

Client Agreement Letter

Date Issued Financial Planner

Client Name(s)

This agreement is issued on behalf of Informed Choice Ltd of Sundial House, 20 High Street, Cranleigh, Surrey, GU6 8AE, who can be contacted on 01483 274566 or at hello@icl-ifa.co.uk.

AUTHORISATION STATEMENT

Informed Choice Ltd is Authorised and Regulated by the Financial Services Authority. The Financial Services Authority regulates the financial services industry in the UK and their address is 25 The North Colonnade, Canary Wharf, London, E14 5HS. You can check this on the FSA's Register by visiting the FSA's website (www.fsa.gov.uk) FSA No. 171077 or by contacting the FSA on 0845 606 1234.

PERMITTED BUSINESS

Our permitted business is that of advising on and arranging savings and investment products, pensions and non-investment insurance contracts.

CLIENT CLASSIFICATION

Each private individual with whom the firm does business is categorised as to identify the level of regulatory protection. We propose to classify you as 'Retail Client' for Investment purposes.

For business/commercial clients (also known as 'micro enterprises') and charities or trusts, your level of regulatory protection may vary from that of a private individual. In general terms, we understand that the Financial Ombudsman Service may only consider cases from small businesses with a turnover of less than two million Euros and fewer than ten employees.

COMMUNICATIONS

We will communicate with you in English both verbally and in writing for the sending and receipt of orders.

SCOPE OF SERVICE

We operate independently and therefore provide investment services from the whole market.

SERVICES TO BE PROVIDED

With regards to investments which we have arranged for you, these will not be kept under review unless we have agreed in writing that we will do so, but we will advise you upon your request. However, we may contact you in the future by means of an unsolicited promotion should we wish to contact you to discuss the relative merits of an investment or service which we feel may be of interest to you.

On issue of this letter any subsequent advice or recommendation offered to you will be based upon your stated investment objectives, acceptable level of risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. We will issue you a suitability report to confirm our recommendation. Unless confirmed we will not place any restrictions on our recommendations.

Informed Choice
Independent Financial Advice

T: 01483 274566 | F: 01483 274640 | W: www.icl-ifa.co.uk
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Informed Choice Ltd **does not handle clients' money**. We never accept a cheque made out to us unless the cheque is in settlement of charges or disbursements for which we have sent you an invoice. We do not handle cash.

We will also make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward you all documents showing ownership of your investments as soon as practicable after we receive them. Where a number of documents are due involving a series of transactions, we normally hold each document until the series is complete, and then forward them to you.

PAYING FOR SERVICES

Not all firms charge for advice in the same way. We will discuss your payment options with you and answer any questions you may have. We will not charge you anything until you have agreed how we are paid by signing a copy of the engagement letter we will issue before providing any advisory services.

We charge fees for our professional services which includes advice, implementation and review. We do not currently charge VAT on our fees. Our fees are based on the time required to provide advice and service to you, and the level of expertise and responsibility involved.

OUR FEES

Our specific fees will be stated in the engagement letter we will send to you. Our typical charges are:

- **Advice** – our project fees for advisory services generally range from £595 to £1,250. Our Financial Planning fee for our LifeWealth Design service is £2,500. We will invoice you for the advice fee on the satisfactory completion of the advice services described in your engagement letter.
- **Implementation of new investments and/or arrangements** – for advisory services we typically charge an implementation fee of 2.0% of the amount invested, with a minimum charge of £250.
- **Review and ongoing service** – we typically charge a fee equivalent to 0.5% or 1.0% of the value of investments under management, depending on the intensity of the review service we provide, with a minimum charge of £375 per annum.

For our LifeWealth Design service we charge a fee equivalent to 1.0% of the value of your investments under management, with a minimum charge of £5,000 per annum. This annual fee includes the cost of ongoing investment advice and your annual planning fee.

In the event that we do not recommend the implementation of any pension or investment policies, you will only pay our pre-agreed advice fee. If we do recommend a new pension or investment policy, and it is possible to deduct our fees from this policy, we will offer you this choice.

MATERIAL INTEREST

We will act honestly, fairly and professionally known as conducting business in 'Clients 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.

RIGHTS TO CANCEL

We will inform you of your statutory right to cancel. The Distance Marketing Directive normally grants you 30 days in which you may cancel a life or pension contract. However there will be occasions where no statutory rights are granted, however this will be explained before any contract is concluded.

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COMPLAINTS

If you wish to register a complaint, please write to The Compliance Officer at Informed Choice Ltd, Sundial House, 20 High Street, Cranleigh, Surrey, GU6 8AE or telephone 01483 274566.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (www.financial-ombudsman.org.uk).

COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme (FSCS) if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Most types of investment business are covered for up to a maximum limit of £50,000. Insurance arranging and advising is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance arranging and advising is covered for 100% of the claim, without any upper limit. Further information about this compensation scheme arrangement is available from the FSCS (www.fscs.org.uk).

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 FSA 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.

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 commission or alleged commission 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 01483 274566 or in writing at Informed Choice Ltd, Sundial House, 20 High Street, Cranleigh, Surrey, GU6 8AE.

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 purposes. 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.

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LAW

These Terms of Business are governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

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

CLIENT CONSENT

This is our standard client agreement on 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.

Client Name

Signature

Date

Client Name

Signature

Date