



COURTNEY HAVERS LLP
Independent Financial Advisers



**Lifestyle financial planning
designed around you**



Working with Courtney Havers

How do I secure my own and my family's financial future? Can I afford to retire early?
Will I run out of money?

These are some of the questions you might have about your financial future. Since 1990 we've been helping individuals, families and businesses like you to achieve their life goals through friendly, down to earth advice.

We always begin with you and your goals. Only when we have established what you want to do with your life will we create a financial plan to help you get there.

This document explains:

- Why clients choose us
- The advice process and how that helps you to reach your goals
- The cost and value of our advice.



How do I know you'll stick around if I choose to work with you?

We were established in 1990 and have worked with some of our clients since that time. We've been serving people like you for more than three decades, so we're not planning on going anywhere soon!

What is "lifestyle financial planning"?

Our approach puts your goals and ambitions front and centre of any discussions we have. Your financial plan is designed around helping you to meet those goals – whether that's to retire early, support your family, or set up your own business. We don't believe in just selling you a financial product. Our long-term, relationship-based approach will support you on your financial journey and help you to achieve the lifestyle you desire.



Can I access valuations of my portfolio online?

Yes. You have around the clock access to your portfolio, and you can monitor your investments online.

I don't have time to manage all my finances. Can you help?

Yes. Once we've met with you, established your goals, ambitions, and concerns, we'll design a financial plan to enable you to reach your objectives. We'll then manage this on your behalf, checking in with you on a regular basis to make sure your plans are on track.

Many of our clients tell us the main benefit of working with us is the peace of mind they get from having an expert on their side.

Are you independent?

Yes. We're fiercely independent, meaning we have no obligations to any one provider. We always work for you and offer a highly bespoke recommendation from the entirety of the market.

Approachable, independent, financial planning



Lifestyle financial planning

Financial planning begins with you and your goals. We're not here to sell products – we're here to help you and your family achieve the life style you want, now and in the future.



Independent

Our independence means we have no obligations to any one provider. It means we always work for you and offer a highly bespoke recommendation from the entirety of the market.



Cutting-edge technology with a human touch

When you work with us, you'll benefit from time-saving technology solutions, all underpinned by our commitment to a highly personal, long-term, and relationship-based service.



Access to Chartered Financial Planners

Chartered status is the "gold standard" of financial planning and means you have access to the best possible advice, service, and support, delivered to the highest ethical standards.



Stable and secure

For more than three decades we've worked with families and businesses. We're here for the long term, with a commitment to supporting you and your family for years to come.

The 5 stages to developing your lifetime financial plan



* We will agree any charges payable for our advice with you before we collect this information.

** The initial advice fee we agreed with you at outset will usually be payable when we implement your agreed upon plan.

A Google review

"We have been family clients of Courtney Havers for about 16 years. All the team have been equally responsive and professional in the way they have advised and supported us on all our pension matters.

"Our current advisor...has maintained that excellent level of client service and we have no hesitation in recommending him to anyone seeking professional pensions advice."

Initial meeting

The initial meeting is an informal chat that will help you to establish whether we're the right financial planners for you.

Always at our expense, we'll have a conversation over a cup of tea or coffee to find out more about your aspirations, goals, and worries.

We'll be able to let you know whether we can help you to address the concerns you have. We'll also explain the financial planning process so you know what to expect, and clearly outline what our fees will be.

Fact find

Our first job is to gather as much information from you as we can.

Some of this will be administrative information, such as details of any existing pensions, investments, savings, or protection plans you have.

We'll also delve deeper into your personal circumstances and aims for the future. Only by understanding what you'd like to achieve can we begin to create a financial plan to help you to get there.

Planning meeting

Once we know all about you, we can start to make some recommendations.

Your financial plan will often cover a range of important areas, from ensuring you're saving enough to having the right protection for your family. It's also important that your financial plan is as tax efficient as it can be.

It's your chance to ask us any questions you have, and for us to explain our advice and strategy.

We can also use sophisticated cashflow planning to show you in simple and understandable terms, what your financial future could look like. It can be a transformative moment and enable you to make genuinely life-changing decisions.



Implementation

When you're happy with your financial plan and our advice, we'll implement any recommendations we have made.

This might be to consolidate some of your pensions, realign your investment portfolio, undertake some tax or estate planning, or simply to put the right protection in place.

We'll look after all the paperwork and any admin involved in starting to implement your financial plan.

Ongoing service

It's important to remember that financial planning is not a one-off task.

Over time, your plans and ambitions will change, so will the wider world. This is why many clients choose to continue working with us on an ongoing basis.

It ensures you remain on track and allows us to review your progress towards your goals. For those clients that opt for an ongoing service, we'll meet on at least an annual basis to ensure their plan remains appropriate as their needs and circumstances change. You will also have access to your dedicated adviser throughout the year.

Many of our clients have been with us for years, and it's this long-term partnership that we want to build with you.

