



Park House, 77-81 Bell Street, Reigate, Surrey, RH2 7AN

Client Agreement for Investments & Insurances

Authorisation Statement

Define Financial Planning Ltd T/A Define Wealth is Authorised and Regulated by the Financial Conduct Authority, FCA Number 623690. The Financial Conduct Authority (FCA) regulates financial services in the UK, you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

Our services

Define Wealth is able to act on your behalf in advising you on investments and non-investment insurance contracts. We offer products and services as follows:

- **Investments** - we offer an Independent advice service. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. We will however only make a recommendation when we know it is suitable for you.
- **Non-investment protection contracts** - we offer non-investment protection products e.g. term assurance, income protection and critical illness from a range of insurers.

We offer you an initial discussion (without charge) at which we will describe our services more fully and explain the payment options. If you decide to proceed, we will:

- Gather and analyse personal financial information about you and your aims and objectives;
- Recommend and discuss any action we think you should take and, with your agreement, arrange relevant solutions for you.

You should be aware that investments carry varying degrees of risk and as their underlying value can fall as well as rise you may not get back the full amount invested.

Your aims and objectives

Unless we notify you in writing to the contrary, we will be treating you as a "retail client" for investment business. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Any advice or recommendation that we offer to you, will only be given after we have assessed your needs and considered your financial objectives and attitude to any risks that may be involved. We will also take into account any restrictions that you wish to place on the type of products you would be willing to consider.

With very few exceptions, we will confirm to you in writing the basis of our recommendations along with details of any special risks associated with the products recommended.

Full details of the products we recommend to you including, for example, the minimum duration of the product, information on your right to cancel or whether no right to cancel exists, and any other early termination rights and penalties, will be covered in the relevant product disclosure information you will receive before conclusion of any contract.

We will issue any documentation/recommendations and any other communication to you in English (unless agreed otherwise).

We may also, on occasion, advise on other financial products which are not regulated by the FCA under the Financial Services and Markets Act 2000. The Financial Services Compensation Scheme does not apply to any of these products.

Under the terms of this agreement, we may, if appropriate, advise you on investments which are not readily realisable. We would draw your attention to the risks associated with these investments as there is a restricted market for them. In some circumstances it may therefore not be possible to deal in the investment or obtain reliable information about its value.

Our Ethical Policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- be open, honest and transparent in the way we deal with you;
- not place our interests above yours;
- communicate clearly, promptly and without jargon;
- Seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

Our Investment Services and Costs

We provide you with an initial consultation free of charge. This helps us to understand your financial objectives and will confirm how we can support you in working towards these. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you.

We charge our services by way of a fee. These fees are based on a percentage of the amount you invest and a fixed cost dependent on the type of business.

Financial Review and Recommendation

This can be a continuation from the initial discussion, where agreed, or a further appointment. This process covers the:

- gathering of information about your existing financial arrangements and full personal circumstances;
- understanding of your investment knowledge and attitude and tolerance towards investment risk;
- recommendation of an asset allocation model that matches your risk profile and the subsequent assessment and suitability of any existing holdings;
- preparation of our recommendations to you;
- arranging a second appointment to explain and discuss our recommendations in detail.

Our charge for this service will be based on an hourly charge of £150 per hour and the amount of work involved will be agreed with you in advance. This fee will be offset wholly or in part should you decide to implement any of our recommendations.

To assist us with the delivery of our Investment Services we use a system called Dynamic Planner by Distribution Technology. Distribution Technology is the UK's leading provider of financial planning and sales technology and has an excellent reputation for market-leading advice technology. Distribution Technology has appeared in the annual Tech Track Top 100 ratings in September 2009. Their tool allows us to analyse our clients' attitude to risk using a range of psychometric questionnaires, and providing clients with a view of the consequences of their decision through the production of expected gains and losses based upon clients' risk choices.

Policy Review, Arrangement & Implementation – Lump Sum Investments or Transfers

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways:

- Handle all fund and policy administration on your behalf;
- Provide regular updates to keep you informed of progress;
- Ensure all your documents are issued in line with your expectations;
- Provide confirmation of all actions taken on your behalf in writing.

