

CLIENT AGREEMENT

Ward Williams Financial Services (WWFS) Ltd is authorised and regulated by the Financial Conduct Authority (FCA) - FCA Number 463099.

You can check this on the Financial Conduct Authority's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768. The Financial Conduct Authority can be found at 25 The North Colonnade, Canary Wharf, London E14 5HS.

Scope of Advice

WWFS provides independent financial planning advice and is permitted to advise on and arrange (bring about) deals in investments and non-investment insurance contracts.

Investments (including pensions)

We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.

Non-Investment Insurance

We offer insurance advice and arrange products from a range of insurers on the basis of a fair analysis of the market for Term Assurance, Critical Illness and Income Protection policies.

Our commitment to you

Prior to providing you with any advice we will take time to understand your current circumstances, needs and attitude to risk. Any advice provided will be confirmed in writing.

Advice Process

Our advice process begins with an initial meeting to understand in broad terms your needs and objectives and to agree with you that our services are right for you. This meeting usually lasts for around 1-1.5 hours, the cost of which is met by our firm.

Thereafter we charge for our services by way of an agreed fee or in the case of certain insurances we may receive a commission.

WWFS offers both focused advice (which provides advice on a specific area of financial planning) and a full holistic review (which provides advice on all relevant areas of financial planning). Either offering gives access to our ongoing advice and review service.

We will agree with you (and confirm in writing) which type of service is most appropriate for you after ascertaining your needs.

Our service typically consists of:

- Detailed information gathering about your circumstances
- Confirmation of your planning objectives and priorities
- Understanding your attitude to investment risk
- Financial Planning analysis
- Financial advice
- Product research
- Written recommendations
- Arrangement of new or amendment of existing insurance, pension and investment plans
- Application and service administration
- Annual or more frequent review (ongoing service only)

Our ongoing service option will include:

- Annual (or more frequent by agreement) face to face or telephone based meetings
- Ongoing review of your circumstances and planning needs and objectives
- Investment performance analysis
- Valuations
- Administration assistance
- Recommendations for additional or new investment (subject to further implementation fees)

Payment for Services

Introduction

To ensure that you are always fully aware of our advice costs and how and when you are going to be asked to pay for this, we will always confirm this verbally and in writing to you. This will show the exact amount and payment method.

Generally, we will ask you to pay our fee for the work undertaken in preparing and producing a report at the time you receive our financial planning suitability report/letter. The report will document any implementation/ongoing service fees relevant to any recommendations made.

Please note that if you have paid for our advice by way of a cheque, and you subsequently cancel the policy within the statutory cooling off period, we will not refund the fee received.

Implementation Fees - Lump sum investment

Lump Sum Business

It is our company policy to offer you a choice on how we are paid the Implementation Fee on lump sum business. This can be by way of a separate cheque, payable to our firm or for you to agree to a deduction of our fee from the investment amount sent to a fund manager or provider prior to its investment. To facilitate this, the provider will need explicit evidence that you have agreed to this method of payment and we will therefore ask you to confirm this in writing.

Business that is transferred

If we advise you to transfer from one product to another, we may agree with you to pay the implementation fee by way of separate cheque or by deduction from the transferring fund to pay for our advice prior to its investment. To treat our customers fairly there may be times where we voluntarily suggest and agree to delay the deduction of our fees for improved tax efficiency e.g. a Capped Drawdown. In all cases, we will confirm the timing of any deduction/s for our fees.

Payment by Fee (Initial Advice)

You may pay us for our initial advice by way of a percentage of the funds invested, a fixed fee or an hourly rate.

Please note if you pay our fee by way of a separate cheque 100% of the investment amount will be invested.

Example of our implementation fee as a percentage of the funds invested

Example Investment	Typical charge on the first £100,000 is 3%	Typical charge from £100,001 to £250,000 is 1%	Typical charge from £250,001 to £500,000 is 0.5%	Typical charge from £500,001 is 0.25%	Total Fee	Amount Invested
£100,000	£3,000				£3,000	£97,000
£250,000	£3,000	£1,500			£4,500	£245,500
£500,000	£3,000	£1,500	£1,250		£5,750	£494,250
£750,000	£3,000	£1,500	£1,250	£625	£6,375	£743,625

All figures quoted are purely for example, the actual fee paid will depend on the complexity of the work undertaken and will be confirmed to you in our initial fee letter prior to any work being undertaken.

