

CLIENT AGREEMENT

This document and the Client Fee Agreement are important documents the content of which we intend to rely upon. You should therefore read these terms carefully before signing them. If you do not understand any of the items covered please ask your adviser for clarification.

The terms of this Agreement will come into force immediately upon issue and will remain in force until they are cancelled by you or us. Any previous Agreement issued by us is therefore no longer relevant.

This document is intended to set out our commitments to you and the basis upon which we will conduct business and provide a service to you. By accepting the terms outlined, you are giving your consent for us to operate on your behalf.

Our Services

It is important to stress that we offer a full **'Independent'** advice proposition. Other firms may offer advice that is **'Restricted'**, which means that they can only offer advice on limited types of products, or the products from one company or a limited number of companies. You will not be able to compare our services with theirs as we are providing a market wide review that is not restricted in any way.

As Chartered Financial Planners and Independent Financial Advisers we will consider all areas of your finances (unless directed otherwise) and have the ability to deal in all products and with all providers across the whole market place to ensure any financial objectives are implemented successfully. Our permitted business is to advise on and arrange pensions, investments, savings, and non-investment insurance contracts. As part of our service, we offer an initial discussion at our expense (at our office), in which we will describe our services more fully and explain the payment options available to you. If agreed, after this initial discussion, we will review with you in more detail your financial requirements depending on the type of service you have requested.

If you have requested a full financial review we will:

- Gather all relevant personal information, including details of your finances, your needs and future financial objectives, including your attitude towards investment risk and your ethical concerns.
- Analyse the information gathered in detail against your stated objectives and research possible solutions.
- Provide a detailed report of your situation to include our product recommendations.
- Work with you and any relevant product providers to ensure the recommendations are implemented.
- Agree a review service with you at outset to ensure any plans and investments remain appropriate in the future.

If you have requested a more focussed review in one, or several identifiable areas we will follow a similar process on the areas requested and confirm to you in writing the areas considered. We accept no responsibility with regards to the implications of focused advice and the potential impact to recommendations made as a result of non-disclosure on certain aspects of your financial affairs or through your direct instructions.

If you request 'No Advice' from us and wish us to simply arrange a transaction for you we may do so subject to your classification as an 'execution only' client.

Where this service is provided, we may receive a commission from the provider and details of this will be provided in the documentation issued before the contract is completed. We will require you to sign a separate 'execution only' disclaimer which confirms we take no responsibility for the appropriateness of the transaction and that you understand that you may lose some or all of your consumer protection rights offered by the Financial Ombudsman Service (FOS) and the Financial Services Compensation Scheme (FSCS).

If you require regular reviews of the progress towards your financial objectives, we will explain the services provided within our **Financial Management Programme**.

Client Classification

All clients with whom the firm conducts business are firstly classified into one of three areas. These are retail, professional or eligible counterparty categories, which ultimately allows us to identify the level of regulatory protection in each case. We propose to classify you as a **Retail** Client for investment purposes affording you the maximum protection under current legislation.

Communication

We will communicate with you in English, both verbally and written in all cases. Wherever possible we will offer you the ability to benefit from end to end encryption on communications from us through our Personal Finance Portal, and will invite you to create an account once you become a client.

We consider secure messages and e-mails to have the same status as written documents, however with e-mails this is on the understanding they are received from a previously confirmed e-mail address. We are unable to provide a guarantee that any secure message or e-mail sent will be received, or that the contents of any such messages will remain private or unaltered during internet transmission. We accept no liability for any damages that you or any others may suffer as a result of the alteration or loss of confidentiality of any information exchanged via written communication. We virus scan all e-mails but will not be responsible for any damage caused by a virus or alteration by a third party after it is sent. We recommend that you employ reasonable virus detection and protection measures when accessing e-mails from us.

Objectives and Restrictions

Following the issue of this document, any subsequent advice or recommendation offered to you will be based on your stated investment objectives, an agreed acceptable level of risk and any instructions you may wish to make regarding the type of investments or policies you are willing to consider. Details of your stated investment objectives will be included in the suitability report we will issue confirming our recommendations. Under normal circumstances we will assume that you do not wish to place any restrictions on the advice we give you. Where a request for advice to be restricted is received from you, we will confirm our understanding of that restriction to you in writing within our report.

Cost of Our Services

Please refer to 'Our Professional Fees' document and Fee Agreement which outline how our Initial Engagement fees and fees for our Financial Management Programme are calculated and how you may pay them. 'Our Professional Fees' document and Fee Agreement form an integral part of this Client Agreement and should be read in conjunction with it.

