

FINANCIAL PLANNING SERVICE

Assessment of Fair Value Report 2025



EXECUTIVE SUMMARY

The Redmayne Bentley Financial Planning Service offers holistic, personalised advice tailored to individual client needs, covering areas such as retirement planning, protection, later life care, estate planning, investment structuring and tax efficiency. Advice is delivered through a formal advice process by highly qualified advisers and supported by compliance and governance frameworks. Clients report strong engagement and trust in the service. Overall fair value assessment performed on the Financial Planning solution showed that the service is competitively priced based on the costs and benefits associated with the service. We have considered the results by analysing key criteria and can demonstrate that we provide value to clients.

We have used a Green, Amber, and Red scoring key.

GREEN



AMBER



RED



 Quality of Service

 Costs

N/A Performance

 Comparable Market Rates/Services

In accordance with the Consumer Duty, Redmayne Bentley has undertaken a detailed value assessment of this service as of July 2025 and is satisfied that it represents fair value. This will be reviewed on an annual basis.

REDMAYNE BENTLEY FINANCIAL PLANNING SERVICE OVERVIEW

The Financial Planning Service provides tailored, holistic advice delivered by highly qualified Advisers, supported by comprehensive fact-finding and a detailed understanding of each client's objectives. Recommendations cover a broad range of areas including cash flow planning, tax and estate planning, and intergenerational wealth planning. Clients receive annual reviews to ensure advice remains suitable and up to date. The service is underpinned by integrated support from internal compliance and investment teams, with clients benefitting from direct access to their Financial Planner and support team via phone, video calls, the financial planning portal, or face-to-face meetings. The service is focused on delivering long-term outcomes such as peace of mind, financial confidence, and the achievement of life goals, including retirement planning and the effective transfer of wealth between generations.

TARGET MARKET

This service is compatible with:

- Clients who are seeking Financial Planning across all, or part, of their wealth. Including but not limited to: retirement; tax efficient investing; estate planning; later life care; protection; and, investment advice.
- For investment advice, clients whose primary investment objective is for growth, income or tax efficiency.
- Clients aligned with Redmayne Bentley's Financial Planning client segmentations as documented in our Product Panel.
- Clients who are sufficiently capable of understanding the level of delegation provided to Redmayne Bentley, the nature of the advice given and how their funds will be invested.
- Retail or Professional Clients comfortable with restricted advice.
- Ongoing service: suitable for clients requiring ongoing financial planning advice, including but not limited to: ongoing assessment of suitability of recommendations and/or progress towards financial objectives; evolution of changing client needs and preferences; and continued alignment with changes in fiscal and economic conditions.
- For new clients: clients who are resident in the UK.
- For existing clients: clients who are UK resident or have subsequently moved to an overseas jurisdiction (excluding USA and Canada), subject to them being in the UK at the point of advice.
- Clients who have at least £100,000 to invest where investment advice is required.

This service is not compatible with:

- Clients who wish to fully delegate the investment management to Redmayne Bentley without receiving Financial Advice.
- Clients requiring advice on Defined Benefit Pension Transfers.
- Insistent clients.

- Clients with extremely high attitudes to risk that are seeking quick returns from practices such as day trading, derivative trading, or spread betting.
 - For new clients: clients who do not have UK residency.
 - For existing clients: clients who opened their account whilst resident in the UK and have now moved to the USA or Canada, or are not willing to travel to the UK for advice.
-

VULNERABLE CLIENTS

Across all our products and services, we have processes in place to ensure clients with characteristics of vulnerability are not disadvantaged. We have policies in place to ensure:

- The needs of vulnerable clients are taken into account, and that they receive fair outcomes.
- A consistent approach to consumer vulnerability is understood and embedded across all areas of the business.
- Staff receive the required training, guidance and support to identify vulnerable clients and provide them with the additional levels of care required. We appreciate that vulnerable clients may have needs that are more challenging and complex than the average client. Where vulnerabilities are identified, our staff will respond in a considered and tailored way and facilitate the necessary arrangements to assist them.

For example:

- Flexibility in the applications of our policies and procedures where appropriate.
 - Flexibility around appointment locations (for example, a client's home), times of day and meeting duration. We also consider accessibility of our office for those clients with health conditions/disabilities.
 - Providing clients with a range of communication options, whether in terms of the method (e.g. audio, face-to-face, or digital) or the way the service is delivered.
 - Providing clients with accessible and simple communications to support the clients in their understanding of products and services.
 - Offering clients the option of having a third party to support them at a meeting.
-

KEY FEATURES AND BENEFITS

Investment Solution: For clients requiring investment advice, we offer growth, income and Environmental, Social and Governance (ESG) strategies. We typically adopt an active approach to investing, ensuring consistent returns are achieved through strategic asset allocation, risk management and rigorous fund selection criteria.

- Highly qualified Advisers delivering tailored, holistic Financial Planning.
- Personalised written recommendations based on comprehensive fact-finding and client objectives.
- Cash flow planning, tax and estate planning, intergenerational wealth planning.
- Annual reviews to ensure advice remains suitable and current.
- Integrated support from internal compliance and investment teams.
- Direct access to their Financial Planner and support team via phone, video calls, the financial planning portal and face-to-face meetings.

The service focuses on long-term client outcomes including:

- Peace of mind and financial confidence.
- Achievement of life goals (e.g., retirement, intergenerational wealth transfer).

Investment Risk Mandates: We currently offer four core risk mandates, Cautious, Moderate, Progressive and Adventurous.

Investment Universe: Whole of market to ensure diversification and alignment to the underlying requirements for the investment proposition.

Client Information: The client will receive:

- A comprehensive valuation on a quarterly basis.
 - An annual suitability review.
 - Access to myRB and/or Intelligent Office, both serve as online portals, which provide up to date portfolio valuations, a record of all transactions and tools to analyse and understand specific holdings.
-

- Direct access to their Financial Planner and wider support team who are responsible for all aspects of advice.

Custody and Administration: The clients' assets will be held in our custody where possible, and we will be responsible for all administration activity associated with the advice provided.

Performance: Our investment approach focuses on delivering to specific client mandates. These can be growth and/or income focussed, Capital Gains Tax (CGT) constrained, have a specific asset class focus, across a range of time horizons. We measure performance against appropriate market benchmarks, ensuring transparency and accountability.

To ensure alignment with client expectations, we regularly review performance at both portfolio and individual investment levels.

Price: We have benchmarked the total cost of our service against comparable offerings in the market and found our pricing to be consistent with industry standards. Charging consists of:

- An upfront advice fee based on asset values.
 - Ongoing service charges based on asset values.
-

COMPETITOR ANALYSIS

Redmayne Bentley's advice proposition compares favourably in terms of adviser qualifications and service quality.

GOVERNANCE

The Financial Planning service is governed via:

- A central Financial Planning team to review advice themes and consistency.
 - Independent external quality assurance reviews of suitability reports and files; annual post sale checks and ad hoc presale checks for all higher risk business (for example pension switches).
 - Regular training and CPD monitoring.
 - Consumer Duty MI to monitor outcomes and engagement.
-

QUALITY OF SERVICE

The number of client complaints we have received across all of our services remains very low, with none received to date relating to unsuitable advice. We will continue to closely monitor our management information so we can provide a high quality of service to clients.

We have a consistently high Net Promoter Score, scoring 66.3 in 2025.

The average score of competitors who publicly list their NPS is 56.1. This is 10.2 lower than our score, which is indicative of the high-quality service we provide.