



Off Piste  
Wealth

2023



Client Engagement &  
Services Document

[www.offpistewealth.com](http://www.offpistewealth.com)



## Mission Statement

Off Piste Wealth aims to help empower and educate you with your finances. This is achieved via bespoke financial advice as well as on-going education around your finances in order to help you achieve financial independence.

Our ultimate goal is to change your life for the better. To enable this, we offer the widest range of products and services from the whole of the market, giving you sound advice after assessing your needs.

Yes, we offer comprehensive financial advice - everything from wealth management to tax planning, pensions and protection. However, our starting point and priority is to 'be real' with you, to help you create a clear picture of your own personal destination, and of how to navigate your way there.

## About us

Off Piste Wealth is an Appointed Representative of New Leaf Distribution Ltd. which is authorised and regulated by the Financial Conduct Authority.

Our Firm Registration number is 955277.

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## About our principle firm

Our firm is supervised by New Leaf Distribution Ltd. Together we adhere to the principles for business as set out by our regulator the Financial Conduct Authority. The Regulator expects that we act with integrity; operate with due skill, care and diligence and build trust with our clients by putting their interests first.

New Leaf Distribution Ltd is authorised and regulated by the Financial Conduct Authority. The firm registration number is 460421.

You can find information relating to our firm on the Financial Services register, accessible online via [www.fca.org.uk](http://www.fca.org.uk)

New Leaf provides a high level of ongoing training to ensure that any individual you deal with maintains their skills and knowledge to the highest level. The training is accredited by the National Skills Academy for Financial Services and the London Institute of Banking & Finance.

New Leaf also have a keen commitment to charitable causes. Their “Streets of Success” programme helps purchase vital equipment for hospitals and provided support to the homeless in various cities throughout the UK.





# Purpose of this document

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We aim to do this by helping you understand:

1. More about us
2. The areas of advice we can help with
3. Our processes for working with you
4. The range of solutions that we can consider when delivering our advice
5. The value we can add now and in the future
6. The security and protection you will benefit from during the process

01

To provide information about our business and services so that you know what to expect when working with us.

02

To give reassurance about how we are regulated, and what security and peace of mind you can expect to receive during our relationship.

03

To form the basis of the agreement between us when working together.

04





## What is financial planning?

Financial Planning is a professional service for individuals, their families, and businesses, that helps them to organise and optimise their financial affairs to achieve their financial and lifestyle objectives.

Our Financial Planning service can add value for many different types of people and at various stages in their lives. We can assist clients to:

- Increase their Financial awareness
- Build an achievable Financial Plan
  - Invest effectively
  - Fund future expenditure
  - Maximise tax efficiency
- Navigate complex financial situations
- Invest business assets
- Build up a Retirement Pot
- Generate regular income from capital
- Use Pension or Investments to Retire
  - Plan for the next generation
- Protect loved ones financially

Part of this discussion will involve an Attitude to Risk Questionnaire which will assist us when recommending the type of products best suited to your risk appetite.

Based on reviewing your current circumstances (including assessing any existing policies), we will then prepare a personal recommendation.

We work alongside a highly skilled paraplanning team who assists with researching appropriate products and putting together a solution. They will also complete a case health check to ensure all of the regulatory requirements have been followed.

You will then receive a Suitability Report explaining the recommendation. If a recommendation includes purchasing new financial products, other documentation including an illustration showing the expected costs to you will be provided also.

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## Our proven process

### 1) Engagement

We will find out what you want and gain an understanding of your hopes, goals and objectives. This first step is all about you, not just your finances.

### 2) Discovery

We'll then establish your current financial position. This will include working out your assets and liabilities, income and expenses and understanding your overall situation.

### 3) Research, Analysis & Plan Creation

At this stage, we will assess all the information they've gathered and consider what is working for you, what can be improved and create your Financial Plan.

### 4) Presentation

We will deliver a detailed report, including justifications for the recommendations we have made. You'll then agree with us how you wish to proceed.

