



Insurance Brokers & Financial advisers
Authorised and Regulated by The Financial Conduct Authority

CLIENT AGREEMENT & TERMS OF BUSINESS

Moneywise Investments Plc
440/442 Romford Road
Forest Gate,
London E7 8DF
Tel: 020 8552 5521 - 020 8472 2624
Email: enquiries@moneywiseplc.co.uk
www.moneywiseplc.co.uk

INDEPENDENT FINANCIAL ADVICE

Moneywise Investments Plc (MIP) is the provider of financial advice and, and in accordance with the Financial services legislation, we have pleasure in setting out our Terms of Business/ Agreement. The legislation highlights the importance of obtaining the type of sound impartial Financial Advice, which we have consistently sought to provide for our clients in the past, which we look forward to continuing to provide in the future.

CLIENT AGREEMENT

DEFINITIONS

- a) "We/Us/ Firm" means Moneywise Investments Plc.
- b) FCA means The Financial Conduct Authority.

REGULATION

We are Authorised and Regulated by the Financial Conduct Authority.

The Financial Conduct Authority regulates the financial Services Industry in the UK and their address is 25 The North Colonnade, Canary Wharf, London E14 5HS. Our FCA Number is **131366**

you can check this on the FCA Register by visiting the FCA's website www.fca.gov.uk/register or by contacting FSA on 0845 606 1234

PERMITTED BUSINESS

Our Permitted business is advising on and arranging life Insurance, pensions, Investment Products, Savings, Structured deposit, Mortgages (Other than Pension Transfers and Opt-Outs) unit trusts, ISA's , lifetime mortgages and General insurance.

CLIENT CLASSIFICATION

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

COMMUNICATIONS

We will Communicate with you in English both verbally and written for the sending and reception of orders.

NON -INVESTMENT SERVICES

Some of the services provided by Moneywise are not regulated by FSA since they are not included Within the Financial Services & Marketing Act.

SCOPE OF SERVICE

We operate independently and therefore provide Investment Services from the whole market.

We will advise and make a recommendation for you after we have assessed your needs.

CLIENTS RELATIONS & SERVICE TO BE PROVIDED

We are bound by the rules of FCA, and Professional Indemnity is maintained for the protection of Clients.

When you have instructed us or we have arrange a specific contract or any Investments no further advice will be given unless it is requested by yourself. We will however, be pleased to advice you at any time should you require further assistance.

The service provided did not include any review or any regular review of your investments. On issue of this letter any subsequent advice or recommendation offered to you will be based upon your stated priority, investment objective, acceptable level of risk and any restrictions you may wish to place on the type of investments or policies you are willing to consider.

We will issue our Suitability letter and or report to confirm our recommendation. Unless confirmed we will not place any restrictions on our recommendations.

We will register all investments in your name unless otherwise agreed in writing. All contract Notes and documents of title in respect of your investments will be forwarded to you as soon As possible after being received by us. Where a number of documents relating to a series of Transactions are involved they will normally be retained by us until the series is complete.

We will not accept any Liability whatsoever for any act, omission or insolvency of any Insurance or Investment company, broker or third party.

CALLS

In addition to making calls at your express invitation, we may call on you or write to you to review your investment requirements. This will not affect your rights of cancellation under the financial services (Cancellation) rules 1989.

CLIENT MONIES

We do not handle clients Money. Unless it is for General Insurance Business Activity. We never accept a cheque made out to us (Unless it is a cheque in settlement of charges or disbursement for which we have requested payment or sent you a bill, OR any

GENERAL INSURANCE PREMIUM DUE) or handle cash.

OUR FEES/ REMUNERATION ON INVESTMENT ADVICE

Today's market has moved on from the days when Independent Financial adviser's sole remuneration was delivered by Commission alone. With onset of transparent charging structure across the industry, fee based advice has become very much part of Investment and financial planning; this in turn will benefit you.

