



Client agreement

This agreement sets out the terms under which we'll provide our services to you, so it's important that you read it fully and in conjunction with our **Client Agreement (what we do and how we charge)** document. If there's something you don't understand please ask us to explain it.

If you have a question or concern about any aspect of our services please contact us at:

- **Telephone:** 01908 523740
- **Email:** wealth@wealthandtax.co.uk
- **Website:** www.wealthandtax.co.uk
- **In writing:** Business Manager, Wealth and Tax Management Chartered Financial Planners, 17 Shirwell Crescent, Furzton Lake, Milton Keynes, MK4 1GA

This agreement sets out our respective obligations and should be read in conjunction with the information in our **Client Agreement (what we do and how we charge)** document which has also been provided to you.

Section 4 (useful information about our services) includes details of the protections available to you under UK financial services regulation. The services we have agreed to provide and the cost for those services are shown in section 5 (services agreed).

1. Our obligations

Our recommendations

- Before providing advice, we'll assess your needs, consider your financial objectives and assess your attitude to any risks that may be involved. If you don't want to discuss a particular area of financial planning and that area should not form part of the advice given, we can exclude it, if you instruct us to do so. This might of course have a bearing on the advice that might have been given.
- We'll confirm any recommendations we make in writing (our suitability report) along with details of any special risks that may be associated with the products or investment strategies we've recommended.
- 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 may recommend may depend on fluctuations in the financial markets, or other economic factors, which are outside our control. Past performance is not necessarily a guide to future performance.
- Specific warnings relevant to the investments, investment strategies or other products we arrange are provided in the relevant product literature provided.
- We may, where appropriate, recommend holding some, or all, of your investments with a discretionary fund manager (DFM), a professional investment manager appointed to monitor

your portfolio and make investment decisions on your behalf. In such cases, we'll explain the respective responsibilities of ourselves and the DFM in relation to your investments.

- We may occasionally recommend investments that are not readily realisable. We'll only do this where appropriate but, if we do, we'll draw your attention to the risks associated with the investments in our suitability report. There is a restricted market for such investments and in some circumstances it may not be possible to deal in the investment or obtain reliable information about its value.

Protecting your personal information

- To provide our services properly we'll need to collect information about your personal and financial circumstances. We take your privacy seriously and will only use your personal information to deliver our services.
- Sometimes, we may need to pass your personal information to other organisations (e.g. if you apply to take out a financial product or service we'll need to pass certain personal details to the product or service provider). Your personal information may be transferred electronically (e.g. by email or over the internet) and we, or any relevant third party, may contact you in future by what we believe to be the most appropriate means of communication at the time (e.g. telephone/ email /letter etc.).
- The organisations to whom we may pass your details also have their own obligations to deal with your personal information appropriately. Sometimes a product or service may be administered from a country outside Europe. If this is the case, the firm must put a contract in place to ensure that your information is adequately protected.
- As part of this agreement we'll ask you to consent to the transfer of personal information in accordance with the protections outlined above.
- If you are concerned about any aspect of our privacy arrangements please speak to us.

Financial crime

- We are obliged to put in place controls to prevent our business from being used for money laundering and other forms of financial crime.
- We'll verify your identity before undertaking any business with you. To do this we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning. The check may leave a 'footprint' on your credit file but it will not affect your credit rating.

Best execution

- Where we send investment applications on your behalf to third parties (e.g. to put an investment into force), we'll take all reasonable 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. If you want to see a copy of it please ask us.

Conflict of interests

- Although we'll 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 own interests, we'll write to you and ask for your consent before we carry out business for you. We'll also let you know the steps we'll take to make sure you are treated fairly.

- We have a conflicts of interest policy. If you want to see a copy of it please ask us.

Communicating with you

- Our normal ways of communicating with you are by telephone, post, e-mail, SMS text message or in person. Our communications will be in English.
- We may ask you to confirm your instructions to us in writing as this helps to avoid any future misunderstandings.

2. Your obligations

This section sets out your obligations in agreeing to receive our services.

Providing information about your circumstances

- Our advice will be based on the information that you give so it's 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. If you limit the information provided it could affect the suitability of the advice we give.