Our levels of service and fees – clearly explained

We believe in complete transparency when it comes to our fees, so you know exactly what you'll pay.

We have two levels of service: **foundation** and **comprehensive**.

| Foundation advice | Comprehensive advice |
|--|---|
| Foundation advice is an ideal service for you if you need a “light touch” service, or you’re starting out on your journey to accumulate wealth. | Comprehensive advice is great if you have existing arrangements, and you’re looking to formulate a more joined-up plan. Perhaps you have multiple pensions and investments, you’re approaching or at retirement, or you need more sophisticated advice requiring cashflow modelling. |
| Initial fees* A minimum fee of £2,500 based upon 6 hours of Adviser and 14 hours of Paraplanner time. | Initial fees* A minimum fee of £4,000 based upon 10 hours of Adviser and 23 hours of Paraplanner time. |
| Ongoing fees** 0.55% p.a. based on the value of your portfolio, subject to a minimum annual fee of £1,500. | Ongoing fees** 0.75% p.a. based on the value of your portfolio, subject to a minimum annual fee of £3,000. |
| <p>*All initial & Ongoing fees are capped at £10,000 (Per annum for ongoing fees)</p> <p>**We have arrived at these rates based upon time cost calculation for providing our ongoing advice services to you. Our hourly rates are:</p> <p>Adviser - £215 per hour</p> <p>Paraplanner - £90 per hour.</p> | |

| A foundation service example 1 | A comprehensive service example 1 |
|--|--|
| <p>Clare and Chris set up their business four years ago. It's grown quickly and they now have 15 employees.</p> <p>Their firm takes up a lot of their time, so they came to us for advice on setting up pension arrangements.</p> <p>They also have two primary school-age children and wanted to make sure they had the right protection in place in case the worst happened.</p> | <p>Colin and Rachel have worked as solicitors for 32 years. They are considering retiring in the next five years.</p> <p>Both have various pension funds they have accumulated both privately and through previous employers. They also have some ISAs, stocks and shares, and various other investments valued at £750,000.</p> <p>They want to know if they have "enough" to give up work, whether they are paying the right amount of tax, and if they will be able to tick off their "wish list" when they retire.</p> |
| <p>Client outcome:</p> <p>As a benefit of the advice they received, they are now contributing towards their retirement and have an achievable plan to meet their desired income levels in retirement. By making employer pension contributions of £100,000, they were able to reduce their business' corporation tax bill.</p> <p>They now have cost effective protection plans in place to protect their family in the event of death or a critical illness.</p> | <p>Client outcome:</p> <p>Colin and Rachel both now have a realistic idea of how their savings could be used to meet their objectives.</p> <p>They consolidated their pension and ISA plans, so they now have a clear retirement strategy. Furthermore, they were able to reduce the investment charges on their pensions and ISAs.</p> <p>Most importantly, they now have confidence they are on track to have a comfortable and enjoyable retirement.</p> |
| <p>Fees:</p> <p>For the advice that Clare and Chris required, it took 20* hours of our time in meetings, research and preparing a recommendation. Our fee was £2,500. Plus, we also received commission from their protection plan providers. *(6 hours of Adviser & 14 hours of Paraplanner time)</p> <p>They both felt that a review service was necessary, and opted for our Foundation Ongoing service which means an annual fee of £1,500 based on their investment.</p> | <p>Fees:</p> <p>For the advice that Colin and Rachel required, it took 48* hours of our time in meetings, research and preparing a recommendation. Our fee was £6,200. *(13 hours of Adviser and 35 hours of Paraplanner time)</p> <p>Colin and Rachel felt regular reviews were important and opted for our Comprehensive Ongoing Service which means an annual charge of £5,625 based on their original investment amount.</p> |

| A foundation service example 2 | A comprehensive service example 2 |
|--|--|
| <p>Aamir is in his mid-30s, recently purchased his first house and wants to start saving for the future.</p> <p>Aamir has a workplace pension but would like to invest money which he could access in 10 years' time to move to a bigger home.</p> <p>Aamir can afford to invest an initial lump sum of £20,000 and also save monthly into his investment.</p> | <p>Brian and Lesley are in their late 70s are concerned by the impact of inheritance tax on their estate. They have 3 children and 5 grandchildren and would like them all to inherit as much of their estate as possible.</p> <p>They have a mixture of Stocks & Shares ISAs and Cash savings plans, plus an investment property.</p> <p>Brian and Lesley are aware inheritance tax can be as high as 40% and have heard about "Trusts" and "Business Relief" from their friends and from the financial newspapers. They want to know how to make use of such arrangements to benefit their family.</p> |
| <p>Client outcome:</p> <p>Aamir invested a lump sum of £20,000 and now regularly contributes into a tax efficient Stocks & Shares ISA, which over the longer term could provide a real return above inflation.</p> <p>He has put in place a plan to help achieve his long-term goal.</p> <p>Aamir didn't require our ongoing financial planning service at this time.</p> | <p>Client outcome:</p> <p>Through the use of Trusts and investments that qualify for Business Relief* (BR), Brian and Lesley invested £500,000 into a range of tax efficient solutions.</p> <p>This could save their estate £200,000 (40%) in inheritance tax and provide a greater legacy for their beneficiaries.</p> |
| <p>Fees:</p> <p>For the advice that Aamir required, it took 20* hours of our Adviser & Paraplanners time in meetings, research and preparing a recommendation. Our fee was £2,500. *(6 hours Adviser and 14 hours of Paraplanner time)</p> | <p>Fees:</p> <p>For the advice that Brian and Lesley required, it took 43* hours of our Adviser & Paraplanners time in meetings, research and preparing a recommendation. Our fee was £5,500. *(12 hours Adviser and 31 hours pf Paraplanners time)</p> |