Whether you buy a product or not, you will pay us a fee for our advice and services. We will agree this fee with you before we carry out any work that we charge you for. If you wish to cancel our ongoing management services, please notify us in writing.

WE CAN BE PAID FOR OUR FEES BY PRODUCT CHARGES

If you buy a financial product, you can also agree or authorise product provider to pay our fees through product charges. These charges reduce the amount left for investment.

If we arrange non – investment regular premium insurance policy such as Life Insurance, or any decreasing , or temporary Insurance and you have agreed we should receive commission from the Insurers/ Product Providers, We reserve right to charge you a fee should you subsequently cease to pay premiums on the policy. This 'fee in lieu of commission' will be equal to the amount of commission the Insurers reclaims from us within the period not exceeding **four years** from commencement of the Policy. No 'fee in lieu of commission will be charged if you exercise your right to cancel in accordance with the cancellation notice sent to you by the Product provider at the start of the policy. However, you will incur a fee for our work carried out on a basis of £155 per hour.

OUR FEES AND MENU SERVICE

Financial Review – Recommendation Implementation – Review with ongoing Management Service for :	Charges
--	----------------

Lump Sum Investment Including Pension Investment	Initial One off charge 5% of the sum Invested Plus ongoing Adviser charge 1 % Annual Fee of the fund Value	
What is included in this service?	Initial	ongoing
Fact Find (Approx 1.5 hours)	✓	✓ update
Analysis of your Assets & Liabilities (Included in factfind)	✓	✓ update
Attitude towards Investment & Risk Profiling (Approx 45 mins)	✓	✓ update
Financial Goal Planner (Approx 35 mins)	✓	
Research of Suitable Products & Funds (Approx 1 hour)	✓	✓ In line with your current risk tolerance
Recommendation & Advice (Approx 2 hours)	✓	
Suitability – Financial Report (Approx 2 hours)	✓	

Implementation Process (Approx 1 hour)	✓	
Annual Review with forward Planning Meeting (Approx 2 hours)	✓	✓ Opportunity for clarification / discussion / agreement of action points
Portfolio Management & Re-balancing (Approx 1 hour per month)	✓	✓
Ad-Hoc Valuation	£50.00	

Example - £10,000 Invested – our Initial one off fee @ 5% would be = £500
Plus ongoing adviser charge, of 1% of your fund value say £10,000 would be £100 pa - payable monthly

Regular Saving or Regular Investment Plans	One off Charge £500 Plus 1 % annual fee of the fund value accrued.	
What is included in this service?	Initial	ongoing
Fact Find	✓	✓ update
Analysis of your Assets & Liabilities	✓	✓ update
Attitude towards Investment & Risk Profiling	✓	✓ update
Financial Goal Planner	✓	
Research of Suitable Products & Funds	✓	✓ In line with your current risk tolerance
Recommendation & Advice	✓	✓ Opportunity for clarification / discussion / agreement of action points
Suitability – Financial Report	✓	
Implementation Process	✓	

Pension Drawdown	Establishment fee 3% of the sum Invested Plus 1 % Annual fee of the fund value	
What is included in this service?	Initial	ongoing
Fact Find	✓	✓ update
Analysis of your Assets & Liabilities	✓	✓ update
Attitude towards Investment & Risk Profiling	✓	✓ update

Fund Crystallisation Calculations per Income	£160 per calculations	
Research of Suitable Products & Funds	✓	✓ In line with your current risk tolerance
Recommendation & Advice	✓	✓ Opportunity for clarification / discussion / agreement of action points
Suitability – Financial Report	£300	
Transfer Value Analysis – Report	£200	
Occupation Pension Scheme is outsourced to The Pension Specialist & implementation Process	£ Price on application	

Annuity Purchase - Advice Including Implementation	3% of the Amount
---	-------------------------

WOP/C I/Death Claims Service – Time costs charge	£ Price on application
The average costs of implementing a death claim is 4 hours @ £150 per hour	Minimum - £600 Plus VAT if applicable

Any other time costs would be charged by Financial Adviser	£155 per hour
---	----------------------

Para planner or other administrative costs	£40 per hour Plus VAT if applicable
---	--

Disbursement	£25.00
---------------------	---------------

The above fees are subject to Review by Management and VAT if applicable. Please note – As your fund value fluctuates, as will our ongoing adviser charge as it is based on a % of the current value of your investment.