### 5) Implementation

We will take on the responsibility of putting any changes into action. This will be undertaken with great care and attention. After this, you will be on the right track.

### 6) Ongoing Review

The process doesn't stop at implementation. The best results happen when we revisit your plan regularly to make sure it continues to work for you.





## Keeping on track

We offer ongoing service options to suit your specific needs in the areas you have identified as being important to you. When recommending the service level best suited to your needs we take in to consideration are the nature of the strategies we have helped you put in place, the size of the funds we are looking after for you, how much you wish us to do for you, how frequently you would like us to contact you and how you would like to meet to review your financial plan.

## Independence

We provide independent advice. Being independent means that our recommendations are always based on having completed a comprehensive and fair analysis of that market.

We will determine which, if any, of the following types of investment or pension products are capable of meeting your needs.

- Open Ended Investment Company Funds (OEICS) including Exchange Traded Funds (ETFs), Unit Trusts and Investment Trusts;
- Personal Pensions, Stakeholder Pensions, Self-Invested Personal Pensions (SIPPs) and Annuities;
- Structured Capital at Risk Products (SCARPS) and Structured Deposits;
- Certain Specialist Investments suitable for retail clients, including Venture Capital Trust (VCT) Investments and Enterprise Investment Schemes (EIS);
- Sharia compliant investments.

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## **Your investment or pension provider**

We will consider a broad range of different providers of financial products from a fully researched offering that is representative of the whole of the market available to independent financial advisers. We review this proposition on a regular basis using factors such as the features available, service levels, risks, costs, complexity and their competitiveness in the market place.

## **Your investment portfolio**

When we arrange an investment for you it will typically be made into a multi-asset fund or managed portfolio service. These funds and portfolios have a range of different investment strategies. We will only recommend those that align with your attitude to risk, your personal investment objectives, and the period of time you wish to invest for.

We may also recommend that some or all of your investments and/or pensions are managed by a Discretionary Fund Manager (DFM).

## **Existing investments**

If you already have arrangements in place we will first conduct an analysis of what you have. This will help us to advise you on how likely you may be to achieve your long-term goals in your current position.

If we feel that they are suitable we may recommend that these are retained. However, should we find clear indicators that your interests will be better served elsewhere we may recommend that you take action.





# Your peace of mind

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We subscribe to, and abide by a number of laws and regulations that exist for your protection, confidentiality and security.

The **Financial Conduct Authority (FCA)** – our regulator.

The **Financial Services Compensation Scheme (FSCS)** – for your financial security.

The **General Data Protection Regulation (GDPR)** – for the protection of your data.

The **Financial Ombudsman Service (FOS)** – an independent and impartial body to help resolve complaints between financial businesses and their customers.

We are committed to providing the highest standards of financial advice and service. The interest of our clients is our primary concern.

When working with you we will:

- Be open, honest and transparent in our dealings with you.
- Communicate clearly, promptly and without jargon.
- Seek your views and perception of our dealings with you to ensure they meet your expectations or to identify any improvements required.





## Adding & Delivering value

We have considered where the value of our advice might best be demonstrated below:

| Initial Advice                     |  |   |
|------------------------------------|--|---|
| Feature                            | What We Do   | Benefit to You  |
| Help work out your financial goals | We ask you questions in a relaxed but structured way; we help you understand risks and opportunities and we build a clear plan for your future                                       | Without a long-term plan your finances are unlikely to head in the right direction. Our job is to give you confidence in the future                   |
| Assess your risk profile           | Risk is a complex subject with many dimensions – we will help you navigate and understand risk to ensure the solutions we recommend meet your needs                                  | We use our expertise, structured questions and a conversation to guide you to a solution that meets your needs and objectives in a way you understand |
| Make the complex simple            | While we are experienced and well qualified, we never forget whose money we are looking after  | The simpler we can make your plan the more likely you are to stick to it – and that's a key measure of our success                                    |
| Cash flow modelling                | People find it hard (or impossible) to project returns, costs, inflation and their income needs into the future – we use powerful but simple tools that will illustrate this for you | Seeing a picture of your future “money in and out” can really put into perspective how your plan is progressing                                       |
| Select a cost-effective platform   | Platforms can add real value and make portfolio management easier – we make sure we select one that meets your needs   | We make sure the platform is cost effective and reliable – making your life easier  |
| Conduct rigorous due diligence     | We conduct thorough and robust due diligence and research on all the funds and products that we use  | With many thousands of instruments in the UK we save your time while giving you peace of mind   |
| Increase investor protection       | Look at how best to maximise your protection under the Financial Services Compensation Scheme (FSCS)   | Your investments are “safer”  |
| The next generation                | Using trusts and other strategies we can make sure your money ends up in the hands of the people you want when you want  | Gives you confidence that your wishes are met, your loved ones protected, and / or your business secured  |





## Ongoing services

| Ongoing Services                       |   |   |
|--|---|---|
| Feature                                | What We Do  | Benefit to You  |
| Keep your investments on track         | Once we have established your risk profile we manage and review your investments to make sure you stay on track over the months and years   | <b>We assess your risk profile regularly and the risk of your portfolio to make sure they are in tune</b>                       |
| Reduce your paperwork                  | We will help you understand what you need to file, will manage application forms and service enquiries, provide valuations and updates  | <b>Make sure you keep the important things and bin the spam!</b>  |
| Tax efficiency                         | We seek to use all applicable tax reliefs and allowances each year  | <b>Your money grows faster</b>  |
| Hold your hand through difficult times | Divorce, death, business transition are stressful times – good to have our experience and expertise to assist and guide you through them  | <b>We are here when you need us most</b>  |
| Help you avoid common mistakes         | Sticking to a plan can be hard when markets are up or down substantially – and humans are proven to be poor at making good decisions. Our process is designed to help manage the best way through these times | <b>Research shows that investors may be losing up to 2% per year by falling into common traps – we assist in avoiding these</b> |
| Spot opportunities                     | Understanding your objectives allows us to be alert to opportunities – new products, new tax freedoms, better strategies  | <b>We are your eyes and ears in the ever-changing tax, legal and product markets</b>  |
| Manage your income in retirement       | Pensions freedoms are a great opportunity – but you need to understand all the risks (many of which are hidden)   | <b>We will help coach you through the options and could add many years of income from your funds</b>                            |
| Liaise with accountant / solicitor     | Work in conjunction with your accountant both personal and corporate  | <b>Tax can really erode savings and investments – tax reliefs and allowances can really boost them</b>                          |





## Initial costs for our services

We operate a tiered charging model which takes into account the value of the investments we are advising you on.

| Tiers                  | Fee Applied to the Tier |
|------------------------|-------------------------|
| The first £100,000     | 3%                      |
| £100,001 to £250,000   | 2%                      |
| £250,001 to £500,000   | 1%                      |
| £500,001 to £1,000,000 | 0.5%                    |
| £1,000,000 +           | 0.25%                   |

If implementation is for a regular premium plan e.g., a brand-new ISA. The charge will be 30% of the 1st year's premiums.

- If you invest a monthly premium of £100, we will charge £360 for this work.
- This works out at a similar rate for every £10,000 charged at 3%, which would equate to £300.

You may ask us to undertake other work not directly linked to a particular investment. For this we will agree a fee, based on our hourly rate of £250 per hour, before we undertake this work.

### Limits

So that we can properly resource our business and pay for any paraplanning work required, any initial work we do on your behalf is subject to our minimum charge of £1,000. This ensures we can continually provide services to our clients. In practice this means that investable amounts under £30,000 including regular premium investments will be charged at this rate. Our maximum charge is £12,000.

## Examples of initial costs

A portfolio of £790,000.

