

Symposium - Wednesday, November 11th, 6pm to 8pm, about the [FCA's Consumer Investment Market consultation](#).



THE
TRANSPARENCY
TASK FORCE

Steve Conley, founder of the Non-Intermediating Financial Planning movement.



A question of decency: How much is too much to pay for advice?

money marketing

NEWS PENDINGS REGULATION INVESTMENTS PROTECTION LATEST EDITION PODCAST DFM CENTRE EVENTS

By **Natalie Holt** | 29th September 2016 8:49 am

Advisers are being challenged over the appropriateness of ongoing advice fees as it emerges clients of major advice brands are being charged upwards of £60,000 a year for advice.

Money Marketing has sought to quantify exactly what is being charged and approached 20 adv-ice firms for details of what they charge for ongoing advice and what their top- paying client is charged in pounds and pence. Firms were also asked about their stance on decency limits, where a threshold is set on the maximum amount deemed reasonable to charge for advice.

Of the 20 firms approached, including nationals and networks and spanning independent and restricted business models, only seven provided substantive responses on their ongoing advice charges.

Anecdotally, Money Marketing has heard of cases where some clients are being charged £60,000 a year for ongoing advice, and in one case £80,000.

So how do firms monitor what is being levied as an ongoing advice charge? Are all clients fully aware of what they are paying for ongoing service in

We seek the very best ideas that drive positive change, from every corner of the world

RECOMMENDED

REGULATION | 4
Robert Reid: Poor charges disclosure is hitting due diligence

ADVISERS | 7
Platform: The truth behind what clients will pay for advice

ADVISERS | 7
Nick Bamford: The race to the bottom on advice costs

ALLIANCE GLOBAL PARTNERS

“The question of what is appropriate to charge for advice may be one for the FCA, but the UK regulator has previously stated it **does not want to intervene in policing advice costs.**”

- Money Marketing Sep 2016

**Pension transfer advice: feedback on CP19/25
and our final rules and guidance**

Policy Statement
PS20/6

June 2020

*“Over time, these charges can
have a significant negative
financial impact for consumers.”*

(PS20/6 s3.1)

“Our view is that many consumers
would not benefit from ongoing
advice as their circumstances are
unlikely to change significantly
from year to year.” (PS20/6 s 3.10)

Financial advisers charge clients almost £3,000 a year – but don't see them for years

More than half of people with a financial adviser haven't seen them for two years or more and many do not even know how much they pay them

By Marianna Hunt
18 July 2020 • 5:00am

Related Topics

Financial Conduct Authority, Financial planning (for retirement), Consumer Affairs

🐦 f 📷 ✉ 15



The number of people ditching their wealth manager has jumped during the coronavirus pandemic, as they complain of poor service and performance | CREDIT: Veronica Grech

Hundreds of thousands of people pay financial advisers to [look after their money](#), but most go years without ever meeting them, research shows.

More than half (53pc) of 1,000 people who have between £50,000 and £1m invested

Advertisement

Stay protected.
How You Pay Matters

finance business > banking

Royal commission suggests criminal charges over 'widespread' fees-for-no-service scandals

The banking royal commission has suggested criminal charges should be laid against financial organisations that charged fees for no service.



Frank Chung [franks_chung](#)

Video Image



AMP boss Craig Meller stepped down in the wake of the fees-for-no-service scandal. Source: News Corp Australia

The banking royal commission has asked the securities watchdog to consider criminal charges against a number of financial organisations swept up in fees-for-no-service scandals.

The issue of customers being charged for advice they never received, in some cases even after they died, was one of the most shocking revelations early in the commission and led to the first major scalp with the resignation of AMP boss Craig

MORE IN BUSINESS [^](#) [View](#)

‘St James’s Place didn’t contact me for 17 years – but still charged me thousands’

Britain's biggest wealth manager charges high fees which are supposed to pay for a premium service

By Marianna Hunt
12 September 2020 • 5:00am

Related Topics
St James's Place, Retirement, Funds,
Financial planning (for retirement),
Consumer Affairs

Twitter Facebook Instagram Email Comments 45



Beverley Hutchinson has been investing with SJP since 1994 | CREDIT: Guzelian Ltd/Asadour Guzelian

Britain's largest wealth manager has been forced to offer a customer almost £6,000 by way of apology after she said the firm had not contacted her for nearly two decades even though it had continued to charge her fees.

Beverley Dennis, 55, from west Lancashire, started to invest with St James's Place in

Advertisement



No Mention

Fee For Service



Call For Input: The Consumer Investments Market

September 2020

“All they want is to plug into your assets and charge a fee.”

— R K Newnham, The Telegraph 18 July 2020



Symposium - Wednesday, November 11th, 6pm to 8pm, about the [FCA's Consumer Investment Market consultation](#).



THE
TRANSPARENCY
TASK FORCE

Steve Conley, founder of the Non-Intermediating Financial Planning movement.