important to us. We'll endeavour to take all due care to protect this information.

For more information and to understand how we use your personal information please refer to our Privacy Policy available at:
<https://www.profilepensions.co.uk/privacy-policy>

Call recording

We may record our calls. This is to ensure we're meeting regulatory standards and also so we can improve our own customer service levels.

Other benefits we may receive

We sell pension products from a range of product providers. We may receive certain non-monetary benefits from these providers, which are used to enhance the quality of service we provide to you. Other benefits we may receive include access to technical services, information technology support or the supply of product literature. Further information regarding any of these arrangements is available on request

Anti-money laundering

We're obliged to put in place controls to prevent our business from being used for money laundering and other forms of financial crime. We'll verify your identity before undertaking any business with you. To do this we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning. The check may leave a 'footprint' on your credit file but it will not affect your credit rating.

Conflicts of interest

We maintain a conflict of interest policy in order to:

- Identify potential circumstances which may give rise to conflicts of interest; and
- Establish effective procedures to manage those conflicts.

The policy covers situations where:

- There is a conflict of interest between Profile Pensions and one or more of its customers; or
- Where there may be conflict between the interests of one customer and another.

Our internal procedures are designed, wherever possible, to avoid conflicts arising. Where they do arise, we'll take all reasonable measures to minimise the conflict to an acceptable level. Where we believe that a conflict does still exist, we'll make you aware of this and ask you whether you want Profile Pensions to act on your behalf.

Law

This customer agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

Force majeure

Profile Pensions shall not be in breach of this agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Termination

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.

Profile Pensions.

Capital at risk. This does not constitute personal advice.
Past performance is not a guide to future performance.

Profile Financial Solutions Ltd.
Authorised and regulated by the
Financial Conduct Authority No: 596398

Profile Pensions, Norwest Court,
Guildhall Street, Preston, PR1 3NU

01772 804 404
info@profilepensions.co.uk
www.profilepensions.co.uk

V2 02.2020