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**Part of**

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***Client Agreement***

***(CAIB -1/19 (Apr 19))***

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**Commercial & Agricultural Insurance Brokers (CAIB)** is a trading name of **macdonald group** which is authorised and regulated by the Financial Conduct Authority (FCA) No. 137301

#

FOREWORD

Welcome to **Commercial & Agricultural Insurance Brokers (CAIB),** we are a trading style of MacDonald Group, a Financial Services Company providing Independent Financial Advice to existing and new customers. We provide holistic financial advice for individuals, businesses and trusts on all types of investment, savings, retirement planning, non-investment insurance (for example life assurance, Private Medical Insurance and Critical Illness cover).

It is our intention that we provide you with the highest possible level of service, and that the service we provide meets your expectations both now and in the future.

This document is aimed at providing you with a brief overview of our Firm and to introduce our services to you in more detail, from which you may then select the service and remuneration package that best suits your needs. We will discuss this with you so that you fully understand what is offered and how it will benefit you. Should you have any questions regarding any element of this please do not hesitate to ask us.

## Lindsay Mudie

CONTACT US:

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 INTRODUCTION

This agreement sets out the terms under which our services are to be provided, including details of the specific services and a summary of our charges for those services.

**MacDonald Group** (trading as **CAIB**) is a financial planning business, focussed on helping you understand and plan for your financial future. We act on your behalf in advising you on investments and non-investment insurance contracts.

WHAT WE OFFER

We offer **independent investment advice**. This means that we consider a wide range of financial strategies and products. We are constantly reviewing the market to ensure that the services and products we offer are appropriate for our clients.

Where we recommend particular investment strategies and products to you, these will be selected based on your personal circumstances, financial goals and objectives. We will consider a number of factors, including the services you need, the cost of investing, how much risk you are prepared to accept an investment product and how much of a drop in its value you could withstand. Areas we can advise on include:

* ISAs • Life assurance • Structured deposits
* Investment bonds • Open ended investment companies • Investment trusts
* Pensions • Phased retirement & income drawdown • Exchange traded funds
* Unit Trusts • Critical illness cover • Venture capital trusts
* Annuities • Income protection • Structured products
* Enterprise investment schemes

We do not provide advice in relation to individual share holdings. If this is something you need assistance with, we can refer you to a stockbroker. Also, we do not advise on options, futures and other derivative contracts as we believe that these are unlikely to be suitable for our clients.

Where we provide **protection planning** services we are an independent insurance intermediary and will provide advice which is based on a fair and personal analysis of the market.

It is important that we identify what you might want to achieve and help you identify your goals, then create a financial plan to help you achieve them.

We offer both **initial** and **ongoing** services. Any products we have arranged for you will only be kept under review as part of an agreed ongoing service for which you agree to pay. Our ongoing services are optional, however where you agree to purchase an ongoing service, unless otherwise agreed, the ongoing service will be provided as a follow up to the initial 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. In some circumstances we may provide you with a non-advised service where you will **not** receive advice or a recommendation from us. Where this is the case we will provide details of our non-advised services and charges separately.

COMMENCEMENT

This agreement shall commence on the date of issue and shall remain in force until terminated as per ‘termination of this agreement’ on page 12.

OUR FINANCIAL ADVICE PROCESS – INITIAL AND ON-GOING

Aim

We aim to provide you with a clear financial direction. This is achieved by having a full understanding of your current financial position, your objectives and identified needs; this enables us to provide suitable solutions for you in order to meet your objectives and needs. Our aim is to reduce future barriers to these objectives and to maximise the opportunities for achieving your goals. We are committed to treating all of our clients in an open and fair manner.

Your Obligations

It is important that you provide us with the information we request about your circumstances and objectives to allow us to provide you with the appropriate advice and services. It is also important that you do not unreasonably withhold any information. All advice that we provide will be based on the information you provide. We rely on this information to undertake a suitability assessment so that we can act in your best interests when recommending solutions.

If you specifically instruct us that you do not to wish to discuss a particular area of financial planning, and that area should not form part of the advice given, this will be treated as ‘limited advice’. As limited advice, our standard financial planning review stages (see below) will be followed but we will exclude any areas you have requested us to do so.

You must be aware that if you limit the information provided, this may detract from the completeness of the advice given, and that any information not disclosed could affect how appropriate that advice is to your circumstances.

Our first meeting

**Background**

Your adviser will introduce themselves and our firm to you and provide you with a business card with their contact details.

