

On Going Fair Value Disclosure

ARIA Private Clients

July 2023
Version.1.0

Who are We?

Absolute Return Investment Advisers (ARIA) Limited

Building 2, Guildford Business Park, Guildford, Surrey, GU2 8XG, United Kingdom.

Telephone – 01483 917644

www.ariacm.com

FCA Reference Number 527557

Trading Names – ARIA Private Clients, ARIA Investment Platform, ARIA IP, ARIA Capital Management, and ARIA.

Our Service Standards

We operate an Ongoing Service Proposition to deliver professional services to our clients.

Annual meetings to review the following:

- Regular valuation report of holdings.
- Re-evaluate the client's needs and objectives and ensure still applicable.
- Re-visit the clients' goals and aspirations to ensure they are on track.
- Review of changes to personal and financial circumstances, including attitude to risk and capacity for loss.
- Impact of tax and legislative changes in relation to their investment holdings.
- Any life changes that could impact the product recommended.
- Review of investments to confirm ongoing suitability for client's needs and objectives.
- Comprehensive suitability report confirming product is still fit for purpose or confirmation of any changes needed i.e. fund switch.
- Capital Gains Tax (CGT) calculations.
- Cashflow modelling.
- Bed and Individual Savings Account (ISA) facility.

Our Target Client Market

Existing retail clients with investment portfolios above £50,000 for "Spotlight" and £100,000 "Highlight". Our Self Invested Personal Pension (SIPP) Review service is for retail clients with sums between £2,000 and £200,000.

Clients seeking investment advice and requiring a professional service to ensure they meet their needs.

Clients who are engaging and wish to build a financial relationship.

Business Limitations

Clients with portfolios below £50,000.

Clients requiring direct share advice.

Clients requiring advice on Defined Pensions Transfers.

Clients who are not engaging and do not wish to build an ongoing professional relationship.

Our Charges

We have created a range of ongoing services for clients to select from. These services are based upon the clients' investments/holdings and are charged on a percentage rate basis. There may be additional fees for Reports which are on a fixed fee basis.

Our ongoing service charges are percentage of investment amount and include the different levels/costs.

The cost to manufacture our advice services is based upon our fixed costs, regulatory, Professional Indemnity Insurance (PII) and operating costs. We have completed the Fair Value Assessment which outlines our overall fixed costs. This also takes into consideration our expected profit margins.

Service Design

| SIPP Review Proposition: | Spotlight Proposition: | Highlight Proposition: |
|---|---|---|
| We are charging a maximum of 0.85% for ongoing advice and we feel this is very competitive in the marketplace based upon local competition and press information. We discuss our charges with clients to ensure transparency and we seek feedback in relation to their thoughts around fair pricing and their expectations. There is an additional charge of 0.30% for clients using our Model Portfolio Service (investments above £80,000). | We are charging a maximum of 0.55% for ongoing advice and we feel this is very competitive in the marketplace based upon local competition and press information. We discuss our charges with clients to ensure transparency and we seek feedback in relation to their thoughts around fair pricing and their expectations. There is an additional charge of 0.30% for clients using our Model Portfolio Service (investments above £80,000). | We are charging a maximum of 1.25% for ongoing advice and we feel this is very competitive in the marketplace based upon local competition and press information. We discuss our charges with clients to ensure transparency and we seek feedback in relation to their thoughts around fair pricing and their expectations. |

Our Client Benefits

Access to a qualified Independent Financial Adviser.

Use of technology/client portals to access investment information.

Access to our support team for assistance/enquiries and obtaining investment statements.

We operate a website/company app where clients can upload information and documents.

Encrypted communications to ensure sensitive information is safe in transit.

Advisers continue to undertake training and development to ensure they maintain their knowledge.

Cashflow modelling and report availability.

Professional review of our centralised investment proposition to ensure this remains fit for purpose. We operate an investment committee to fully assess our business model. This includes platform due diligence/Discretionary Fund Management (DFM) selection/Model Portfolio Service (MPS) reviews/bespoke fund selection.

Ability to assess and apply provider target market considerations to our business model.

Referrals to third party professionals, e.g. solicitor, accountants, tax specialists.

Regular review meetings to ensure client holdings still remain suitable.

Behavioural Biases Present

We will continue to monitor our ongoing service proposition to ensure all standards are being delivered to clients. We will also ensure the services continue to offer value.

Continue to review the fee product facilitation method to ensure this meets the client's needs.

Client Vulnerability

We are able to provide flexibility to meet the needs of any vulnerable clients.

All staff have been appropriately trained in this area to identify vulnerability.

We have a formal vulnerable evaluation document which outlines all examples.

We have a robust vulnerable policy in place.

Total Cost

| Spotlight: | Highlight: |
|--|--|
| <p>We have undertaken a full review of our ongoing adviser charges. Our charges take into consideration the following: annual management charges, investment charges, platform charges, DFM charges, transaction charges. We expect our total costs to be between 1.75%-2.55% for an active/passive investment.</p> <p>Our firm continually assesses investment houses fair value statements to ensure the products we recommend are providing value to our clients. Each statement is incorporated as part of our Central Investment Proposition.</p> | <p>We have undertaken a full review of our ongoing adviser charges. Our charges take into consideration the following: annual management charges, investment charges, platform charges, DFM charges, transaction charges. We expect our total costs to be between 1.75%–3.00% for an active/passive investment.</p> <p>Our firm continually assesses investment houses fair value statements to ensure the products we recommend are providing value to our clients. Each statement is incorporated as part of our Central Investment Proposition.</p> |

Management Information

We produce regular Management Information via Key Performance Indicators (KPI). These KPI's are generated for advisers and the firm.

We have had a low level complaints in the period.

We continue to receive repeat business and client referrals.

Summary & Actions

Overall, we are satisfied with our charging structure, and we feel this provides fair value to clients. This is an area that we have discussed and reviewed as a group to ensure there is consistency within the firm.