We will not charge you anything until you have agreed how we are to be paid for our services. Whether you invest in or purchase a product, or not, you will pay us a fee for our advice and services, indeed there will be occasions where the purchase of a product does not form part of our recommendations. You always have the option to settle our fees personally, even where the purchase of a product is involved, or from the product itself. Our fees will be the same whichever option you choose.

In the case of commission paid on contracts, where you elect for our fees to be paid through a purchase of a product, although you may pay nothing up front, this does not mean our service is free. You still pay us indirectly through product charges.

Product charges pay the product providers' own costs as well as our fees that you authorise them to deduct and pay to us, and will reduce the amount left for investment. If you buy direct, the product charges could be the same as buying through an adviser, or they could be higher or lower.

In some circumstances, we also charge a fee on top of any commission we may receive from a protection contract if the available commission is insufficient to cover our fees in full.

Financial Management Programme

Our typical charges for retaining your investments within our agencies and providing all aspects of our Financial Management Programme (details of which will be provided to you) vary depending upon the level of your investments under management and the level of complexity involved. For example, for a portfolio valued up to £500,000, we would charge 1% per year of the value of your investments, subject to a minimum of £2,000 per year. Please refer to 'Our Professional Fees' document for further details.

Other Benefits We May Receive

In the course of our business dealings, we may be provided with additional services from various providers including the facilitation of the adviser charge so as to avoid the need for you to settle our charges from your own bank account. In addition, we may be provided with additional training resources from time to time. Further information can be provided upon request.

Cancellation Rights

We will always inform you of your statutory right to cancel. You will normally be granted 14 or 30 days in which to cancel a life or pension contract, however there may be occasions where no statutory rights are granted. This will be explained before any contract is concluded.

Material Interest

We will always act honestly, fairly and professionally when dealing with you. Occasionally situations may arise where we, or one of our clients, have 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 clients, conflict with your interest we will write to you and obtain your consent before we carry out your instructions, and we will detail the steps we will take to ensure fair treatment. The company also has a Conflicts of Interest Policy which is available upon request.

Investment Risks

All investments carry a degree of financial risk that will usually increase in line with the potential rate of return on a particular investment (i.e. the higher the level of potential return, the higher the level of risk one may have to take). Any investment linked to assets that may rise and fall in value (such as equities) may itself fall or rise along with the value of these assets. You should ensure that you are fully aware of the risks associated with the product, have the capacity to accept losses (which could be substantial) if they arise, and are content to accept the risks involved.

Who Regulates Us?

Ian J Hunt & Associates Limited is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Register number is 401723.

What to do if you have a complaint?

If you should have any complaint about the advice you receive or a product which you have purchased, please contact us, in writing to The Compliance Officer, Ian J Hunt Chartered Financial Planners, Watlington Business Centre, 1 High Street, Watlington, Oxon, OX49 5PH, or telephone on 01844 355848, or by e-mail getintouch@ijhcfp.co.uk, giving details of your complaint.

We will provide you with a copy of our formal complaints procedure upon request or upon receipt of a complaint. If we are unable to resolve a complaint to your satisfaction you have the right to take your complaint to the Financial Ombudsman Service.

Are we covered by the Financial Services Compensation Scheme (FSCS)?

We maintain professional indemnity insurance to enable us to meet any liabilities that may arise on us in respect of our obligations to you for services performed on your behalf. We are covered by the FSCS. You may be entitled to compensation from the scheme if for any reason we cannot meet our obligations. This will, however, depend on the type of business and the circumstances of the claim.

Investments

Most types of investment business are covered for 100% of the claim, subject to maximum compensation of £85,000.

Insurance

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 regarding the compensation scheme arrangements is available from the Financial Services Compensation Scheme.

Instructions

To avoid disputes we require our clients to give us instructions in writing, or via e-mail or secure message when acting on all financial planning recommendations. We will accept oral instructions to commence a life/pension policy provided they are subsequently confirmed in writing. All advice given by Ian J Hunt Chartered Financial Planners will be provided in writing (normally by secure message or e-mail) or, if given verbally, will later be confirmed in writing to ensure clarity of information.

Further Contact and Advice

As a subscriber to our Financial Management Programme, we will provide you with ongoing advice and services in accordance with the services outlined within our Financial Management Programme document.

If you elect not to join our Financial Management Programme (and we agree to this), we will not normally give you any further advice on any financial products we have arranged for you unless you request it, but we will be glad to advise you at any time if you ask us to do so. We will make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward to you all documents showing ownership of your investments as soon as practical after we receive them. Where a number of documents relating to a series of transactions are involved, we will normally hold each document until the series is complete and then forward them to you.