Your adviser will also discuss this document (Client Agreement) outlining our services and how we intend to work with you.

We will also discuss the charges for our services. For any aspect of our financial planning all actual charges and fees will be fully disclosed to you. We will not charge you until we have discussed your payment options and agreed with you how we are to be paid.

**Fact Find**

The main purpose of this meeting will be to obtain as much information as possible relating to your financial circumstances and objectives and is likely to take at least one hour. It would be extremely helpful if you could bring along details of any policies, schemes, investments, mortgages, financial outgoings, wills, interests in trusts that you have.

This information will normally be collated by your adviser on our Fact Find. This document includes your basic personal details and an indication of your personal financial objectives.

Where we are providing advice on investments, a key area that your adviser will wish to fully understand is your knowledge and experience of investments along with your attitude to and understanding of the risks involved. This includes your ‘attitude to investment risk’ and your feelings towards any risks of losing money, as these factors will significantly affect any advice that we give to you. The impact these areas will have on your objectives will be discussed and recorded.

To obtain up to date information from companies regarding any of your policies or investments we may ask you to sign forms to grant authority to these companies to provide us with the information we need.

We are required by anti-money laundering legislation to know who we are dealing with, it would be helpful if you could bring along to the meeting evidence of your identity and address. This would normally include either your passport or driving licence and a utility bill in your name. If these documents are not available please speak to your adviser who will confirm what alternatives would be acceptable.

If you have any questions during the process, please do ask as your adviser is happy to discuss any queries you may have.

Your adviser will explain the next steps in the advice process to you. If any fees are due at outset these will also be explained.

Analysing your requirements

We will forward your authority mandates to the relevant product providers to obtain the information we require (if applicable). We may contact you if we require any additional information before we undertake any necessary research to assist us in identifying appropriate plans and solutions which will help you to achieve your objectives. As part of our identifying appropriate solutions we will take into account areas such as:

* Your attitude to and understanding of the risks involved
* Timescales relevant to your objectives
* Appropriateness of products and investments, including types of fund, where these are invested and how these fit with products or investments you may already hold
* Tax efficient investments and planning – we will try wherever possible to consider tax efficient opportunities, this may require us to liaise with your tax advisers.
* Costs and charges

The research and report preparation may typically take 3-6 weeks to complete. We will liaise with you during the preparation process to inform you of any delays.

Where appropriate, we may recommend the services of a Discretionary Fund Manager (DFM) to manage some or all of your investments, a professional investment manager appointed to monitor your portfolio and make investment decisions on your behalf. In such cases we will explain the respective responsibilities of ourselves and the DFM in relation to your investments.

**Financial Planning Report**

We will prepare a Financial Planning Report to present to you our recommendations. This may be posted to you so that you can read it prior to a further meeting, alternatively we may hand it to you at the beginning of a further meeting arranged for this purpose, whatever we agree with you.

Our second meeting

This meeting will start by addressing the content of the report, which will comprehensively outline your current position and will detail our professional observations in each area. By examining these observations against your stated objectives, we will recommend the actions we believe will, if followed, reduce the barriers to your objectives, minimise any risks we have identified and maximise the opportunities for achieving your goals.

These action points may cover various time horizons (immediate implementations and considerations for the future) dependent on any known or foreseeable events.

The report will also contain the supporting information behind the recommendation including where applicable, illustrations and product brochures (including key features documents).

Should you have any questions on any of the elements of the report please do ask as it is important you understand the reasons for the recommendations and how the recommended product(s), if applicable, works.

All costs associated with our recommendation(s), including our on-going costs if applicable, will also be made clear in the report for you.

The second meeting will typically last between one and two hours, depending on the complexity of your situation. You may wish to include other parties such as spouse, children or other professional advisers.

If subsequent meetings are required these will be discussed and agreed.

#### Implementation

When we have received your instructions (typically a completed application forms), these will be forwarded to the relevant provider(s) on your behalf. We will subsequently provide you with the relevant policy documentation.

Details of any transactions undertaken through MacDonald Partnership will be recorded on our back office system.

##### On-going Service

If applicable, we will have agreed to provide you with our on-going services via either our **Annual Review Service.**

## Annual Review Service

At your annual review we will provide you with a portfolio valuation report and arrange to meet you to review your attitude to investment risk and personal circumstances as well as your needs and objectives. This will allow us to make sure that your investment/s continues to be suitable and we will recommend alterations if necessary.