Once we have had a nil-cost and no obligation initial meeting, we can provide an estimate of our fee for the advice you require.

*Investments that qualify for Business Relief made by the Product Provider are into unquoted companies. These are deemed to be higher risk than companies listed on the London Stock Exchange Official List. You could lose some or all of your money if the investment falls in value or the company fails.

Our ongoing services

| Foundation Advice - Ongoing fees | | Comprehensive Advice - Ongoing fees | |
|---|------------|--|--|
| 0.55% p.a. based on the value of your portfolio, subject to a minimum fee of £1,500. | | 0.75% p.a. based on the value of your portfolio, subject to a minimum fee of £3,000. | |
| Service | Foundation | Comprehensive | |
| Annual remote, or face to face at our premises, review meeting with your Adviser | ✓ | | |
| Annual face to face meeting, at a venue of your choice, with your Adviser | | ✓ | |
| Review of your circumstances and objectives | ✓ | ✓ | |
| Review of your attitude to risk | ✓ | ✓ | |
| Investment & Plan review (Incl liaising with providers) | ✓ | ✓ | |
| Review of progress towards your objectives | ✓ | ✓ | |
| Recommendation of changes required | ✓ | ✓ | |
| Written confirmation of ongoing suitability | ✓ | ✓ | |
| Ad hoc meeting/remote call by arrangement | | ✓ | |
| Annual Investment Valuation Report | ✓ | ✓ | |
| Ad hoc valuation report as required | | ✓ | |
| Basic cashflow modelling (if applicable) | ✓ | | |
| Advanced cashflow modelling (if applicable) | | ✓ | |
| Annual pension allowance | ✓ | ✓ - incl carry forward | |
| Annual ISA allowance | ✓ | ✓ | |
| Ongoing tax planning | | ✓ | |
| Increasing/amending regular payments | ✓ | ✓ | |
| Arranging one off/regular withdrawals (excl pensions) | ✓ | ✓ | |
| Retirement Income Review | | ✓ | |
| Protection needs review | ✓ | ✓ | |
| Estate planning review | | ✓ | |
| Long term care review | | ✓ | |
| Unrestricted telephone/email access to your adviser | | ✓ | |
| Ongoing telephone access to our support team | ✓ | ✓ | |
| Liaising with family/attorneys/executors | | ✓ | |
| Liaising with 3 rd party professionals | | ✓ | |
| Personal introduction to legal services | | ✓ | |
| Personal introduction to accountancy services | | ✓ | |



The value of financial planning

Working with a financial planner can boost your wealth and give you peace of mind.

A landmark study by the International Longevity Centre* tracked individuals over more than a decade to see how their wealth had changed. It found:

- Receiving professional financial advice between 2001 and 2006 resulted in an average total boost to wealth (in pensions and financial assets) of **£47,706**.
- An ongoing relationship with a financial adviser led to better financial outcomes. Those that were receiving advice at both points of the study – around a decade apart – had nearly 50% higher wealth than those only advised at the start.

David Sinclair, Director at the International Longevity Centre, said: "The simple fact is that those who take advice are likely to be richer in retirement."

A study from insurer Royal London** has also found that people who work with a financial planner also improves emotional wellbeing.

The report found that clients who sought advice:

- Felt more in control of their finances.
- Are less anxious about their household finances.
- Feel more financially secure and stable.
- Feel better prepared to cope with life's shocks.
- Are more confident about the future.

*Source - ILC/SJP report 'Peace of mind – understanding the non-financial benefits of financial advice' – 16.11.2020. **Source – Royal London – Feeling the benefit of financial advice report – Sept 2020.

Fees for insurance and protection services

We do not charge a fee for our insurance and protection services.

That's because any protection we implement as part of your financial planning is paid to us as a commission by your provider and is not charged to you as a separate fee.

If you'd like to understand more about how this works, please refer to our Client Agreement document for more information.

A Google review

"I have been using Courtney Havers for about 10 years, primarily for pension planning purposes. Throughout this period, the same firm consultant has been my main contact, providing a consistency of service and a valuable sense of personal service.

"Advice has been tailored to my needs and follow-up on decisions made has been prompt and effective. I am extremely satisfied with the advice and service I have received from Courtney Havers over the years."





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