We charge 1% of the invested assets plus a fixed setup cost which is dependent upon the type of business:

• General Investment Account	£300
• ISA	£300
• New Personal Pension Plan	£500
• Personal Pension Switching (per plan)	£500
• Investment Bond	£500

Eg 1. Mr Smith wishes to invest £50,000 in to a GIA, he pays a £300 setup fee and £500 (1% of invested assets). Overall cost is £800 or 1.6%.

Eg 2. Mr Smith wishes to invest £100,000. £15,000 in ISA, £15,000 in pension and £70,000 in GIA. He pays £1,100 in setup fees and £1,000 (1% of invested assets). Overall cost is £2,100 or 2.1%.

Eg 3. Mr Smith has 4 pensions valued at £200,000 he wishes to switch. This costs £2,000 setup fees and £2,000 (1% of invested assets). Overall cost is £4,000 or 2%.

Eg 4. Mr Smith wishes to invest £500,000 in a GIA. He pays £300 setup fee and £5,000 (1% of invested assets). Overall cost is £5,300 or 1.06%.

Eg 5. Mr Smith wishes to setup a new pension with £500 per month. He pays a setup fee of £500 and £5 per month thereafter.

Eg 6. Mr Smith wishes to invest £30,000 in a pension and ISA. He pays £800 setup fee and £300 (1% of invested assets). Overall cost is £1,100 or 3.66%.

We reserve the right to charge an hourly rate of £150 per hour for any work we undertake, this will be agreed with you beforehand. For the following services we charge our hourly rate: Annuities, Estate Planning, Complex Tax Planning, Group Pension schemes, Auto Enrolment, Commercial property held within a SIPP.

This payment can either be taken from your investment upon receipt by the policy provider or paid directly by you.

Ongoing Reviews and Changes to Existing Investments

We will discuss the full range of our on-going services during our initial consultation. These services include, but are not limited to, providing you with:

- structured reviews to give you peace of mind;
- an assessment of your circumstances and any changes to your plans that are needed;
- regular updates and information regarding your holdings;
- a choice of differing levels of support depending on your needs;
- Ongoing support with correspondence and administration issues.

SERVICE LEVEL	Adviser Assist Service	Wealth Manager Service
Portfolio valuations	✓	✓
Access to our support team	✓	✓
Professional expertise and governance embedded into our investment processes	✓	✓
Ongoing telephone and email access to your adviser	✓	✓
Quarterly Email Newsletter	✓	✓
Chancellors Budget Summary Newsletter	✓	✓
Introduction to accountant / solicitor / mortgage adviser (if required)	✓	✓
<p>Access to the Personal Finance Portal (PFP) - enables you to view an up-to-date valuation of your portfolio and fund information.</p> <p><i>PFP Premium - aggregates short-term cash flow information with medium and long-term savings and investments, providing a powerful insight into your entire net worth.</i></p> <p><i>There's a dedicated mobile phone apps for iPhone and Android devices.</i></p>	✓ Access to PFP Core	✓ Access to PFP Premium
Bed & ISA Service (if required)	£150 plus VAT if applicable	✓
Fund Switches	£10.50 per sell & purchase	✓
Capital Gains Tax Reporting Service (on request)	£75 plus VAT if applicable	✓
Annual personal pension contribution certificate (on request)	£75 plus VAT if applicable	✓
Financial Review Meeting including:	✓ Annually – on request	✓ Annually or bi-annually on request
<i>Review of Objectives</i>	✓	✓
<i>Review of Risk Profile</i>		✓
<i>Review of Asset Allocation (if required)</i>		✓
<i>Review of Tax Changes</i>		✓
<i>Updates & Valuations</i>		✓
<i>Comprehensive Financial Health Check:</i>		✓
<i>Detailed Tax Planning</i>		✓
<i>Estate Planning</i>		✓
<i>Cash Flow Modelling (on request)</i>		✓
Cost based on the total value of your investments and portfolio size:		
Below £149,999	0.75%	1%
Above £150,000	0.50%	0.75%
<p>Our Adviser Assist Service may be appropriate for those clients who need to stay in control of their financial affairs without the need for constant monitoring and day-to-day attention.</p>	<p>The Wealth Manager Service may be appropriate if you prefer to work closely with your financial advisor to implement and refine your long-term financial strategy, and leave the daily investment decisions to financial professionals.</p>	

Where we agree to provide ongoing services you can choose to cancel this at any time by providing us with written confirmation of your decision. Payments would then cease within 7 business days or after collection of any due proportion of any period charges if later.