The cost for advice is calculated as follows:

The first £100,000 @ 3% = £3,000

The next £150,000 @ 2% = £3,000

The next £250,000 @ 1% = £2,500

The remaining £290,000 @ 0.5% = £1,450

Total = £9,950 which is equivalent to 1.26%







# Reach Your Goals

## Annual ongoing services & Costs

| Service                                  | Lite             | Core        | Wealth    |
|--|------------------|-------------|-----------|
| <b>Keeping You Informed</b>              |                  |             |           |
| Online Portal Access                     | ✓                | ✓           | ✓         |
| Online Document Library                  | ✓                | ✓           | ✓         |
| Bi-monthly Market Commentary             | ✓                | ✓           | ✓         |
| Bi-monthly Newsletter                    | ✓                | ✓           | ✓         |
| Annual Statement of Holdings             | ✓                | ✓           | ✓         |
| Confirm Receipt of Provider Statements   | ✓                | ✓           | ✓         |
| Ad hoc Valuation Reports                 |                  | ✓           | ✓         |
| Access to your adviser by Phone & Email  |                  | ✓           | ✓         |
| <b>Reviewing Your Position</b>           |                  |             |           |
| Digital Gap Analysis                     | ✓                | ✓           | ✓         |
| Review of Your Objectives & Plan         |                  | ✓           | ✓         |
| Review of Your Approach to Risk          |                  | ✓           | ✓         |
| Review of Your Investment Strategy       |                  | ✓           | ✓         |
| Review of Your Tax Efficiency            |                  | ✓           | ✓         |
| Review Meeting – Digitally Delivered     |                  | ✓           | ✓         |
| Review Meeting – Face to Face            |                  |             | ✓         |
| Cash Flow Planning*                      |                  |             | ✓         |
| Ad hoc Meetings at Your Request          |                  |             | ✓         |
| <b><u>Taking Action</u></b>              |                  |             |           |
| Introduction to Legal Services           | ✓                | ✓           | ✓         |
| Introduction to Accountancy Services     | ✓                | ✓           | ✓         |
| Asset Allocation Changes / Fund Switches |                  | ✓           | ✓         |
| Liaising with your Tax & Legal Advisers* |                  |             | ✓         |
| Annual ISA Allowance Provision*          |                  |             | ✓         |
| Annual Pension Allowance Provision*      |                  |             | ✓         |
| Additional Investments / Top Ups*        |                  |             | ✓         |
| Increasing / Amending Regular Payments*  |                  |             | ✓         |
| Arranging Regular Withdrawals*           |                  |             | ✓         |
| <b>Cost</b>                              | <b>£250 p.a.</b> | <b>0.5%</b> | <b>1%</b> |



## Our insurance services

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To help protect your financial plans against insurable events we will advise and make a product recommendation based on your needs for the following areas:

- Life assurance
- Critical illness
- Income protection
- Accident, sickness and unemployment
- Home insurance
- Private medical insurance

For these areas we offer products from the whole of the market based on a fair and personal analysis of the market.

These products can be used for **Personal & Family Protection**, as well as **Business Protection** and **General Insurance**.





## How to pay for our services

You will receive full details on what the total costs are, the advice or service it relates to, how they have been calculated and when they are due to be paid.

### Paying us Directly

We will agree with you a suitable payment method, typically by cheque or bank transfer.

### Paying via the Provider

If you decide to follow our recommendation and invest, you may authorise the provider to deduct our fee for advice from your investment. You may also pay any ongoing service charges from your investment.

### Via Commission

If we arrange a policy on your behalf, we will receive commission from the insurance company selected. This will be clearly disclosed to you on a document known as an illustration.

## What to do if you are unhappy

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

In writing to: New Leaf Distribution Ltd, Complaints Department, 165-167 High Street, Rayleigh, Essex, SS6 7QA Or by phone on 01702 431130 or by email at [complaints@newleafgroup.co.uk](mailto:complaints@newleafgroup.co.uk)

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service by email at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or by phone on 0800 023 4567 or 0300 123 9 123.

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