## Notes:

## There may be occasions where you would like to provide us with up to date information or ask about your investments/policies, however are unavailable to attend a meeting. Provided we can fully discuss by telephone we will endeavor to assist whether by face to face appointment or telephone conversation.

INITIAL AND ON-GOING COSTS AND EXAMPLES

**Investment**

Following our initial discussion, should you instruct us to proceed there will be a cost for our advice and services.

The next stage is research and recommendation report preparation. This stage will be charged for as indicated in the table below whether or not proceeding to implementation.

|  |  |
| --- | --- |
| **Research and Recommendation Report Only** | **Hourly Rate will apply (see hourly rate section below) Min £630\*** |
| **Research, Recommendation Report and Implementation**  | **Investment (inc Pension) - Up to 3% of the amount invested****Annuity (vesting pension) – 1% of the amount vested****Regular Contribution – 25% of 1st year contributions (min £500)**  |
|  | **Annual Review Service** |
| **Cost – shown annually, payable monthly, based on the value on the date payable)** | **≤ £500, 000 of funds under our agency – 0.5%****£500,001 - £1M of funds under our agency – 0.4%****>£1M of funds under our agency – 0.3%** |
| **Maintain records** | **Yes** |
| **Liaise with Product Providers on your behalf**  | **Yes** |
| **Newsletter** | **Annual** |
| **Any ad-hoc queries** | **Yes**  |
| **Full Initial Financial Planning Review**  | **Yes** |
| **Online Platform Access (if applicable)** | **Yes** |
| **Asset Allocation review** | **Annual** |
| **Review meeting including assessment of suitability** | **Annual** |
| **Additional valuations / reviews / meetings** | **Available by arrangement at hourly rate** |
| **Rebalance** | **Yes, if required** |
| **Type of Investment** | **Investment Portfolios\*\*\*** |

**\*** A different minimum fee may be applied depending on the complexity and type of the investment. If a different minimum will apply it will be noted within the ‘Your Consent’ on page 14.

**\*\*** Managed includes: Managed Funds, Governed Portfolios, Multi-Manager Funds and Fund of Funds

**\*\*\*** Investment Portfolios may be tailored to a bespoke portfolio on an individual basis to suit, if required.

## Notes:

1. The costs reflect the time, resources, experience, complexity and materials used to provide advice within the respective service level. These costs have been calculated so that they represent value as well as clarity for you.

2. Where appropriate, we may recommend the services of a Discretionary Fund Manager (DFM) to manage some or all of your investments. In such cases they will charge their own fees, however we will make you aware of these before you proceed.

3. We provide details here of MacDonald Partnership’s costs and charges. If we arrange an investment/product for you there will be further initial and on-going costs and charges levied by the provider, relating to that investment or product. We will provide you with this information before you proceed so that you understand the overall costs of our services and recommendations; this is referred to as aggregated costs and charges information.

## Examples of Investment costs and charges

Whilst we will provide you with a personalised illustration detailing the costs and charges prior to implementation which is before you would be liable for any, we are required to provide example costs to you at outset:

**Lump Sum Investment**

Our charge is up to 3% of funds invested / transferred (possibly subject to a minimum fee which will be recorded within page 14, if applicable). The following are examples:

* If you invest **£10,000,** our fee will be 3% = **£300**
* If you invest **£50,000** , our fee will be 3% = up to **£1,500**

**Regular Contribution Investment**

Where you invest in a **regular contribution contract** (where contributions are made on a monthly, quarterly or annual basis), our fee will be 25% of the first year’s contributions, subject to a minimum of £500. For a contribution of £1,200 our fee will be £300 and for contributions of £2,400 our fee will be £600.

**Annual Review Service**

The actual charge is based on the funds under our agency and will vary as the value of your investment changes from year to year.

