



# Service Schedule for Template Financial Planner Firm

Release Date: 12 February 2024



## Services

**This Service Schedule forms part of the agreement between Circadian and Template Financial Planner Firm.**

Circadian will use its reasonable endeavours to ensure that the agreed service standards, above, are exceeded in the normal course of its business.

Services	Typical agreed service standard
<p><b>Upload bank receipt data into Back office system (“IO”) on receipt of the information from The Template Financial Planner Firm. I.e. A CSV file of fee’s &amp; income bank account &amp; notification of cheques banked.</b></p>	<p>By close of business 1 working day following receipt</p>
<p><b>Upload provider statement data into IO using scanned, postal or e-mailed statements received from Template Financial Planner Firm</b></p>	<p>By close of business 2 working days following receipt</p>
<p><b>Chase product providers for missing statements where bank data indicates monies have been received</b></p>	<p>By close of business 5 working days following receipt</p>
<p><b>Chase product providers for missing payments where statement data has been received</b></p>	<p>By close of business 5 working days following receipt</p>
<p><b>Monitoring overnight matching on IO and dealing with unmatched exceptions.</b></p>	<p>By close of business 3 working days following receipt</p>
<p><b>Providing a helpdesk service to Template Financial Planner Firm</b></p>	<p>Helpdesk to be staffed between 8am and 5pm, with a dedicated phone line and e-mail address. All enquiries to be responded to by close of business 1 working day following receipt</p>
<p><b>Providing a payment file (CSV &amp; PDF) to enable Template Financial Planner Firm to make net payments to its advisors (i.e. NOT making the payments)</b></p>	<p>On the first working day of every month.</p>

Services	Typical agreed service standard
<b>Providing a payment file (CSV &amp; PDF) to enable Template Financial Planner Firm to make payments to its Introducers (i.e. NOT making the payments)</b>	On the first working day of every month.
<b>Close the month end period, and create a new period every month.</b>	On the first working day of every month.
<b>Add new advisers to Back office system, and ongoing upkeep of existing advisers.</b>	On notification by Template Financial Planner Firm we will add new advisers to back office system, including individuals banding rate.
<b>Add new introducer accounts to Back office system, and continued upkeep of existing introducers.</b>	On notification by Template Financial Planner Firm
<b>Providing an unallocated file to Template Financial Planner Firm.</b>	Once a week, at timescales agreed with Template Financial Planner Firm.
<b>Advisor and Introducer statements Will be distributed, following each month end payment run.</b>	On the second working day of the month, FCI commission statements will be printed from back office system and sent to the respective adviser/introducer.
<b>To provide a PDF to CSV scanning solution for statement income processing.*</b>	Statements processed on an Ad Hoc basis, as dictated by Template Financial Planner Firm. All CSV files returned within 48 hours.

## Charges

The above Services shall be provided, for the first 3 months, in consideration of a variable monthly fee, charged at an hourly rate of **£42.00 (+VAT)**.

The following 12 months will be charged at a fixed monthly fee, calculated as an average of the first 3 months charges, with a minimum fixed monthly charge of **£350.00 (+VAT)**

*\* An additional 6p per statement line item will be applied to the account.*



If you require any further guidance with the information in this document, please contact using the details below:

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