MATERIAL INTEREST

We will act honestly, fairly and professionally known as conducting business in ‘Clients best Interest’ regulations. Occasionally situation 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 interest 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.

RIGHT 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.

COMPLAINTS

We are dedicated to providing a prompt, efficient and professional service in all our dealings with you. Maintaining the highest standards of customer service is of key importance to us, and your comments help us identify areas for improvement in our service. In the unlikely event that you have a complaint, In the first Instance please contact /Write to : Compliance & Client Services – Moneywise Investments Plc, 440/442 Romford Road, Forest Gate, London E7 8DF : Tel : 020 8552 5521
If we cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

COMPENSATION SCHEME

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligation. This is dependent upon The type of business and circumstances of the claim. Insurance advising and Arranging is covered for 90% of the claim, without any upper Limit. For compulsory classes of Insurance, Insurance advising and Arranging is covered for 100% of the claim, without any upper Limit.

Further information about this compensation scheme arrangement is available from FSCS.

LOCUM ARRANGEMENTS

Moneywise has only one Director who is engaged in the day-to-day conduct of Investment Business. If he were unable to conduct business (say through illness or otherwise) Moneywise would not want your interests to suffer. We have therefore made formal arrangements with Avsons Financial Ltd of 1 Midfield Way, Orpington, Kent BR5 2QH to carry out our investment business obligations if we were un-able to conduct investment business for more than (fourteen) 14 days.

MONEY LAUNDERING / PROCEEDS OF CRIME ACT

UK money laundering regulations require us to obtain evidence of the identity of clients for whom we act at the start of business relationship. For companies (other than listed ones) evidence of identity will usually comprise a copy of certificate of incorporation, a list of directors, a list of shareholders and registered address. We are obligated to report to the National Crime Intelligence service any evidence or suspicion of money laundering at the first opportunity and we are prohibited from disclosing any such report.

DATE PROTECTION & CONFIDENTIALITY

The information you have provided is subject to the Data Protection Act 1998 (the "Act") as well as General Data Protection Regulation (GDPR) 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 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.

We may also contact you or pass 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 cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on 0208 552 5521 or in writing at 442 Romford Road, London E7 8DF

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.

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 purpose of providing advice, administration and Management. 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.

INDEMNITY

You agree to ratify all acts carried out by us in due performance of these Terms and fully and effectively to indemnify us, and keep us indemnified, on an after-tax basis against all actions, claims, liabilities, costs, charges, legal and professional fees, expenses, demands, taxes, levies, imposts or duties (including but not limited to value added taxes, income taxes and stamp duties) ("Costs") incurred by us or arising directly or indirectly in connection with the performance of the services under these Terms provided that

we will be indemnified against any Costs to the extent that they arise directly out of our negligence, fraud or wilful default in respect of our duties under these Terms.

We will not accept any liability whatsoever for any act, omission or insolvency of any insurance or Investment company or broker or other third party.

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 transaction already initiated. Any transaction effected before termination and a Due proportion of any period charges for services shall be settled to that date. New instructions could be executed following the completion of new Terms of Business.

Should it prove necessary to enforce any part of this agreement, we reserve the right to claim interest and charge reasonable debt recovery costs from you.

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.

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 the declaration on the last page. If you do not understand any point please ask for further Information.

Service Proposition & Engagement

This engagement is made between: **Moneywise Investments Plc**

And:

The correspondence address is:

This engagement is supplementary to our Client Agreement and sets out the basis on which we charge for our services.

We recognise that all our clients have different financial needs and objectives and we will build an appropriate plan.

