



VOYAGER
ASSET
MANAGEMENT

Consumer Duty Information

Bespoke Service

July 2024

Consumer Duty

Consumer Duty came into effect on 31st July 2023. It is a standard established by the Financial Conduct Authority (FCA). It builds on the FCA's earlier standards and principles, such as Treating Customers Fairly, by aiming to provide better protection for consumers in retail financial services by putting customers' needs first.

It sets higher expectations for the standard of care customers receive from providers, through a four-pronged approach:

Firms' services and products are required to be fit for purpose and need to offer fair value

Firms are required to help consumers make effective choices

Firms will be subject to upgraded supervision, which will allow them to focus on preventing harm before it occurs – or to address it more quickly when it does happen

A fair advice landscape that is more consumer-focused will be created, in which firms can compete and innovate while being focused on good consumer outcomes.

This document provides further information about Voyager Asset Management's analysis of its target market and fair value assessment for its Bespoke Service.

Our Bespoke Service

Our Portfolio Managers create bespoke portfolios for every client.

- Your clients will benefit from a truly bespoke portfolio. While our Portfolio Managers will invest in an array of asset classes, including equities and bonds, to reflect their view of markets, they are able to incorporate any “treasured holdings” within your client’s personalised portfolio;
- Ongoing management of your client’s portfolio, with your dedicated Portfolio Manager taking responsibility for all investment decisions he or she makes on your client’s behalf, within the agreed mandate between you and us;
- A tried-and-tested investment strategy, with a foremost attention paid to risk management, that has a track record dating back to 2014;
- Availability of face-to-face review meetings with your Portfolio Manager, and the option to meet your client if you wish.



Target Market

We view this service as being appropriate for investors who:

- a) are Retail or Professional clients;
- b) wish to outsource the management of their investments to an investment professional;
- c) wish to gain access to our bespoke service through a financial adviser;
- d) Are able to remain invested for at least five years;
- e) Have at least a basic knowledge of financial markets;
- f) Do not require guaranteed investment returns, but instead can afford to be exposed to market volatility and potential losses over the life of the investment;
- g) May wish to align their professionally managed investment strategy with a variety of investment objectives, such as income, capital growth or some combination of the two;
- h) Feel they can meet their ethical or sustainability objectives by outsourcing the management of their portfolio to an investment professional;
- i) Require their investment to be held in one or more of the standard investment wrappers, including general investment accounts, stocks and shares ISAs, SIPPS, SSASs and offshore bonds.

Negative Target Market

Our bespoke service is potentially inappropriate for clients who:

- a) Wish to manage their own investments;
- b) Have a time horizon that is shorter than five years;
- c) Require guaranteed investment returns or some form of capital protection;
- d) Have a portfolio that is of a size that would be adversely affected by the service's charges;
- e) Have specific ethical or sustainability requirements that cannot be met by our Portfolio Managers.

Vulnerable Clients

We believe that our bespoke service is compatible with clients who have vulnerability characteristics. Please contact Voyager Asset Management on 020 3744 6917 or at client.services@voyageram.co.uk to discuss further how best we can support your client.

Our Fair Value Assessment

In line with the requirements of Consumer Duty, we have undertaken a detailed assessment of the charges of this service as of July 2024. We believe that it represents fair value. We undertake to review our charges on a regular basis.

Where Independent Financial Advisers, introducers or other intermediaries incur additional charges, these will need to be factored into the adviser's own value assessment

Summary

Client Classification: Regulatory classification: Retail / Professional Client knowledge: basic / informed / advanced Investment time horizon Affordability	Target Market Both Basic 5 years+ Yes
Risk Profile: Capital protection / market exposure Benchmarks / target availability	Market exposure Range available
Client Needs and Objectives: Capital growth / Income / Balanced Sustainability preferences	Range available Some
Distribution Channel: Direct / intermediated / both Wrapper types: GIS / ISA / SIPP / SSAS / other Means of communication: post / email / telephone / all	Intermediated All All
Vulnerable Clients Able to deal with clients with vulnerability characteristics	Yes



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Important Information

We use nominee companies to hold clients' assets. These are companies which do not trade but are formed by a bank or other fiduciary organisation to hold and administer investments as a custodian, on clients' behalf. Nominee companies oversee holdings, minimise paperwork and speed up transactions, without affecting clients' beneficial ownership in any way. Assets that are registered in one of these nominee companies are held in trust and are not regarded as belonging to Voyager Asset Management. Therefore, in the unlikely event of default by Voyager Group, clients' assets are ring-fenced and cannot be used to settle any liabilities of the Company. In the very unlikely event of a shortfall in client assets held in our nominees, the FSCS has a maximum compensation limit of £85,000 per person, per authorised firm.

If you require any additional information or reassurance on our controls for safeguarding client money and investments, please call us on 0203 744 6917. For further information on the FSCS, please visit www.fscs.org.uk. To ascertain your eligibility for protection under the terms of the FSCS, you should consult the FSCS directly. Clients can also visit www.moneyadvice.service.org.uk for an independent service, set up by the Government, to help people in the UK make the most of their money.

The value of investments and the income arising is not guaranteed and can fall as well as rise, so that you may not get back the amount you originally invested. Past performance is not a reliable indication of future results. This brochure has been prepared by Voyager Asset Management for clients and/or potential clients who may have an interest in their services. The performance of individual portfolios may differ from the model portfolio due to timing difference in implementing investment decisions, the impact of annual management charges, trading taxes, individual restrictions and taxation constraints. Movements in exchange rates can have an adverse effect on the value. The asset allocations indicated may vary marginally depending on prevailing market conditions.