Parmenion

For financial professionals

A quick guide to
Tiered adviser charging

Our new tiered adviser charging functionality is designed to help advisers manage different client segments, in line with their consumer duty obligations.

As a platform with the power and flexibility to respond fast to adviser challenges through our own proprietary technology, we're delighted to launch this hotly requested feature, which now lets you:

- **Create different adviser charging structures** - and for each charging structure, create multiple tiers with different percentage charges for each tier.
- **Link new and existing clients to a tiered charging structure**, and move clients seamlessly between charging structures.

Here's how it works

Once set up, all the client money that sits in each tier is charged at the set rate for that tier. So, if you had two tiers, one that charged 0.95% up to £50,000, and another that charged 0.85% on anything above £50,000, a client with £100,000 would pay an adviser charge of £475 + £425 = £900 per year.

How do I set up tiered charging for my business?

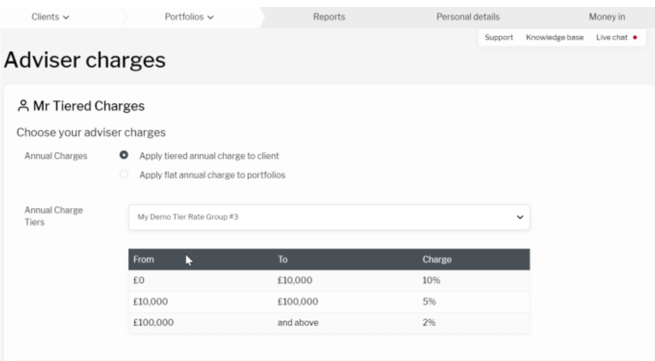
1) Just complete the [Tiered Adviser Set-up form]() and send it to clientservices@parmenion.co.uk
2) Give our team a couple of of days to get you all set up, and you'll be good to go.

What does it look like?

After it's been set up for your business, you'll see some new options on the platform.

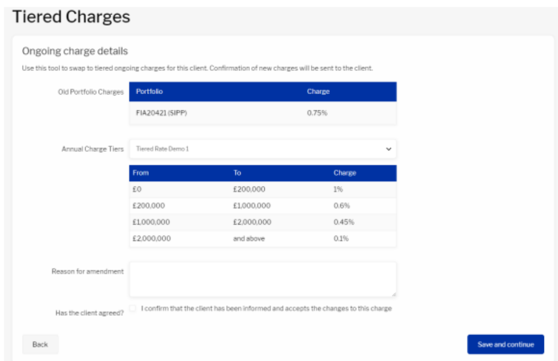
For new clients

Select **Apply tiered annual charge to client** at the **Adviser charges** stage of a new client application and choose a charging structure from the dropdown.



For existing clients

Find the client you'd like to change, head to **More tools...** under **Adviser tools**, then select **Change to tiered ongoing charging**.



When you select a tiered charging structure for a client, you'll get a preview of the tiers before you continue.

Frequently Asked Questions

Here are some of the most common questions we're asked, but for more information, please check out our knowledgebase by logging into the platform.

How many tiers can I add per charging structure?

You can specify up to 10 tiers per charging structure.

How many different charging structures can I add?

You can set up as many charging structures as you like. However, you can only add three per set-up form, so if you need more than that, you'll need to send us multiple forms.

Can I name the structures?

Yes – you can name your charging structures to make them easy to identify. You can specify this in column A of the set-up form.

Can I change a charging structure after it's been set-up?

No, but you can create a new one by sending us a new set-up form. Then simply move the clients to the new charging structure using the online tool (explained below).

How do I move clients to a tiered charging structure (or between charging structures)?

To move a client to a tiered charging structure (or between charging structures) log in to the platform and find the client you'd like to change. Then head to **More tools…** under **Adviser tools**, and under **Charge tools** you'll see:

– **Change to tiered ongoing charging** – this tool shows for clients with standard "flat" ongoing charges and is used to move the client to a tiered charging structure.

– **Update tiered ongoing charge** – this tool shows for clients in a tiered adviser charging structure and is used to switch the client from one tiered charging structure to another.

– **Change to portfolio charging** – this tool can be used to move clients back to standard "flat" ongoing adviser charge

Once a client is moved to tiered adviser charging, when is the charge applied?

Just like standard ongoing adviser charges, we calculate tiered charges at the end of each month. Any clients moved to tiered charging during the month, up to the cutoff of the 28th, will be charged the tiered charge for the whole month.

Can clients have different charging structures against different products or portfolios?

No. Once a tiered adviser charging structure has been chosen for a client, it's applied to all their portfolios (excluding third party wrappers, to avoid any tax implications).

Can we have some clients with a standard ongoing adviser charge and others with a tiered adviser charge?

Yes. Tiered adviser charging is selected on a client-by-client basis, so you can have some clients on a tiered structure and keep others on standard adviser charging – it's up to you.

Can we update clients in bulk to tiered adviser charging?

Our adviser research found that moving clients to a tiered charging structure would typically be done on a case-by-case basis following a client's annual review. We've designed our charging tool to support this.

If you'd like to update clients in bulk, please get in touch with your sales or customer success contact to see how we can help.

Can I get a report of all my clients and their charging structures?

Yes – just go to the **Adviser Charges section** on the platform where you'll see an **Ongoing Charge Overview** tab. This will give you a list of each client portfolio and the charges that apply. You can download this into a excel spreadsheet if needed.

How can I see what structure a client is on?

Go to the **Investment Details section** for the client you'd like to check and click on **Charges** – here you'll see the tiered charging information in the **Adviser Annual Charge** box.

Get in touch

If you'd like to chat to us about our new Tiered Adviser Charging functionality, or **book a demo** please get in touch.

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