



about our services and costs



17 Morton Drive,
Dalrymple.
Ayrshire.

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

Investment

Please refer to Section 3

Insurance

- We offer products from a range of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover.
- We only offer products from a limited number of insurers for non-investment insurance contracts. Ask us for a list of the insurers we offer insurance from.
- We can offer products from a single insurer for non-investment insurance contracts. We only offer our own products for non-investment insurance contracts.

3. Which service will we provide you with?

Investment

- Independent advice – offer an Independent advice service. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. We will however only make a recommendation when we know it is suitable for you.
- Restricted advice – We will advise and make a recommendation for you after we have assessed your needs. We can only offer products from Parmenion Capital Partners LLP.

- No advice - You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

Insurance

- Non-investment protection contracts** - we offer non investment protection products e.g. term assurance, income protection and critical illness from a range of insurers.
- You will not receive advice or a recommendation from us for non-investment insurance contracts. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay us for our services?

You will pay for our services on the basis of the sums invested. We will obtain focused personal and financial information from you and assess this in conjunction with your objectives, attitude to risk and capacity for loss in order to determine whether our investment solution is suitable for you. Our online service does not offer a complete financial planning assessment or take into account any existing assets that you may hold. Any recommendation we make will be restricted to the sums you wish to commit to savings or investment at this time unless we advise you otherwise. If at any stage of the online advice process you require guidance or wish to discuss the suitability of this service for your needs, you can however speak to one of our qualified personal financial planners using the contact telephone number provided on our website. Our recommendations, together with the total advice costs and annual ongoing servicing costs, will be confirmed to you in writing in a personalised report before you proceed. All costs will be expressed in pounds sterling. We will tell you if you have to pay VAT.

The cost of our services

For a lump sum our adviser charge to cover the cost of our advice will equate to 1.0% of the amount(s) you invest. For a series of regular payments our adviser charge will equate to 0% of the amount(s) you invest each time. For each lump sum you make this charge will be deducted before the funds are invested, or you can pay this as a direct fee to us. In addition to our implementation fee, we will charge you 0.50% of the value of the fund annually to cover the cost of ongoing service and advice. This will be collected monthly at a rate of 0.0417% of the value of your fund ($0.50\% / 12 = 0.0417\%$). The table below sets out a series of example costs based on various lump sum and regular premium investments:

Sum Invested (lump sum)	Advice Charge	Ongoing Service Charge Charged from the end of month 1 (exclusive of VAT)* at 1/12 th of the corresponding annual amount
£15,000	£ 150.00 (1.0%)	£ 75.00 p.a - (0.50%)
£50,000	£ 500.00 (1.0%)	£250.00 p.a - (0.50%)
£75,000	£ 750.00 (1.0%)	£375.00 p.a - (0.50%)
£100,000	£1,000.00 (1.0%)	£500.00 p.a - (0.50%)

Sum Invested (regular Premium)	Advice Charge	Ongoing service Charge Charged from the end of month 1 expressed as annual equivalent (exclusive of VAT)* at 1/12th of the corresponding annual amount.
£ 100 per month	£ 0.00 - (0%)	£6.00 p.a. (0.50%)
£ 200 per month	£ 0.00 - (0%)	£12.00 p.a. (0.50%)
£ 500 per month	£ 0.00 - (0%)	£30.00 p.a. (0.50%)
£1,000 per month	£ 0.00 - (0%)	£60.00 p.a. (0.50%)

*The example ongoing service fees assume no growth on the sum(s) invested over the course of the year. **In reality the amount of the monthly charge will vary in accordance with the changing value of your investment.**

Your payment options

Settling your adviser charge in a single payment

We have kept our charges straightforward and easy to understand. If you invest a lump sum payment, we will simply charge you 1.0% of each sum invested to cover the cost of our advice. We have chosen to charge you 0% should you decide to save on a regular monthly basis. This element of our adviser charge does not however cover the cost or confer entitlement to any ongoing advice or service. Our advice charge is only applied if and when you invest or make a further lump sum contribution, it therefore works on a 'pay as you go' basis.

Payment for ongoing services

To ensure that your investment portfolio meets your needs on an ongoing basis we will provide an ongoing service. We will review your investment annually and inform you of any new recommendations we feel are necessary to reflect your circumstances. The service is designed to be interactive and therefore relies on your continued input. The service, including the online maintenance and updating of your client record and access to this, and changing of investments accordingly is provided at an annual cost of 0.50% of the value of your portfolio. This is delivered online for your convenience but you can however speak to one of our qualified financial advisers by telephone if you require. Our ongoing service, together with any associated costs, can be cancelled at any time. If you wish to cancel our ongoing service we will need you to call us on 0333 800 2505. In this instance your instruction will take immediate effect unless you state otherwise.

Our General Insurance and Protection Services and Costs

We will provide you with a personal and financial review prior to making our recommendation(s) to you. Should you accept our recommendation(s) we will arrange the implementation of this/these for you. The reasons for our recommendations will also be provided to you in a written report.

We do not charge a fee for our General Insurance and Protection services as we will normally receive commission from the product provider. You will not be subject to VAT for this service.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

Goldstone Direct Invest is a trading style of Goldstone Wealth Management Limited, whose trading address is 17 Morton Drive, Dalrymple, Ayrshire KA6 6QA, and who is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 670062.

Our permitted business is to provide investment advice and arrange life assurance, pensions, collective investments (e.g. unit trusts, investment trusts and OEICs), individual savings accounts and general insurance.

You can check this on the FCA's Register by visiting the FCA's website www.FCA.gov.uk/register/home.do or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

If you wish to register a complaint, please write to The Compliance Officer, Goldstone Wealth Management Limited, 17 Morton Drive, Dalrymple, Ayrshire, KA6 6QA or telephone 0333 800 2505.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the 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. Most types of investment business are covered up to a maximum limit of £50,000, whereas insurance business is covered for 90% of the claim, without any upper limit.

Further information about the compensation scheme arrangement is available from the FSCS.