Hourly Rates

Fees payable will be calculated by taking into account the number of hours required to undertake the work and the hourly rate of the individual carrying out the work.

If work is undertaken purely on an hourly rate basis you may also ask us not to exceed a given amount without checking with you first or we may agree a fixed fee for work undertaken.

Example of our fee charged at an hourly rate for establishing a Personal Pension:

Staff Role	Hourly Rate	Estimated Hours	Total Staff Cost	
Financial Adviser	£200	2.5	£500	
Paraplanner	£100	2	£200	Total Charge
Administration	£75	1	£75	£775

All figures quoted are purely for example; the actual fee paid will depend on the complexity of the work undertaken and will be confirmed to you in our initial fee letter prior to any work being undertaken.

Where you elect for hourly rates, these are currently:

- Financial Adviser (Chartered) - £250 per hour
- Financial Adviser (fully qualified/Director) - £200 per hour
- Paraplanner - £100 per hour
- Administrator - £75 per hour

Focused Advice

The more time we spend researching and documenting information the more expensive it can become. This can be deemed to be unsuitable where you are merely seeking advice on a specific area or a smaller investment.

You can request focused advice where we will obtain limited information from you in order to concentrate on a specific area of financial planning. You should however be aware that the advice you receive may be different from advice given using the holistic approach.

Example of our focused advice fees

Work undertaken	Typical fee
Protection (Life Cover, Critical Illness Cover, Income Protection)	£750
Investing for growth or income	£850
Retirement Planning	£1,000
Estate Planning (Wills and Inheritance Tax)	£1,250
Occupational Pension Scheme Transfers or Opt Outs	£2,000

All figures quoted are purely for example, the actual fee paid will depend on the complexity of the work undertaken and will be confirmed to you in our initial fee letter prior to any work being undertaken.

Financial Plan Fees - Full Holistic Review

For a full holistic review, our fee would typically be up to £2,000. The actual fee will be dependent on the complexity of the work undertaken and will be confirmed to you in our initial fee letter prior to any work being undertaken.

Implementation Fees – Regular premium investment

It will always be our policy to provide you with a separate quote for work when considering regular premium investment (excluding phased investment).

It is our company policy to arrange for the Implementation Fee on regular premium investment to be deducted from the total amount collected by the product provider. Alternatively, we may ask for a separate cheque, payable to our firm, dependent on the premium value considered.

Example of our Regular premium investment fee:

Monthly premium	£100	£200
Monthly fee charged at 10% would be	£10	£20
Total fee paid (24 months)	£240	£480

Termination of Our Services (Initial Advice)

You or we may terminate our authority to act on your behalf at any time. You will be liable to pay for any advice or services that you have received prior to the date of termination. This means that where we have agreed the advice and services that we will provide for you and we have agreed to receive payment for these, either by means of a fee for investment business or by receiving commission from a provider for non-investment business you will have to pay us for any work we have completed up to the date of termination.

Non-investment Insurance

Payment can be made by fee, commission or a combination of both. If commission is payable but does not cover our fee, we will agree a method of payment for any shortfall before commencing any chargeable work. You will receive a Client Specific Illustration which will detail any other fees relating to your particular insurance policy.

Ongoing Service Option

Once you have decided to implement your Financial Plan it is recommended to benefit from on-going monitoring and review. For ongoing services we will agree both the scope and frequency of activities being performed and the amount and basis of our ongoing annual fee. This would normally be 0.75% of the investment value under our advice.

Example of ongoing advice charges:

Example Investment Amount	Annual Service Charge	Example Annual Service Fee	Minimum Fee *
£50,000	0.75%	£325	£600
£100,000	0.75%	£750	£600
£200,000	0.75%	£1,600	£600

*Where ongoing services are to include a face-to-face meeting

The actual amount payable will vary depending upon how the investment performs. If the investment amount increases you will pay more.