In order to clarify the expectations of all parties and to provide transparency of charges we set out in this document the services available and associated costs. Please feel free to contact us if you wish to discuss any aspect of these terms.

The Financial Planning Process

There are four stages to the financial planning process, each of which is all coasted together, although the initial consultation is at our cost:

1. Initial consultation
2. Financial review and recommendation
3. Policy arrangement and implementation
4. Review – ongoing care and advice through our ongoing management service

Initial Consultation

The initial consultation will comprise of:

- initial meeting with one of our qualified financial planners
- a chance to ask questions and understand what we do
- opportunity for us to find out what help you require
- discuss the options available to you from our menu of services
- information about our charges

There is no charge for this initial consultation

Financial Review and Recommendation

We will carry out an extensive assessment of your personal and financial circumstances at the outset to establish your financial planning requirements. This will include:

- 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;
- preparing our recommendations to you;
- arranging a second appointment to explain and discuss our recommendations in detail.

A clear breakdown of what our fees are for implementation is included in our client agreement which you are in receipt of.

Policy Arrangement and Implementation

The implementation of our recommendations includes where appropriate:

- handling of all fund and policy administration on your behalf
- 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

Reviews – Ongoing Management Service

Your financial objectives may change over time due to changes in your lifestyle or circumstances. We believe it is essential to ensure that your portfolio continues to meet your lifestyle and investment objectives. Our ongoing review and management service offers:

- structured reviews to give you piece of mind
- assessment of your current 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

We recognise that all clients do not have the same service requirements. Our charges are guaranteed not to increase within the first 12 months of your contract with us. Should we need to increase our charges after this period, you will be given notice of this fact and the opportunity to decide whether to continue with the revised level of charges. It should be noted that it is not compulsory for you to sign up to one of our services and we do offer a transactional only service which will be charged at £ 155 per hour by Financial Adviser Plus disbursement. If you wish to cancel our ongoing management services, please notify us in writing.

Service Proposition & Engagement

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.

I/We confirm that we agree to the adviser being remunerated on the basis selected below;

Initial and ongoing Adviser charge as agreed by deduction from the Product , paid through product provider Or Via Platform	
--	--

By direct payment on Invoice	
------------------------------	--

**** Please tick one of the boxes above to confirm your preferred method of remuneration**

Client Declaration & Consent

Please Read Carefully Then Sign & Date Below

I/ We understand and consent to the above terms and hereby authorise the transfer of information, as described above on a confidential basis when warranted between such third parties. I agree that the Terms of Business/ Client's Agreement I/we have received will come into effect from the date of issue.

I / We Understand that should I choose not to disclose certain Personal/ financial information, this may prevent my advisor from being able to identify areas where it might have been appropriate to make recommendations, or which could have an effect on any recommendations made.

Please tick this box if you **do not** give 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.

The Information provided or will be provided on the Fact Find will be treated in the strictest confidence and used to make recommendations in relation to my financial goals. The information we hold on your files or on our computer records, may be required in order to contact you with regard to any offers or other services for future marketing purposes by e-mail, telephone, post or SMS etc. If you **do not** want us to contact you in the future about other products or the services we offer, please tick the Box

Additional Information, in the form of identification documents, may be required to allow the Financial Adviser or Moneywise Investments Plc to comply with current regulations.

I/We confirm that we agree to the adviser being remunerated on the basis selected below;
Initial and ongoing Adviser charge as agreed by deduction from the product, paid through product provider Or Via Platform

By direct payment on Invoice

I/ We confirm that I/we have read and understood the contents of this Fact find and Client Agreement & Terms of Business with Service proposition & Engagement received including the GDPR Privacy Notice and agree that they accurately reflect the services that I/We have instructed you to provide.

(1) Name (client): _____ Signature _____

(2) Name (client): _____ Signature _____

Date: _____

Signed by: _____

Authorised IFA: **Name: Pankaj Adatia, CertPFS, MCSI
for and on behalf of Moneywise Investments Plc.**