Our charge for the service is:

**≤ £500, 000 – 0.5% e.g. Funds valued at £500,000: monthly charge of £208.34 (£2,500 per annum)**

**£500,001 to £1M - 0.4% e.g. Funds valued at £1,000,000: monthly charge of £333.34 (£4,000 per annum)**

 **>£1M – 0.3% e.g. Funds valued at £1,500,000: monthly charge of £375.00 (£4,500 per annum)**

**Protection**

Following our initial discussion, should you instruct us to proceed there will be a cost for our advice and services. Should you proceed to arrange a policy to provide you with the required protection, we will receive commission from the product provider which may be sufficient to cover the cost of the service we are undertaking for you. Where this is not the case, the balance amount required will be charged for in the form of a fee. We will always present you with a personalised quote before undertaking any work that might be charged for. The following example shows what our typical minimum costs would be for a protection case:

|  |  |  |
| --- | --- | --- |
| **Administrator**  | 5 hours at £30 per hour = £150 | Minimum cost for a protection case **£500\*** |
| **Adviser** | 3.5 hours at £100 per hour = £350 |
| \*If we received commission from your product provider of £300 this would reduce the fee you pay directly to us to **£200**On occasions your minimum may be higher than our typical. If so the amount and reason will be shown within Page 14.  |

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HOURLY RATES AND EXAMPLES

 For any work undertaken on the basis of our hourly rates will be charged using the below rates.

|  |  |
| --- | --- |
| **Administration** | £30 per hour  |
| **Adviser** | £100 per hour  |

* Example: For us to undertake Research and prepare a Recommendation Report this will typically require 6 hours of Adviser time and 1 hours of Administration time:

|  |  |  |
| --- | --- | --- |
| **Administrator**  | 0 hour at £30 per hour = £0 | Typically the minimum cost for investment Research & Recommendation Report is:**£500** |
| **Adviser** | 5 hours at £100 per hour = £500 |

**Note**: Our minimum is £500. A more complex case will require more research and adviser time and therefore may cost more. An estimate of the time required to carry out this work will be provided to clients in advance and agreed prior to commencing work in all cases.

HOW YOU PAY FOR OUR SERVICES

For any aspect of our financial planning all actual charges and fees will be fully disclosed to you. We will not charge you until we have discussed your payment options and agreed with you how we are to be paid.

The charges/fees for certain types of work are deemed VAT chargeable (where only advice and/or preparing a report), however as we are not currently VAT registered, no VAT will be applied. In the event of becoming VAT registered we will advise you and clarify the position regarding whether future work you ask us to undertake will be VAT chargeable/VAT exempt.

**Investment planning – lump sum and regular (including Pension)**

**Paying our initial charges**

Our charges are payable on completion of our work and must be settled within 28 business days. Payment can be made either by:

1. Cheque or card (we do not accept payments by cash).
2. You may pay our charges via deductions from the financial product(s) that you might invest in, where the product/platform provider allows this. Please note that if you choose to pay by deduction from a financial product this will reduce the amount left for investment and may, depending on your circumstances, have other consequences. Although you may pay nothing to us up front that does not mean that our service is free. You still pay us indirectly through deductions from the amount you pay into your product.
3. If your investments are held on a platform (a platform is an online investment administration service) you may choose to pay our charges out of the funds held within the platform cash account (where the platform provider offers this facility).

Whichever option you select we will discuss how it works and the implications of using this payment method with you prior to putting it in place

**Paying our ongoing charges**

Payment of ongoing charges can be made either by:

1. A regular fee, paid by standing order
2. By deduction from your investment(s) on a monthly, quarterly, six-monthly or annual basis, where the product / platform provider is able to offer this facility.

Ongoing services can be cancelled at any time by simply informing us in writing but please note that we reserve the right to charge you for services provided prior to cancellation.

**Protection Planning**

Our advised protection planning services are suitable if you are looking for the best way to protect you, your family or your business through products such as critical illness cover, health insurance and life cover. We advise on non-investment protection products e.g. term assurance, income protection and critical illness from a range of insurers.

You can pay for our advised protection services by:

Commission (paid by the provider, where this is available, alternatively a fee based on the hourly rates shown in Page 9).

**Paying by commission**

Where we are paid by commission we will tell you the amount before we carry out any business for you. Although you may pay nothing to us up front that does not mean that our service is free. You still pay us indirectly through deductions from the amount you pay into your product.

You will receive an illustration that will tell you about commission relating to any insurance policy. If the level of commission is not sufficient to cover the work we will be undertaking we will also charge a fee. We will confirm the fee amount before beginning the work.

**Cancellation**

In respect of any regular premium policy which we have arranged for you, should you subsequently cease to pay premiums on the policy and in consequence we are obliged to refund the commission that has been paid to us, we reserve the right to charge you a fee representing the amount we have to repay, for a period of up to four years after commencement of the policy. We will confirm the exact amount that will need to be repaid by you and the timescale over which it will need to be repaid in the suitability report we will send you when a recommendation is made. We will not charge any such fee if you exercise your right to cancel in accordance with any cancellation notice sent to you by the life insurance company.