Payment for services

- By signing this agreement you are agreeing to pay the charges for our services as set out in section 5 (Services agreed). Your selected payment method is also confirmed in section 5. We'll tell you if any payments are subject to VAT.
- Our **initial** charges for the financial planning and retirement planning service are payable before we commence any work for you. Charges for investment implementation are payable once we've completed our agreed work and must be settled within 28 business days.
- In some limited circumstances (for protection planning business only) we may receive a commission payment from a product provider. Typically, the commission payment will be offset against the charges you owe us for our services. If the commission payment relates to a regular contribution policy and you stop paying premiums on that policy we may be obliged to refund the commission received back to the policy provider. In such cases, we reserve the right to request the full payment of any outstanding balance of charges for our services.
- Any products we have arranged for you will only be kept under review as part of an ongoing service for which have agreed to pay. Our ongoing services are optional, but if you agree to purchase an ongoing service, unless otherwise agreed, the ongoing service will be provided as a follow up to the initial service.
- Our charges for **ongoing** services will start the following month after initial fees have been paid.
- **Ongoing** services can be cancelled at any time by informing us in writing (see section 3 – cancellation and amendments) but please note that we do reserve the right to charge you for services we have provided before cancellation.

- Where our charges are based on a % of your investments, the amount of our **ongoing** charges may increase as the size of your fund grows. Charges will also decrease if the fund falls in value.

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.

3. Cancellation and amendments

Ending this agreement

- You or we may terminate this agreement at any time, without penalty.
- Notice of 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 services we have provided before cancellation and any outstanding fees, if applicable.

Amendments

- From time to time it may be necessary to amend the terms set out in this agreement where it's not necessary to issue a new agreement. If this is the case we'll write to you with details of the changes at least twenty eight business days before they are due to take effect.

Product cancellation rights

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

4. Useful information about our services

Who authorises us to advise you?

- We are authorised and regulated by the Financial Conduct Authority (FCA), 25 The North Colonnade, Canary Wharf, London, E14 5HS. www.fca.org.uk. Our firm reference number is 189461.
- Our permitted business is advising on and arranging pensions, savings and investment products and non-investment insurance contracts.
- You can check our details on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.
- Unless we tell you otherwise, we'll treat you as a **retail client** for investment business. This means that you are given the highest level of protection available under the UK's regulatory system.

What if things go wrong?

- If you are unhappy with our advice or any aspect of our services, we encourage you to contact us as soon as possible. We'll do our best to resolve your concerns.
 - **Telephone:** 01908 523740
 - **Email:** wealth@wealthandtax.co.uk
 - **In writing:** Business Manager, Wealth and Tax Management Chartered Financial Planners, 17 Shirwell Crescent, Furzton Lake, Milton Keynes, MK4 1GA
- We have a complaints procedure and we can provide further details on request. If you do have a complaint, and you are not happy with our response, the Financial Ombudsman Service (FOS) may be able to help. The FOS settles disputes between financial services business and their clients. Full details are available at 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 able to claim compensation from the FSCS if we can't 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 on request, but as a guide:
 - Investments** - eligible claims for most types of investment business are covered for up to a maximum of £50,000.
 - 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 is available from the FSCS at www.fscs.org.uk.

Benefits we may receive

- Under the rules of our regulator the FCA, we can't accept payments or benefits from other firms (e.g. product providers) that may conflict with our duty to act in our clients' best interests.
- 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.

5. Services agreed

Initial service	Tick to confirm	Details of agreed fee	
Financial Planning		<p>Include the total amount payable by your client, including how this has been arrived at (and regular payment amount if appropriate).</p> <p>Confirm when and how fees will be taken.</p>	
Retirement Planning		As above	
Investment Implementation		As above	
Other:		As above	
Advice relating to protection planning		Pay by commission	Y / N
			£
		Total agreed fee to be paid directly by you (if applicable)	£

Ongoing services	Tick to confirm	Details of agreed fee	
Customer		<p>Include the total amount payable (and regular payment amount if appropriate).</p> <p>Confirm when and how fees will be taken.</p>	
Client		As above	
Premier Client		As above	

6. Declaration

- I/We acknowledge that the client agreement will come into effect once it has been signed by all parties and will remain in force until terminated.
- I/We authorise the transfer of personal information, on a confidential basis and in accordance with the Data Protection Act 1998, between Wealth and Tax Management Chartered Financial Planners and any relevant third parties.
- I/We agree that Wealth and Tax Management Chartered Financial Planners, or any such third party may contact me in the future by any means of communication (including by electronic communication e.g. email) considered appropriate at the time.
- We may wish to contact you in the future so that we can provide information about other services that may be of interest to you. Please tick if you would NOT like to receive information about our services by means of:

Email

Telephone

Text message

Post

Social Media

- This agreement is governed, and shall be interpreted in accordance with English law and both parties shall submit to the exclusive jurisdiction of the English Courts.

