



# about our services and costs



LUCAS  
FETTES  
online

Plough Court  
37 Lombard Street  
London, EC3V 9BQ

## 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. Which service will we provide you with?

- Independent advice – We will advise and make recommendations for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.
- Restricted advice – We will advise and make recommendations 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.

## 3. 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 costs of our services

Whether you invest by making a lump sum or a series of regular payments, our adviser charge to cover the cost of our advice will equate to 1.25% of the amount(s) you invest. This charge will be deducted from each lump sum or regular premium you make before the funds are invested. In addition to our implementation fee, we will charge you 0.40% 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 0.033% of the value of your fund (0.40% / 12 = 0.033%). 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)*
£15,000	£ 187.50 – (1.25%)	£ 60.00 – (0.40%)
£50,000	£ 625.00 – (1.25%)	£200.00 – (0.40%)
£75,000	£ 937.50 – (1.25%)	£300.00 – (0.40%)
£100,000	£1,250.00 – (1.25%)	£400.00 – (0.40%)

Sum Invested (regular Premium)	Advice Charge	Ongoing service Charge Charged from the end of month 1 expressed as annual equivalent (exclusive of VAT)*
£ 100 per month	£ 1.25 – (1.25%) per month	£ 2.57 – (0.40%) per annum
£ 200 per month	£ 2.50 – (1.25%) per month	£ 5.15 – (0.40%) per annum
£ 500 per month	£ 6.25 – (1.25%) per month	£12.87 – (0.40%) per annum
£1,000 per month	£12.50 – (1.25%) per month	£25.74 – (0.40%) per annum

\*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. Regardless of whether you invest a lump sum or make regular monthly payments, we will simply charge you 1.25% of each sum invested to cover the cost of our advice. 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 contributions, it therefore works on a 'pay as you go' basis. So, if you decide to invest by making regular contributions, this element of our charge will apply on a one off basis to each and every contribution at the point it is made. If you decide to stop adding further sums to your investment, this element of our charge will no longer apply.

### Payment of 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 maintenance of your client record and access to this, is provided at an annual cost of 0.40% of the value of your portfolio. This is delivered online for your convenience but you can however speak to one of our qualified financial planners by telephone if you require. Our ongoing service, together with any associated costs, can be cancelled at anytime. If you wish to cancel our ongoing service we will need you to call us on 0845 519 2109. In this instance your instruction will take immediate effect unless you state otherwise.

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## 4. Who regulates us?

Lucas Fettes Online is a trading name of Lucas Fettes and Partners (Financial Services) Limited, whose registered office is Plough Court, 37 Lombard Street, London, EC3V 9BQ and who are authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 146279. Our permitted business is pensions, investment, life assurance and protection insurance.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0845 606 1234.

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## 5. What to do if you have a complaint

If you wish to register a complaint, please contact us:

**...in writing** Write to: The Compliance Officer, Lucas Fettes and Partners, Lakeside 500, Old Chapel Way, Broadland Business Park, Norwich, NR7 0WG

**...by phone** Telephone: 01 603 706826

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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## 6. 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 are covered for 100% of £50,000. Further information about compensation scheme arrangements is available from the FSCS.