**Other Work**

As well as advice covered in the above sections, we are sometimes asked to undertake work out with this (e.g. explaining pension information or perform policy administration). The adviser charge applying for these services will be calculated using our hourly rates (see Page 9).

We will agree the rate we will charge with you before beginning the work. We will provide an estimate (in cash terms) of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first.

OUR OBLIGATIONS

Recommendations

We will confirm to you in writing the basis of our recommendations along with details of any special risks associated with the products recommended.

**Investment Recommendations**

Please be aware that investments can fall as well as rise and that you may not get back the full amount invested. The price of investments we recommend may depend on fluctuations in the financial markets, or other economic factors, which are out with our control. Past performance is not necessarily a guide to future performance. Specific warnings relevant to the investments or other products we arrange are provided in the product literature we provide.

**Best execution**

Where we sent investment applications on your behalf to third parties (e.g. to put an investment in force), we will take all sufficient steps to ensure that we obtain the best possible result for you. This is referred to as ‘Best Execution’. We have a Best Execution Policy, a copy of which is available on request.

**Conflict of interests**

Although we will always try to act in your best interests there may be situations where we or one of our other clients has some form of interest in the business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interests, 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. Please let us know if you would like more information regarding Conflicts of Interest.

**Other benefits we may receive**

Under the rules of our regulator the FCA, as a firm providing independent advice we are unable to accept or retain payments or benefits from other firms (e.g. product providers) as this would conflict with our independent status. From time to time we may attend training events funded and /or delivered by product providers, fund managers and investment platforms. These events are designed to enhance our knowledge and ultimately therefore enhance the quality of service we provide to our clients. Please ask us if you want further details.

**Communicating with you**

We may communicate with you by telephone, post, e-mail, SMS text message or in person to provide advice or information relating to your existing policies. In certain circumstances, we may ask you to confirm any instructions in writing as this helps avoid any future misunderstandings.

All our communications with you will be in English.

We will ask for your consent where any communications from us are for marketing purposes.

**Financial Crime**

We are required to put in place controls to prevent our business from being used for money laundering and other forms of Financial Crime.

We will verify your identity before undertaking any business with you.

**Protecting your Personal Information**

We will provide you with our Privacy Policy document separately, which provides information relating to how we use and protect your personal information and your rights relating to the information that we hold. Our Privacy Policy is also available on our website.

YOUR OBLIGATIONS

**Providing us with information about your circumstances**

Our advice will be based on the information you give so it is important that you provide us with accurate and up to date information when we request details about your circumstances and objectives. This will allow us to provide you with suitable advice. If the information you provide is inaccurate or if you limit information provided this could affect the suitability of the advice we give.

**Payment for our Services**

By signing this agreement you are agreeing to pay for our services as set out in previous Sections.

**Legal and Accounting Advice**

We are not qualified to provide legal or accounting advice or to prepare any legal or accounting documents. This means that the onus is on you to refer any point of law or accountancy that may arise during the course of discussions with us, to a solicitor or accountant.

**Providing information to your insurer**

Your insurance / protection cover is based upon the information you provide to the insurance company. Where you are buying insurance as an individual, this means that you must take ‘reasonable care’ to answer all questions asked by the insurer fully and accurately.

CANCELLATION & AMENDMENTS

Termination of this Agreement

You or we may terminate this agreement at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Any transactions already initiated will be completed according to this agreement unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees outstanding, if applicable.

Amendments

From time to time it may be necessary to amend the terms set out in this agreement where it is not necessary to issue a new agreement. If this is the case we will write to you with details of the changes at least 28 business days prior to the changes taking affect.

Product cancellation rights

Full details of the financial products we recommend to you will be provided in the relevant information you will receive. This will include information about product cancellation rights along with any other early termination rights and penalties.

USEFUL INFORMATION ABOUT OUR SERVICES

**Who authorises us to advise you?**

MacDonald Group (trading as MacDonald Partnership) is authorised and regulated by the Financial Conduct Authority (FCA), 12 Endeavour Square, Stratford, London, E20 1JN.

Our Financial Services Register number is 137301. Our permitted business is advising on and arranging pensions, savings and investment products, and non-investment insurance contracts. You can check this on the Financial Services Register by visiting the FCA’s website [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0300 500 0597.

Unless we tell you otherwise, we will be treating you as a **retail client.** 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.

What if things go wrong?

