



CHARGES

Q Why are there charges and what do they cover?

A Our charges cover the cost of the work we do and services we provide to you when administering your plan.

Other third parties will apply charges to cover the cost of the work they do, whether that is advising you on what to invest in or managing the investments you have chosen.

Q What kind of charges will I pay?

A James Hay Partnership charges

These are the charges we apply for the work we do and service we provide when administering your plan.

For details of our product charges, please see the appropriate charges schedule, available in the literature section of our [website](#).

Third party charges

If you have a financial adviser, they will normally charge you for giving you advice. These charges may be paid from your pension plan or you may pay them directly, depending on what you agree with your financial adviser.

The firms you invest with will also apply charges. For example, if you invest in collective investment funds, they will normally charge an initial management charge when you first invest with them, and then an annual management charge. These charges will be deducted from the overall collective investment fund.

If you appoint an investment manager to manage all or part of your plan, they will normally charge you an annual fee that they will deduct from the portfolio they are managing for you.

Q When are charges applied?

A Transactional

These charges will be deducted shortly after the transaction has completed.

Annual platform charge (if applicable)

This charge is calculated and deducted on a monthly basis.

Other annual charges

Annual charges will be deducted in advance, on or around the anniversary of when your plan was set up, or when you commenced income drawdown for the annual income drawdown charge.

Q Where can I see my charges?

A Online

Any charges paid from your plan can be seen through our secure online service [James Hay Online](#).

Annual statement

You will receive an annual valuation that will include a statement of your plan's bank account, from which you can see the charges being deducted.

Q How do I pay charges?

A Our charges are normally deducted from your product bank account. If there is not enough money in this account, you will need to provide us with instructions on which assets to sell to provide sufficient cash. Alternatively, you can choose to pay our charges directly from outside your plan.

MANAGING YOUR SIPP

CHARGES

Q Will I receive an invoice for my charges?

A We do not issue an invoice for our charges but you can view any charges that have been deducted from your plan on [James Hay Online](#).

Contact us on:



03455 212 414



www.jameshay.co.uk

If you do not have a financial adviser and would like to speak to one, please visit www.unbiased.co.uk or call them on 0800 023 6868 to obtain a list of financial advisers in your local area.

We are able to provide literature in alternative formats. For a Braille, large print, audio or E-text version of this document call us on 03455 212 414 (or via the Typetalk service on 18001 03455 212 414).

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