

# Tyndall Private Clients Consumer Duty Information

*January 2024*



TYNDALL

# Tyndall Private Clients

## What services are offered by Tyndall Private Clients?

Tyndall Private Clients offers four service types:

### Discretionary Investment Management

Under the terms of this service, Tyndall has full discretion over the clients' portfolio(s) of assets.

Tyndall will manage the assets to an agreed investment mandate. The client will not be consulted or informed of any changes to their portfolio outside of the periodic reporting cycle.

### Managed Advisory

Under the terms of this service, Tyndall will have partial discretion over the clients' portfolio(s) of assets.

Tyndall will manage the assets to an agreed investment mandate. The client will be consulted before any transaction is executed, and will be informed of any changes to their portfolio via a suitability report, which explains how each transaction meets the clients' identified requirements, and the risks associated with the transaction.

### Advisory

Under the terms of this service, Tyndall will suggest transactions to the client, or comment on the clients' suggested transaction, purely on the merit of the transaction itself. The client and Tyndall do not agree an investment mandate, and Tyndall gives no considerations to the wider portfolio when considering transactions.

The Investment Manager provides a suitability report after each transaction setting out the potential risks and benefits of the asset in question.

### Execution Only

Under the terms of this service Tyndall executes transactions for the client at their request. Tyndall has no influence over the investment decision and undertakes no assessment of suitability either with reference to the clients' circumstances, or to the investment itself.

# Target Market Information: Discretionary Investment Management

## **Our Discretionary Investment Management service could be suitable for :**

- Retail or Professional clients.
- Clients with no investment experience or more
- Clients who have investable assets with which they can afford and are prepared to take investment risk
- Clients who are prepared to pay a fee for their investments to be managed by an investment professional
- Client who are able to remain invested ideally for at least 5 years.

## **Our Discretionary Investment Management service may not be suitable for :**

- Clients who are unable or unwilling to lose money on their investments.
- Clients who do not want to pay for an investment manager.
- Clients who want to manage their own portfolios.
- Clients who cannot afford to take risk with their assets.
- Clients who are unwilling to accept stock market risk.
- Clients who cannot remain invested for at least 5 years.

# Target Market Information: Managed Advisory

## **Our Managed Advisory service could be suitable for :**

- Retail or Professional clients.
- Clients with at least basic investment knowledge and experience
- Clients who have investable assets with which they can afford and are prepared to take investment risk
- Clients who are prepared to pay a fee for their investments to be managed by an investment professional.
- Who can remain invested ideally for at least 5 years.
- Clients who want to be engaged in the process of selecting investments, but do not have the expertise or inclination to do so themselves.

## **Our Managed Advisory service may not be suitable for :**

- Clients who are unable or unwilling to lose money on their investments.
- Clients who do not want to pay for an investment manager.
- Clients who want to manage their own portfolios.
- Clients who cannot afford to take risk with their assets.
- Clients who are unwilling to accept stock market risk
- Clients who cannot remain invested for at least 5 years.

# Target Market Information: Advisory

## **Our Advisory service could be suitable for :**

- Retail or Professional clients.
- Clients with at least basic investment knowledge and experience
- Clients who have investable assets with which they can afford and are prepared to take investment risk
- Clients who are prepared to pay a fee for their investments to be managed by an investment professional.
- Who can remain invested ideally for at least 5 years.
- Clients who want to be engaged in the process of selecting investments, but do not have the expertise or inclination to do so themselves.

## **Our Advisory service may not be suitable for :**

- Clients who are unable or unwilling to lose money on their investments.
- Clients who do not want to pay for an investment manager.
- Clients who want to manage their own portfolios.
- Clients who cannot afford to take risk with their assets.
- Clients who are unwilling to accept stock market risk
- Clients who cannot remain invested for at least 5 years.

# Target Market Information: Execution Only

## **Our Execution Only service could be suitable for clients who are:**

- Retail or Professional clients.
- Clients with at least basic knowledge of investment markets
- Clients who have investable assets with which they can afford and are prepared to take investment risk
- Clients who do not wish to pay for an investment manager
- Clients who wish to manage their own portfolio

## **Our Execution Only service may not be suitable for :**

- Clients who are unable or unwilling to lose money on their investments.
- Clients who cannot afford to take risk with their assets.
- Clients who are unwilling to accept stock market risk
- Clients who require oversight of the overall risk in their investment portfolio

# Fair Value Statement

Tyndall has undertaken a fair value assessment of its services as at 31<sup>st</sup> 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 our services 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.