

Direct Services

	Your previous service	Services available to you	
	Advisory Service	Direct Investment Service	Online Self-Directed Service*
Service summary	A fully advised service, combining our capabilities of financial planning, investment management and efficient administration	Best suited for existing clients with straight-forward portfolios and non-complex personal circumstances, whose investments no longer require on-going financial advice	A fully online service for those who prefer a more do-it-yourself approach and are comfortable making their own investment decisions
Dedicated financial planner	Yes Face to face, telephone or online	No Access to one-off advice as required (fees apply)	No Access to one-off advice as required (fees apply)
Annual review of finances	Yes	No	No
Quarterly investment reports	Yes	Yes	Yes Plus ability to generate reports online at any time
Annual tax statements	Yes	Yes	No
Costs	Annual Professional Advice and Service fee of between 0.4% and 0.75% based on the value of the investments under review** Platform fee starting at 0.25%, reducing based on the amount invested	Platform fee starting at 0.25%, reducing based on the amount invested	Platform fee starting at 0.25%, reducing based on the amount invested
Online portal to view portfolio and documents	Yes Online access upon request	Yes Online access upon request	Yes 24/7 online access included
Ability to transact and trade online	No	No	Yes
Mobile app to view portfolio and documents	Yes (Online access required to use the app)	Yes (Online access required to use the app)	Yes
Dedicated support team	Yes 9am-5pm Monday to Friday (excluding public holidays)	Yes 8am-6pm, Monday to Friday (excluding public holidays)	Yes 8am-6pm, Monday to Friday (excluding public holidays)
Regular research articles and insights	Yes	Yes	Yes
Wealth Matters Newsletter	Yes	No	No

Information correct as at July 2022.

*To check if you are eligible for this service, please contact the support team.

** Subject to a minimum of £2,000 per annum, or £1,500 per annum if advice is via our Telephone Advice Service.

Our Terms and Conditions are available online, please visit closebrothersam.com/legal-centre/terms-and-conditions

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