Termination of our services (Ongoing Advice)

You have the right to cancel payment for our on-going services. It is the Firm's policy that notice should be a minimum of ten days and we would expect notice to be made in writing.

Where you hold assets within a WRAP, you need to be aware that there will be terms and conditions applicable, such as your agreement with the wrap provider in respect to facilitating our fees, which means you may need to instruct the wrap provider directly and arrange for the removal of assets from the WRAP or appoint another adviser who will be able to access your assets and provide further on-going advice to you. We will be pleased to assist you at this time in cancelling our service to you, making sure that any WRAP provider is informed of this cancellation.

Client Classification

WWFS classifies all clients as 'retail clients' for investment business and 'consumers' for non-investment insurance business, which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA). Should you wish to be classified differently for investment business, please discuss this with your adviser. Your adviser will inform you should your circumstances dictate that we would need to classify you differently for non-investment insurance business.

Please note that should you wish to be considered as a different category of customer for investment business, such as a professional client or eligible counterparty, you must inform us in writing. We will provide you with a new client agreement and you may lose a number of protections which will be outlined in that new agreement.

Methods of Communication

Unless you advise us otherwise, we will communicate with you via the following methods; Face to Face, E-mail, Telephone, Letter and Fax.

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 non-investment insurance contract or service which we feel may be of interest to you.

Client Money

WWFS does not handle clients' money. We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

Conflicts of Interest & Non-monetary benefits

WWFS offers advice in accordance with that disclosed to you in this agreement. Occasions may arise where we or one of our other clients have some form of interest in 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.

WWFS may occasionally receive non-monetary benefits such as training from Investment and Insurance companies. These place no obligations on WWFS to support these companies. Further details are available on request.

Best Execution

It is our policy to transact your business in order to achieve the best possible results in terms of the nature and price of the products selected, transaction charges, administration and service excellence. Further details are available on request.

Data Protection

For details of our Data Protection policy, please see our separate Data Protection Statement and Consent form.

Complaints

If you wish to register a complaint, please contact us in writing at the above address or telephone us on 01932 830664.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

Compensation Arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Investment

Most types of investment business are covered for 100% of the first £50,000, so the maximum compensation is £50,000.

Insurance

Non-compulsory insurance provision: protection for 90% of the claim with no upper limit.

Deposits

Money in accounts like current and savings accounts, including cash ISAs are covered up to £85,000 per authorised firm. It should be noted that “authorised firms” may have several different brands.

Further information about compensation scheme arrangements is available from the FSCS.

Accounting to You

We will forward to you all documents showing ownership of your investments as soon as practicable after we receive them; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.

Treating Customers Fairly

WWFS is committed to providing a high level of service to our clients by exceeding your expectations when it comes to administration, customer care and providing you with the correct advice to meet your needs.

We regularly review our service levels and appreciate client feedback on how we could do better. If you have any comments or suggestions, please let us know.

Client Consent

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.

I/We agree that this client agreement will come into effect from the date of issue.

Client Name(s)		
Issue Date		
Client Signature (s)		
Signing Date		

Data Protection Statement

The purpose of this Notice

As part of our arrangement with you, Ward Williams Financial Services Ltd has certain obligations under privacy laws, including the Data Protection Act 1998 (the “Act”) to notify individuals how it will process any personal information it collects about them.

Our associated group companies (“Group Companies”) may also be provided with personal information about you.

This Notice will inform you of what personal information we collect, how that information is used, where it is transferred, and how you may view and amend such information.

You may be assured that we will treat all personal information 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 information.

What type of personal information will be processed?

We collect and process various personal data about you for the purposes of providing advice, administration and management services which are explained in more detail below. “Processing” is defined in the Act but could include obtaining, recording or holding information or data. “Personal data” is information which can identify you as a living individual, including where used in conjunction with other information. Common examples of personal data which may be collected and used by us in our day to day business activities include:

- name;
- date of birth;
- gender;
- ethnicity;
- marital status;
- address;
- telephone number and other contact details (including email addresses);
- job title; and
- bank account and other financial details.

