

Tyndall Partnerships Consumer Duty Information

January 2024



TYNDALL

Suitable for...

Our Tyndall Partnership model portfolios could be suitable for advisers with clients that:

- Are retail investors with some experience with investments
- Want an experienced Investment Manager to have responsibility over the management of their investments
- Are interested in investments with different mandates, including Active, Passive, Income and ESG (or a combination of)
- Want regular updates about their investments
- Want decisions about their investments to be made by an experienced Investment Manager rather than have to make those decisions themselves
- Have an investment horizon of no less than 5 years

All of our model portfolios invest in UK authorised funds and are denominated in Sterling. Our Investment Team carry out regular due diligence on all funds included in our portfolios. Our due diligence includes ensuring that funds selected are within the target market for the portfolio range(s) they will be used in.

Not suitable for...

Our Tyndall Partnership model portfolios are not suitable for clients that:

- Need their investments to be actively managed for Capital Gains Tax within a General Investment Account
- Don't have any capacity for loss
- Don't want to pay for an Investment Manager
- Don't have an Adviser to give ongoing advice
- Want to retain control over their investments
- Do not reside in the UK
- Have an investment horizon of less than 5 years

Target Market Statement & Customer Outcome Statement

The Target Market Statements for our different portfolio ranges are as follows:

- **General Target Market Statement**
 - Our model portfolios target the mass market through intermediary advisers
 - Applicable to our all models
- **Income Target Market Statement**
 - Our Income models targets investors with regular income requirements through intermediary advisers
 - Applicable to our Income models
- **Sustainability Target Market Statement**
 - Our ESG models target investors with Environmental, Social and Governance preferences through intermediary advisers
 - Applicable to our ESG models

The Specific Customer Outcome Statement for our different portfolio ranges are as follows:

- **General Customer Outcome Statement**
 - Customers can expect the ranges to be managed in line with mandate
- **Income Customer Outcome Statement**
 - Customers can expect the Income models to provide income as set out in the mandate
- **ESG Customer Outcome Statement**
 - Customers can expect the ESG models to be managed in line with the specific ESG criteria set out in the investment policy

Fair Value Statement

Tyndall has undertaken a fair value assessment of its Partnerships service as at 31st December 2023.

The assessment considers factors including:

- Quality of Service
- Performance
- Pricing – internal assessment
- Pricing – peer review
- Cost of providing the service

We have determined that the Partnerships service offer fair value.

We will undertake further periodic reviews of our services in line with our standard governance framework, to ensure that this continues to be the case.

Get in touch

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T Y N D A L L

Partnerships