

Focusing on:

Bespoke Discretionary Management Service Consumer Duty Information

What is the Bespoke Discretionary Management Service?

Each client will receive a truly bespoke investment portfolio, created by a dedicated Investment Manager.

- Each portfolio is truly bespoke meaning your client can benefit from the full range of retail asset classes such as equities, gilts and corporate bonds, whilst still being able to hold any 'cherished investments' within their personalised portfolio.
 - Ongoing management of your client's portfolio, with your Investment Manager taking responsibility for investment decisions on your client's behalf, within the mandate agreed with you.
 - A proven investment heritage blended with leading investment management strategies and technology. A local presence and direct contact with the Investment Manager — the person who actually makes the decisions for your client's money.
 - Face-to-face review meetings with your Investment Manager, and the option for us to meet with your client if you so wish.
 - Valuable administrative reporting functions and client-friendly communications that can easily be passed on.
- vi. whose expected financial returns will not be excessively impacted by this service's minimum charges and any other distribution charges in total (investment management fees, platform fees and adviser charges);
 - vii. who can afford to be exposed to market movements in investment values and potential losses over the term of investment and who do not require guaranteed returns;
 - viii. who may have a range of investment objectives – including capital growth, an income requirement or a balance of the two, and wish to match these with a professionally managed investment strategy;
 - ix. who, where they have sustainability objectives, can meet these where agreed with the Investment Manager; and
 - x. who require their investment to be held in one or more of the standard wrapper types associated with investment platforms. This service is compatible with clients who wish to invest through general investment accounts, stocks and shares ISAs, SIPPs and onshore/offshore bonds. For information on other account types, please ask your usual Charles Stanley contact.

What is the Target Market?

This service is compatible with investors:

- i. who want an investment professional to manage their investments;
- ii. who choose to access the service through an adviser, or are direct clients of Charles Stanley;
- iii. who are Retail or Professional clients;
- iv. with basic knowledge or better of investment markets;
- v. who can remain invested ideally for at least five years;

Negative Target Market

This service is potentially incompatible with investors:

- i. who prefer to manage their own investments;
- ii. who are unlikely or unable to remain invested for five years as a minimum;
- iii. who require capital protection or guarantees underpinning their investment;
- iv. who have investment preferences that we are unable to facilitate; and
- v. whose portfolio is of a size that would be adversely impacted by the service's minimum charges.

Clients with vulnerability characteristics

This service is compatible with clients who have vulnerability characteristics. Please contact your usual manager to discuss further how best we can provide support and make any reasonable adjustments required.

Fair value

In accordance with the Consumer Duty, Charles Stanley has undertaken a detailed value assessment of this service as of April 2024 and has determined that it represents fair value. This will be reviewed on a regular basis as part of Charles Stanley's internal governance procedures.

Where additional charges are incurred by advisers and other intermediaries, these will also need to be factored into the adviser's own value assessment.

For more information on fair value, our methodology and how other intermediary charges may also impact on the value assessment, please refer to www.charles-stanley.co.uk/financial-advisers/consumer-duty

Client classification:	Target Market
Regulatory classification: Retail/ Professional/Both	Both
Client knowledge: Basic/informed/ advanced	Basic
Investment horizon	5 years +
Affordability	Yes
Risk profile:	
Capital protection/Market exposure	Market exposure
Benchmarks/target availability	Range available
Characteristics (client needs/ objectives):	
Capital growth/Income/Balanced	Range available
Sustainability preferences	Some
Distribution channel:	
Direct/Intermediated/Both	Both
Wrapper types – GIA/ISA/SIPP/other	All
Communication channel: postal/ digital/telephone/all	All