Date of issue	
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Client name(s):	
Client signature(s):	
Date:	

Signed on behalf of Wealth and Tax Management Chartered Financial Planners

Adviser name	
Adviser signature:	
Date:	



What we do & how we charge

We are a financial planning business, focused on helping you understand and plan for your financial future. This information is designed to give you an idea of:

- **What we do and how we do it (our services)**
- **What it's likely to cost and how you can pay us**

More detailed information is available on our website at www.wealthandtax.co.uk.

This document provides details about our services to you and how we charge, so it's important that you read it fully. If there is something you don't understand please ask us to explain it.

1. Our services

Whatever financial decisions you have to make, the first step towards making the right decisions is to establish a clear understanding of your financial needs.

People seek financial advice for many different reasons so it's important that we understand exactly who you are and what you want to achieve. At our first meeting we'll gather information about you to help define your needs and priorities.

Our services include:

- **Financial planning:** It's important to identify what you might want to achieve and how you can do this. We can help you to identify your goals and create a plan for your finances to help you achieve them.
- **Retirement planning:** It's important to know whether the money you are saving towards retirement will provide you with sufficient funds to meet your retirement objectives. We can work with you to proactively plan for your retirement and help you decide on the options available once at retirement.
- **Investment implementation:** After assessing your financial needs (through the financial planning or retirement planning service) we will make suitable recommendations. We will take care of the implementation of these recommendations including liaising with any existing and new providers.
- **Protection planning:** Most of us want to protect the things that are important to us, our family, business and quality of life. Protection planning can help to provide peace of mind in the event of your income changing due to unexpected events. We can help you plan for the best way to protect you, your family or your business.

We'll only start work once we have agreed our services and charges with you. We'll give you a copy of our **Client Agreement – investment and protection (terms and conditions)** which will set out the services we have agreed to provide and confirm how much this will cost.

2. Our advice

We offer **independent** investment advice. This means that we'll consider the whole market of products and providers to select a suitable solution for you.

Where we provide protection planning services we consider protection products such as term assurance, income protection and critical illness cover from a **range of insurers**.

3. Our charges

Our charges fall into three categories:

- a) **Initial charges:** these are the upfront costs of our services. We offer several types of initial service depending on your needs.
- b) **Ongoing charges:** once your financial plan is in place it is important to keep it under review so it can be adapted, where necessary, as your circumstances change. Our ongoing services are designed to do this.
- c) **Other charges:** it's possible that there may be additional costs and charges (including taxes) related to the business we arrange. We'll tell you if this is the case.

All actual charges and fees (in pounds and pence) will be agreed with you before we do any work and we'll explain your payment options too. We'll also let you know where any fees are subject to VAT.

Initial charges

Service description	Charges
<p>Financial Planning</p> <ul style="list-style-type: none"> • An initial meeting to find out more about you (we don't charge for this initial meeting). • Agreeing your financial goals and objectives. • Establishing your attitude and understanding of risks. • Reviewing your current plans, investments and assets. • Undertaking research to identify appropriate plans and solutions. • Assessing the potential impact of key events on your plans (cash flow modelling). • Providing a personalised report and recommendations. • A face to face meeting to discuss our recommendations. 	<p>We operate on a fixed fee basis depending on the area(s) being reviewed:</p> <ul style="list-style-type: none"> • Our typical charge to review a single investment is £270.00 • Our typical charge for cash flow modelling is £470.00 <p>We'll provide you with a personalised quote for the work to be carried out before starting any work.</p> <p>Further services will be subject to an additional charge.</p>
<p>Retirement Planning</p> <ul style="list-style-type: none"> • All of the above. • A guide to your retirement options. 	<p>We operate on a fixed fee basis depending on the area(s) being reviewed:</p>

