Circadian

Service Schedule for Template Financial Planner Firm

Release Date: **09 January 2025**

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
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 & income bank account & notification of cheques banked.	By close of business 1 working day following receipt
Upload provider statement data into IO using scanned, postal or e-mailed statements received from Template Financial Planner Firm	By close of business 2 working days following receipt
Chase product providers for missing statements where bank data indicates monies have been received	By close of business 5 working days following receipt
Chase product providers for missing payments where statement data has been received	By close of business 5 working days following receipt
Monitoring overnight matching on IO and dealing with unmatched exceptions.	By close of business 3 working days following receipt
Providing a helpdesk service to Template Financial Planner Firm	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
Providing a payment file (CSV & PDF) to enable Template Financial Planner Firm to make net payments to its advisors (i.e. NOT making the payments)	On the first working day of every month.

Services	Typical agreed service standard
Providing a payment file (CSV & PDF) to enable Template Financial Planner Firm to make payments to its Introducers (i.e. NOT making the payments)	On the first working day of every month.
Close the month end period, and create a new period every month.	On the first working day of every month.
Add new advisers to Back office system, and ongoing upkeep of existing advisers.	On notification by Template Financial Planner Firm we will add new advisors to back office system, including individuals banding rate.
Add new introducer accounts to Back office system, and continued upkeep of existing introducers.	On notification by Template Financial Planner Firm
Providing an unallocated file to Template Financial Planner Firm.	Once a week, at timescales agreed with Template Financial Planner Firm.
Advisor and Introducer statements Will be distributed, following each month end payment run.	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.
To provide a PDF to CSV scanning solution for statement income processing.*	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 **£39.00 (+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.*

Circadian

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

Tel: 0845 4750 905
Fax: 0844 477 1507
Email: tim@circadian-rm.com
Web: www.circadian-rm.com