If you are dissatisfied with our advice or any aspect of our services, we encourage you to contact us as soon as possible. We will do our best to resolve your concerns.

We have a complaints procedure that is available on request. If you wish to register a complaint, please contact us:

**In writing:** The Compliance Officer, MacDonald Partnership, Corrie Lodge, Millburn Road, Inverness IV2 3TP

**By phone:** 01463 242242

**By e-mail**: info@macdonaldgroup.uk

Please be assured we treat complaints seriously. For your further protection if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (‘FOS’).

The FOS settles disputes between financial services businesses and their clients. Full details of the FOS can be found on its website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Additional peace of mind

The Financial Services Compensation Scheme (FSCS) is the UK’s statutory compensation fund for customers of authorised financial services firms who are unable to pay claims against them, usually because they have gone out of business.

You may be entitled to compensation from the scheme if we cannot meet our obligations. The amount of compensation available will depend on the type of business and the circumstances of the claim. We can provide more specific information or request, as a guide:

**Investments** – eligible claims for most types of business are covered for up to a maximum of £85,000.

**Insurance** – in the majority of cases, eligible claims about the advising and arranging of protection products are covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk).

Jurisdiction

This agreement is governed by and should be interpreted in accordance with Scottish law and you agree to submit to the non-exclusive jurisdiction of the Scottish Courts.

DESCRIPTION OF SERVICE ELEMENTS

**Newsletter.** On an annual basis we issue a newsletter highlighting current events in the field of financial services that we deem to be of relevance to our clients. To reduce the amount of paper being issued, we would prefer to send your newsletter by email. If you consent to receiving the annual newsletter you can provide your consent and distribution preference below.

**I / we consent to receiving an annual newsletter (please tick one of the below to confirm your delivery preference)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Email** |  | **Post** |  |

|  |  |
| --- | --- |
| Email address: |  |

From time to time we may wish to contact you over and above the provision of a newsletter to offer additional products or services which may be of interest to you. In order to do this, we require your consent by agreeing to one or all of the options:

**I / we consent to be contacted for marketing purposes by:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Email** |  | **Telephone** |  | **Text message** |  | **Post** |  |

**Please note that you may withdraw this consent at any time by notifying us at our main business address.**

**Telephone access to adviser.** When you require support /guidance you may contact us and if we are not available we will contact you back within normal working hours as soon as possible.

**Full Financial Planning Review.** This covers the advice process detailed above.

**Valuation Report.** This provides an up to date valuation of your investment/portfolio.

**Online Portfolio Access.** You can access your portfolio information online at any time.

**Asset Allocation Review**. The underlying assets will be reviewed to assess whether they correspond with the up to date view in respect of your attitude to investment risk.

**Review meeting.** An annual report will be sent to you providing you with an up to date valuation and details of costs etc. You will be invited to arrange a review meeting with us, alternatively you can telephone to let us know any changes to your circumstances, attitude to investment risk, financial priorities or anything else. With the up to date information we will conduct a review of your investments, including a suitability review. We will then discuss in detail with you and proceed to advise you of any recommendations we have.

YOUR CONSENT

|  |
| --- |
| **This is our standard client agreement (CAIB 1/19) 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. This client agreement replaces any previous agreements and understandings we have with you, and will only be modified where confirmed in writing.** |

Services & Charges agreed (See examples in Section 3)

|  |  |  |
| --- | --- | --- |
| **Initial Service** | **Tick to confirm** | **Details of agreed fee (when and how this will be taken, including total amount and monthly amount if appropriate)**  |
| Research and Recommendation Report  |  | Fee of £\_\_\_\_\_\_ Subject to min £500 |
| Research, Recommendation Report and Implementation  |  | \_\_\_\_\_\_ % or £\_\_\_\_\_\_  |
| Advice relating to protection planning  |  | Pay by commissionMinimum applicable (standard min £500)  | Y / N£\_\_\_\_\_\_ |
| Agreed fee to be paid directly by you (if applicable) (standard min £500) | £\_\_\_\_\_\_ |
| **Ongoing Services** | **Tick to confirm** | **Details of agreed fee (when and how this will be taken, including total amount and monthly amount if appropriate)** |
| Annual Review Service |  |  \_\_\_\_\_\_ % or £\_\_\_\_\_\_ Details: |
| Other |  |  |
|  | **Client 1** | **Client 2** |
| **Client name:** |  |  |
| **Client Signature:** |  |  |
| **Date:** |  |  |