The charges listed above can be deducted from your investments or paid directly by you.

Our Insurance and Protection Services and Costs

Similar to our investment services above, we will provide you with a personal and financial review prior to making our recommendation(s) to you. Should you accept our recommendation(s) we will arrange the implementation of this/these for you. The reasons for our recommendations will also be provided to you in a written report.

We do not charge a fee for our insurance and protection services as we will normally receive commission from the policy provider. You will not be subject to VAT for this service.

Cancellation rights

In most cases you can exercise a right to cancel by withdrawing from the contract. In general terms you will normally have a 30 day cancellation period for a life, pure protection, payment protection or pension policy and a 14 day cancellation period for all other policies.

For pure protection policies the start of the cancellation period will normally begin when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you.

If you cancel a single premium contract, you may be required to pay for any loss you might reasonably incur in cancelling it which is caused by market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

Client money

Define Wealth is not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

Documentation

We will endeavour to make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. All policy documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you.

Instructions

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing.

Material Interest

We will act honestly, fairly and professionally known as conducting business in 'Client's best interest' regulations. Occasionally situations may arise where we or one of our other clients have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

Complaints

"If you wish to register a complaint, please write to **Define Wealth**, Park House, 77-81 Bell Street, Reigate, Surrey, RH2 7AN or telephone 01737 222646.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4 567.”

Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. Investment business will normally be covered up to a maximum of £50,000.

Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>.

Data Protection

The information you have provided is subject to the Data Protection Act 1998 (the “Act”). By signing this document you consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

“Processing” includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FCA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

In order to provide services to you we may be required to pass your personal information to parties located outside of the European Economic Area (EEA) in countries that do not have Data Protection Laws equivalent to those in the UK. Where this is the case we will take reasonable steps to ensure the privacy of your information.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or condition; the committing or alleged committing of any offence by you; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings; your political opinions; religious or similar beliefs; sexual life; or your membership of a Trade Union.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on **01737 222646** or in writing at **Define Wealth**, Park House, 77-81 Bell Street, Reigate, Surrey, RH2 7AN.

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

Anti-money laundering

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

Law

This client agreement is governed and shall be construed in accordance with **English** Law and the parties shall submit to the exclusive jurisdiction of the **English** Courts.

Force Majeure

Define Wealth shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days' notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

DECLARATION

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

Please tick this box if you do not consent to us or any company associated with us processing any such sensitive data.

Please tick this box if you do not wish for us or any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.

I/We are aware of the costs of the Financial Review and Recommendation(s), and where appropriate, the Policy Arrangement and Implementation services and agree to the method and timing of these.

Fees

I/We agree to pay Define Financial Planning Limited a one off fee of £..... for the advice.

I/We agree to pay Define Financial Planning Limited a one off fee of% of the investment(s).

I/We agree to pay Define Financial Planning Limited an ongoing fee of% pa of the investment(s) for the advice.

I/We agree to pay Define Financial Planning Limited a fee of £.....Plus Vat for the provision of consultancy services only.

I/We would like to subscribe to the following ongoing service option:
(please tick the appropriate boxes)

Adviser Assist Client Service Option

Wealth Manager Client Service Option

Facilitation of Payments

I/We wish for the cost of the ongoing service to be paid by deduction from the policy(ies) I/ we hold

I/We wish for the cost of the ongoing service to be charged directly to me/us on a monthly/yearly basis

Signed:

Print Name:

Date:

Signed:

Print Name:

Date:

Signed on behalf of the firm:

Print Name:

Date: