

For
clients

Personal Portfolio

Curated by  Marlborough

Key relationship summary

Personal Portfolio key relationship summary V1

01. About this Document

This document summarises the relationships and responsibilities of each part of the Personal Portfolio Service along with the Personal Portfolio Client Terms and Platform Client Terms.

What is the Personal Portfolio Service?

The Personal Portfolio Service is offered through a combination of companies, which will provide you with the services designed for you.

- Your Adviser has recommended this service to you as part of their suitability and risk assessments.
- Marlborough will provide you with discretionary investment management tailored to your unique circumstances.
- For Marlborough to manage your investments, they have partnered with Marlborough Select Platform Limited (Select Platform), who will provide Marlborough with technology and client service support.
- Select Platform uses SEI Investments (Europe) Limited (SEI) to provide them with custody services and all trading will be placed through them and their suppliers.
- You are a client of each of these parties and each is responsible for services provided to you.

02. Who does what?

Your Adviser

Your Adviser provides us with information and instructions to allow us to provide our service. They assess the suitability of the Personal Portfolio Service for you by looking at your risk profile and risk level.

Your Advisor will provide you with sufficient information to explain the Personal Portfolio Service and agree with you the fees, costs and charges applicable to the provision of our service to you. To use jargon, they act as your agent, and we rely on them in that way. You will have signed an agreement with your adviser which details the service that they have agreed to provide.

They are responsible for;

- Carrying out a review of your circumstances, needs, objectives, attitude to risk and capacity for loss.
- Assessing that your risk profile remains suitable for your investment objectives.
- Making recommendations based on your attitude to risk and investment objectives, which may include recommending that you invest through the Personal Portfolio Service where it is suitable for you.
- Explaining the Personal Portfolio Service to you. This will include how it works, its technical terms, the charges that will be applied, the tax implications and the risks associated with investing. Your Adviser will guide you through the application process and the options available to you.
- You should ensure that you understand the expected risk and reward profile of your investment as explained to you by your Adviser before you make a commitment to invest.

Marlborough Investment Management Limited

We provide the Personal Portfolio Service directly to you. We have your full authority to act on your behalf, without any prior reference to you, to make decisions regarding your investment.

A full description of the Personal Portfolio Service is set out in the Personal Portfolio Client Terms. We do not provide investment advice, and we only act in accordance with instructions provided by your Adviser. We also rely on your Adviser to provide us with information about you, and to send information and reports about our services to you in return.

We invest your money and assets using the guidelines provided to us by your Adviser. To make the relevant investments with your cash and assets we use Select Platform, which allows us to administer the investment process whilst also giving you and your Adviser a place to see how your investments are performing and to run reports.

We are responsible for;

- Making investment decisions on your behalf.
- Providing instructions to Select Platform to make transactions.
- Ensuring that your portfolio remains aligned to your investment mandate and guidelines.

Marlborough Select Platform Limited

Select Platform who are our preferred platform partner provides us with the technology to arrange and execute investments on your behalf.

They facilitate the safe custody of your investments and process all relevant fees on your behalf. They provide you with quarterly statements detailing all transactions and report on the performance of your investments.

They [have] appointed SEI as custodian to manage and hold your investment assets.

Their role is limited to the provision of Platform services as detailed in the Platform Client Terms (including the custodian's terms for the custody services) and they do not provide financial, investment or tax advice.

Select Platform is responsible for:

- The maintenance and administration of your account.
- Providing safe custody of your investments.
- Custodian oversight to ensure that transactions are placed in accordance with instructions.

03. Aims of the Personal Portfolio Service

Working closely with your Adviser, we will create and manage your Portfolio to meet your financial requirements. The Personal Portfolio Service will include:

- Defining a tailored investment strategy based on your personal circumstances and aligned with your risk profile.
- Building a well-diversified investment portfolio(s) that is/are actively managed by experience investment professionals
- Provide access to an investment manager to help understand the performance of your Portfolio and the financial markets.
- Create transparent reporting for performance, positioning, and costs

- Enable access to a third-party tax wrapper(s) that can improve the tax efficiency of your investments.

04. Risk Factors

Please read these carefully, they could affect your expected outcome. We do not offer advice on the suitability of the Personal Portfolio Service. You must appoint and seek advice from your Adviser.

- Your investment will go up and down in value. Past performance and projections are not a guarantee of what your performance will be. If your investments perform badly, it's possible you may get back less money than you put in.
- What you receive when you sell your investment is not guaranteed; it depends on how your investments perform.
- Tax rules can change, and your own tax treatment will depend on your personal circumstances. Speak to a qualified tax adviser if you're unsure.
- Governments can change the way investments are taxed.
- Inflation will reduce the real value and therefore what you could buy with your investments in the future. Any cash balance on an account will exacerbate your inflation risks as it may not earn any interest.
- If the investments held do not match your attitude to risk (willingness to accept potential losses), they may not perform as you anticipate. Your Adviser will have assessed your attitude to risk and your Portfolio has been built with this in mind.
- The effect of charges may be higher than illustrated. If you switch to funds with higher charges than those originally illustrated, or if fund management costs increase in the funds you initially chose, the effect of charges will change.
- If you cash in your account during the early years, you may get back less than you paid in. The Personal Portfolio Service is designed for medium to long term investing.
- If you decide to cancel your account within the first 30 days, you may get back less than you invested if its value falls in the meantime.

05. Complaints

If you have cause to make a complaint about the Personal Portfolio Service, please contact your Adviser in the first instance who will pass your complaint to the relevant party. If you do contact us directly, we will deal with it fairly, effectively and promptly according to FCA rules on complaint handling.

Depending on the nature of your complaint, it will be dealt with by one or more of the parties who have responsibilities to you.

Marlborough Group Holdings Limited is registered in England No. 10078930.

Issued by Marlborough Investment Management Limited, registered in England No. 01947598 (FRN 115231) on behalf of Marlborough Select Platform Limited, registered in England No. 09603561 (FRN 756360). Both firms are authorised and regulated by the Financial Conduct Authority in the UK. Registered Office: Marlborough House, 59 Chorley New Road, Bolton, BL1 4QP.