You, or we, may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will be deemed to be effective from the date of receipt. Termination will not prejudice the completion of any transactions already initiated on your behalf or any rights or obligations already arising, unless you specifically request us to discontinue processing that transaction.

Data Protection

In order to provide you with financial planning services we will collect and hold personal data about you. We are also required to comply with the General Data Protection Regulation (the 'GDPR').

Although, as your advisers, we may need to collect a lot of personal data, some of which will be very sensitive information, we think it is important you understand why we need the information, what we do (and do not do!) with it and what your rights are.

This is all set out in our **Data Protection and Privacy Notice**, copy of which has been provided to you.

From time to time we update our Privacy Notice with details of the companies with which we may share data in delivering our service to you. Rather than keep asking you to sign for every change (which will often be minor), we confirm that the latest version is always available on our website, on the Privacy Policy page (www.ijhcfp.co.uk/privacy-policy).

Marketing

If you wish us to update you with information on products and services that we feel may be of interest to you, please tick here.

You may also select your preferences in relation to how we may contact you in the future. Please tick each box to confirm the media types you are willing to receive:

By Post

By Email and/or secure electronic communication

By Text

We agree that any consent given by you may be withdrawn at any time by contacting us in writing at our main office address.

Anti-Money Laundering

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose, 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.

Any service we use will only leave a 'soft' imprint on your search file. We have been advised this has no impact on an individual's credit score.

For larger investments we will need to establish a clear 'source of funds' for any monies to be invested and may therefore need to request additional information to comply with the anti-money laundering rules.

Aggregated Costs Disclosure

It is important that you understand the true costs and impact of receiving advice and the investment solutions put in place for you. Our 'Fee Agreement' document outlines the fees payable for our services. Where we recommend a Retail Investment Product, we will also provide you with information about the aggregated costs of any recommendation and will provide this information prior to any application being submitted so that you can be clear on all the costs involved.

We will use information provided to us by the platform providers to meet our obligations. Where this information is not available, we will make a manual calculation specific to the recommendations we are making and include this in the suitability report we issue to you.

Call Recording

Due to changes imposed by our regulator, we now record telephone calls into and from our main office number for your additional protection. This 'recording' of calls may be through electronic software or written notes of the salient aspects of any transactions agreed upon.

Legal Governance

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

Client Money

Ian J Hunt & Associates Limited does not handle client money. We will never accept a cheque made out to us (unless it is a cheque in settlement of fees, charges or disbursements for which we have sent you an invoice) or handle cash.

Liaising with your Professional Advisers

Unless specifically instructed in writing to the contrary, Ian J Hunt Chartered Financial Planners is authorised to liaise with your professional advisers, and shall not be required to verify any information provided by you or your other professional advisers, and is expressly authorised to rely upon such information.

If we are instructed by you to refer any matter we will, unless otherwise agreed, refer matters of law to your solicitor and accountancy matters to your accountant and those advisers will be solely responsible to you for work done by them or advice given by them. We would be pleased to refer you to a qualified firm of solicitors or accountants if you do not currently have one.

Neither Ian J Hunt Chartered Financial Planners nor its employees are qualified to render any legal or accounting advice or prepare any legal or accounting documents. We will neither consider nor advise on whether you should complain about previous financial advice received, unless you explicitly request our advice on such a matter and we choose to comment, which will always be provided in writing. It is hereby understood and agreed that the onus is on you to refer to your solicitor or accountant any point of law or accountancy which may arise during the course of discussions with us.

Termination of Services

You are free to terminate our ongoing service at any time. You may terminate this agreement giving notice in writing to our main address. All work undertaken to date on your behalf will be costed in accordance with the terms in this agreement and will become payable immediately upon issuance of a relevant invoice.

Where your subscription to our Financial Management Programme is terminated by you, we reserve the right to invoice you for any work concluded for which payment has yet to be received during the year.

Declaration

I/we confirm that I/we have received this document and their contents have been explained. I/we understand that the terms contained within this document will be deemed to be effective from the date it was provided to you or when you have signed to confirm receipt.

If you are in a long term relationship where we generally only have contact with one of you, we are happy for you to authorise us to share personal information in order that we can take instructions from either party on your financial arrangements held through us. This would exclude requests to release monies from investments as these would always need to be authorised via the owner of the plan. This authority may be withdrawn at any time simply by writing to us.

We authorise you to share information about our investments and accept certain instructions from the principal party. We understand we can withdraw this authority at any time.

Signed Name Date

Signed Name Date