Depending upon the types of products and services you require, the information collected and processed may also contain “**sensitive personal data**” for the purposes of the Act, which includes information held by us 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;
- sexual life;
- in limited circumstances, your membership of a Trade Union;
- your political opinions, religious or similar beliefs

Any information which we receive fairly and lawfully relating to one of the above categories constitutes sensitive personal data. Examples of likely items which may contain sensitive personal data (although this is not an exhaustive list) are life insurance questionnaires, medical reports and SSP self-certification forms.

Please note that as with personal data, you have freedom of choice when it comes to your decision as to whether you provide us sensitive personal data.

In addition to your right to request that we stop processing your personal data and sensitive personal data at any time, you have an opportunity at the end of this Notice to choose not to provide sensitive personal data to us at all.

You should however note that if you exercise this right or subsequently request that we stop processing all or part of your personal data and/or sensitive personal data, this could impact upon our ability to provide you with certain types of product and services and may ultimately result in us being unable to provide them to you at all.

How will my personal data be collected and used?

We collect personal data from you to the extent necessary to provide advice, administrative and management services and (subject to the provisions below), related marketing activities.

We may process your personal data and sensitive personal data for the following reasons:

- The administration, management and provision of advice in relation to financial services products;
- Our legitimate business processes and activities including internal audit, accounting, business planning and proposed and actual transactions (including joint ventures and disposals of business); and
- Compliance with legal (including dealing with claims), regulatory and other good governance obligations;

This list is not exhaustive and may be updated from time to time as business needs and legal requirements dictate. Some of the personal data that we maintain will be kept in paper files, while other personal data will be included in computerised files and electronic databases.

Who might my personal data be shared with?

Your personal data will be made available for the purposes mentioned above and only to responsible management, human resources, accounting, audit, compliance, information technology and other corporate staff including within the Group Companies. It may also be made available to third parties providing relevant services to us, such as Paradigm Partners LLP, who provide us with certain support services, including regulatory support.

Certain personal data will also be reported to government authorities where required by law and for tax or other purposes. Personal data may also be released to external parties as required by legislation, or by legal process, as well as to companies you authorise us to release your personal data to. We will not sell your personal data to any third party.

Direct marketing

We may wish to provide you with information about new products, services, promotions, and other information in which we think you may be interested. We may send you such information by postal mail, fax and telephone; unless you have registered with the appropriate Preference Service (we would be grateful if you could let us know if this is the case). If you purchase a product from us we may retain your address for future mailings.

If you do not want your information used for direct marketing purposes at any time, please contact our customer services department by e-mail at wwfs@wardwilliams.co.uk or by telephone on 01932 830664 to let us know and we will not send you any direct marketing.

E-mail marketing

We would also like to provide you with the above information by e-mail. However, we appreciate that e-mail "spam" has become a problem in recent years. If you are a customer or you have previously asked us for information on our products:

- We may contact you regarding your purchase or other matters regarding transactions between us, or your customer relationship with us, or send you information on our products by e-mail, unless you have asked us not to do so; and
- We may also use your e-mail address to send you information about our products and services that we think may be of interest to you by way of informational e-mails, unless you have asked us not to do so.

A consent tick box is provided at the end of this form for you to indicate your preference to receive e-mail marketing. If you decide at any time that you no longer wish to receive marketing e-mails from us, please email us at wwfs@wardwilliams.co.uk.

Your right to review and amend personal data

You have the right to review your personal data and sensitive personal data held by us and have any inaccurate information about you corrected. If you wish to do so, or to notify a change in your details, please contact The Data Protection Officer on 01932 830664 or in writing at Belgrave House, 39-43 Monument Hill, Weybridge, Surrey, KT13 8RN. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

How to request that we cease processing your personal data

If at any time you wish us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on 01932 830664 or in writing at Belgrave House, 39-43 Monument Hill, Weybridge, Surrey, KT13 8RN.

How to withhold your consent

Please tick this box if you do not consent to us processing any sensitive personal data.

Please tick this box if you are happy for us to contact you for marketing purposes by e-mail.

Your Consent

By signing below you are confirming that you accept the terms of this Notice. Before doing so, please contact us if you have any queries or concerns regarding the contents of this Notice

Client Name(s)		
Issue Date		
Client Signature (s)		
Signing Date		