



Due Diligence Statement

Thank you for taking the time to consider Herbert & Webster and undertake due diligence on our services. As a firm, we have created this document to help answer questions which we have received from prospect clients as well as professionals such as Solicitors looking to refer their own clients in need of Financial Planning. We have also added additional information which you may find useful. We, at Herbert & Webster always seek to be transparent and this has led to us posting our adviser fees online as well as this document. Should you have any additional questions or suggestions, please don't hesitate to make contact.

Regulation

Herbert & Webster LTD is directly authorised and regulated by the Financial Conduct Authority (FCA)

Our financial conduct authority registration number is 528384.

We are also covered by the Financial Services Compensation Scheme (FSCS). Clients may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and circumstances of the claim.

www.fscs.org.uk

Independence

Herbert & Webster is an independent financial advisory firm and as such offers impartial recommendations, free of potential conflicts of interest to which firms offering only 'restricted' advice may be subject. The Law Society recommends that solicitors should only refer their clients to financial advisers who are independent of the influence of third parties. All of our advisers and operations staff are employed by the company.

Chartered Status

Herbert & Webster is one of the select group of financial advice firms to be awarded Chartered status. Some of its advisers are Chartered Financial Planners or Chartered Wealth Manager and others Certified Financial Planners.

Qualifications

Herbert & Webster is one of the few local financial advisory firms to have achieved the highest status of Chartered Financial Planners, Ian and our Director Adam are accredited as a Chartered Financial Planners in their own right.

All of our advisers hold a CII level 4 diploma in Financial Planning.

Ian, Rob and Kurt are all qualified in Long Term Care.

Ian is a SOLLA (Society of Later Life Advisers) Associate Member

Kurt McSweeney hold a STEP Certificate for Financial Services – Trusts & Estate Planning

A full list of adviser qualifications can be provided upon request.

Fee-Based Remuneration

Like other professionals, Herbert & Webster is a fee-based firm. Clients will be provided with details of our fee structures before we accept their instructions.

On going suitability reviews and updating

Ongoing adviser service provides regular reviews where we will reassess their financial position and the suitability of the advice they have received and process any amendments required. Clients, by agreement can receive regular portfolio valuations.

Professional Ethos

Herbert & Webster specialises in providing financial planning which extends beyond financial advice and encompasses investment management and tax planning, taking an holistic view of clients' needs and aspirations and assisting them to achieve their life objectives.

Professional Indemnity Insurance (PII)

Herbert & Webster LTD maintains a comprehensive professional indemnity policy and have gone above the minimum requirement of EUR1,924,560.00 (£1,655,698.97 at the time of publication) Our current level is £3,000,000. Our policy comes with a wide policy wording some of the additional benefits are listed on the following page, however please request the policy summary for full details.

Selected Professional indemnity insurance benefits

- Cover for financial failure or a financial institution
- Cyber liability cover
- Loss of documents and data cover
- Cover for mitigation costs
- Court attendance costs cover.

Herbert & Webster is also Cyber Essential Accredited.

The Advice Process

To ensure a constant and suitable outcome of advice, we have analysed every step and aspect of a client journey and from there, a robust process has been built and embedded in our back office system.

Client Money

We are not permitted to handle clients money either by cash, by cheque or electronic payments made to Herbert & Webster LTD unless the cheque or electronic payment is made in respect of an invoice we have sent to a client.



Our Online Client Portal

All clients have access to Herbert & Webster's online portal, through which they can access details of all their investments, pensions and savings, the values of some of which are updated daily. Routine documentation is posted on the system so as to avoid the need, where possible, for hard copy mailings. Our online portal also boasts secure encrypted messaging straight to the client's personal adviser.

Vulnerability

We recognise that some clients may find themselves in a vulnerable position and whether this is permanent or temporary we have refined our policy and processes to best help provide a positive outcome regardless of their capacity and resilience. Full details of our policy are available on request. For every recommendation made to a person in a vulnerable position, there is a compliance check in place before the recommendation is presented to the client and their potential guardians.

Compliance

We use the service of an independent compliance case-checker. Post-sale check lists are produced at random by an inbuilt algorithm to ensure an unbiased cross-section of cases to check. Pre-sale checks are set for particular cases systematically such as vulnerable circumstances, large capital investments and high risk investments. All advisers have unlimited access to a technical and compliance team to further support them.

Experience

Herbert & Webster has experience of working with solicitors and accountants and our advisers have developed an appreciation of the way in which financial advice can complement and enhance the advice of other professionals, so as to provide a more comprehensive package of client services.

Legal Structure

The Firm is registered as a limited company at Companies House (7252045)

Company Name: Herbert & Webster Ltd

Directors: Adam Herbert
Marina Gabas

Shareholders: Adam Herbert
Marina Gabas

Registered Address:
Herbert & Webster Ltd
John Eccles House
Robert Robinson Avenue
Oxford
OX4 4GP

T: 01865 407755
E: info@herbertandwebster.co.uk
W: www.herbertandwebster.co.uk