<ul style="list-style-type: none"> • Specific calculations around pension Annual Allowance, Lifetime Allowance and withdrawals. 	<ul style="list-style-type: none"> • Our typical charge to review a single pension set up from 2006 is £270.00 • Our typical charge to review a single pension set up pre-2006 is £470.00 <p>We'll provide you with a personalised quote for the work to be carried out before starting any work.</p> <p>Further services will be subject to an additional charge.</p>
<p>Investment Implementation</p> <ul style="list-style-type: none"> • Facilitating the movement of money from an existing plan to a new plan. • Set up on new investment platform. • Money invested into recommended solution. 	<p>Our charging structure is based on the percentage of any funds invested/transferred subject to a minimum fee of £1,500.00</p> <p>These charges are applied as follows:</p> <ul style="list-style-type: none"> • 3.00% for investments up to £149,999 • 2.50% for investments between £150,000 and £249,999 • 2.25% for investments between £250,000 and £349,999 • 2.00% for investments between £350,000 and £499,999 • 1.75% for investments between £500,000 and £749,999 • 1.50% for investments between £750,000 and £999,999 • 1.25% for investments between £1,000,000 - £1,499,999 • 1.00% for investments of £1,500,000+ <p>Here are some examples of how our charges apply:</p> <ul style="list-style-type: none"> • If you invested £45,000, our fee would be the minimum £1,500.00 • If you invested £350,000, our fee would be 2.00% of £350,000 = £7,000.00
<p>Protection Planning</p> <ul style="list-style-type: none"> • Identify the amount of protection required. • Source a suitable product to meet your protection requirements. • Implementation of the recommended product. 	<p>Our fee will be based on an hourly rate basis subject to a minimum fee of £300.00.</p> <p>Where we are paid by commission we'll tell you the amount before we carry out any business for you. Any commission we receive from the product provider can be used to offset this fee.</p> <p>Here's an example of our average charges:</p>

	<ul style="list-style-type: none"> • Adviser: 2 hours @ £250.00 per hour = £500.00 • Administrator: 2 hours @ £150.00 per hour = £300.00 • Total cost = £800.00
Payment options	
<p>Initial charges can be paid in a number of ways:</p> <ul style="list-style-type: none"> • Cheque, card or electronic transfer (unfortunately, we cannot accept payments by cash). • Payment via deductions from the financial product(s) you invest in or (if relevant) deductions from the amount invested with a discretionary fund manager (DFM). Most product providers / DFMs offer this facility but using it will reduce the amount you have left to invest and may, depending on your circumstances, have other consequences (we'll discuss this with you beforehand). • For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable. • In some limited circumstances (for protection planning only) we may receive commission from a product provider in relation to a financial product we have arranged for you. If we are paid by commission we'll tell you the amount before we carry out business for you. 	

Ongoing charges

Our ongoing services are optional. If you agree to purchase an ongoing service, unless otherwise agreed, the service will be provided as a follow up to the initial service.

Ongoing service	Ongoing charges
<p>Customer</p> <ul style="list-style-type: none"> • Quarterly monitoring of the underlying investment solution and notification when an alternative is recommended • Invitation to a group review once per year • Telephone access to our support team who will be on hand to respond to queries • Electronic newsletter emailed quarterly • Tony's View emailed weekly 	<p>Our annual ongoing charge for this service is 1% of the total market value of the investment funds that we manage on your behalf.</p> <ul style="list-style-type: none"> • For a fund of £150,000, our fee would be 1% of £150,000 = £1,500 per annum. • For a fund of £300,000, our fee would be 1% of £300,000 = £3,000 per annum. • For a fund of £1,000,000, our fee would be 1% of £1,000,000 = £10,000 per annum. <p>Please note that our charges will increase as the value of your investment funds increases.</p>
<p>Client</p> <ul style="list-style-type: none"> • All of the above 	<p>As above percentage of funds under management plus a fixed retainer fee of £97 per month.</p>

<ul style="list-style-type: none"> • Annual face to face meeting with your adviser and a review of your investments • Assessing the potential impact of key events on your plans (cash flow modelling) 	
<p>Premier Client</p> <ul style="list-style-type: none"> • All of the above • Unlimited face to face reviews with your adviser • Access to the Wealth and Tax MoneyInfo application • Annual drawdown assessment • Annual review of tax planning strategies • No initial charges for ISA and Pension top ups 	As above percentage of funds under management plus a fixed retainer fee of £197 per month.
Payment options	
<p>Ongoing charges can be paid in a number of ways:</p> <ul style="list-style-type: none"> • A regular fee, paid by standing order • By deduction from your investment(s) on a monthly, quarterly, six-monthly or annual basis, where the product / platform provider or DFM is able to offer this facility • For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable. 	

Other charges

Depending on the services we provide, there may be additional costs and charges (including taxes) related to the business we arrange. If this is the case we'll tell you how much these will be before we start work. For example:

- There may be other costs, not charged by us, but related to the financial products we may arrange for you. For example, if your investments are held on a platform (an online investment administration service) or held with a DFM, the platform provider / DFM will make a charge for administering / managing your investments. We'll always disclose any third party costs as part of making our recommendations.