RETAIL CLIENT AGREEMENT

What is this document?

Before we provide any services to our clients, we issue an agreement setting out the terms and conditions under which we conduct business. This retail client agreement contains important information about us, such as the range of services that we provide, our costs and how we are remunerated, together with details of your rights as a consumer, for example compensation arrangements and how your personal data is stored.

For your own benefit and protection, we would ask you to read this document carefully before signing the form to confirm your understanding of and agreement to the terms. This agreement will come into effect from the date of your signature. If you have any questions about its contents or would like to know more about any of the topics covered, please raise this with your financial consultant. It will remain in force until cancelled by either party. If there is a material change to the terms we will notify you and usually request that you complete a further agreement.

This is our standard retail client agreement, and depending upon the services that we provide to you, we may ask you to sign a further agreement relevant to a specific product or service.

Who are we and what do we do?

Eastcote Wealth Management Limited are a firm of Chartered Financial Planners and Wealth Managers with over 20 years’ experience and believe in establishing and maintaining long term relationships, so that we can navigate our clients through their financial journey.

We are authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent watchdog that regulates financial services. Our FCA Register number is 739045.

You can check this by looking on the FCA’s Register which can be accessed via their website https://register.fca.org.uk/ or by telephone on 0207 066 1000. The FCA can also be contacted at the following address; 25 The North Colonnade, Canary Wharf, London, E14 5HS.

What can we do for you?

Our service is to act on your behalf for the purpose of arranging and advising on the following:

• Investments & Pensions, such as; ISAs or Personal Pension Plan
• Personal & Family Protection, for example; Life Assurance or Critical Illness Plan
• Mortgages (Including Buy to Let)
• General Insurance, such as; Private Medical or Accident, Sickness and Unemployment

1. For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs and objectives to determine if these services are suitable for
you. We will then undertake research in order to provide a personal recommendation(s) and related information relevant to your individual circumstances. If, after due consideration you would like to accept any or all of our recommendation(s), we will then implement them and arrange any products and/or related services on your behalf.

2. We will confirm our advice in writing to you to confirm that we have correctly understood your personal circumstances and the information that you have provided to us. It is very important that you provide all material information and that it is true and correct, to the best of your knowledge. If we have misunderstood any of the information, you must let us know as soon as possible, as this may affect our advice and/or recommendation(s).

3. Our written advice may include any products that we recommend to you and a full explanation of our reasons for such advice or recommendation(s). Following discussions with you, we may decide, at our discretion, that we are not able to provide advice or proceed with your instructions on suitability grounds, however we will always explain our decision to you.

4. As part of our advice we may have recommended a financial services product or investment. If we do and you decide to proceed, we will register that product and/or investment in your name unless you tell us otherwise in writing. You may require the products and/or investments to be registered in the name of a person or company to carry out administrative services on your behalf, which we can arrange for you, however you (excluding where you act under a power of attorney) will remain the owner and/or beneficiary of those products and/or investments.

5. We will write to you if we become aware of a conflict of interest for example where our interests or those of another client become conflicted with your interests, and ask for your consent prior to proceeding with your instructions. Under the terms of our conflicts of interest policy, where we cannot otherwise manage an identified conflict of interest we may be unable to provide you with one or more of the services described above. We will inform you in writing should this situation arise.

6. As part of our regulatory requirements, we are required to verify your identity and retain your records both during and after the provision of our services to you. Where we use an electronic system to verify your identity, this will not affect your credit reference or your ability to obtain credit.

Once your financial plans are in place, it is important to keep them under regular review. Subject to the type of services you require from us, we can continue to act on your behalf through one of our service packages. Alternatively, for those who prefer a more transactional or ad-hoc ‘pay as you go’ service, we are also happy to provide our services as and when you need them. Ultimately, whichever type or level of service you require from us, we will act in your best interests at all times.

Further details about these and other related services, we provide are contained in the pages below. This also confirms the typical cost of our services and how we get paid for them.
IMPORTANT INFORMATION

Before you consider our services in more detail, we would like to draw your attention to the following important information:

When we have discussed and agreed with you the costs that we will charge, we will confirm this to you in a Service & Fee Agreement and how it can be paid for. This will describe the scope and specific services to be provided, the cost and how it can be paid for.

CLIENT CLASSIFICATION: Under the terms of Financial Conduct Authority (FCA) regulations, you are classified as a retail client for investment and pensions business. As a retail client, you have the right to request re-classification as an elective professional client. This may be generally or in respect of a particular service, type of transaction or product and is subject to the following:

- All requests for re-classification must be made in writing
- We will consider such requests on a case by case basis against the criteria set out in FCA rules
- We will confirm the scope of any re-categorisation along with the consumer protection you will lose as a result
- You must keep us informed of any change to your circumstances that could affect your classification

We cannot advise you if you are experiencing difficulties managing debt(s). Free help and advice about managing your debt(s) is available by contacting the Money Advice Service via its website: www.moneyadviceservice.org.uk/en/articles/where-to-go-to-get-free-debt-advice

INFORMATION ABOUT OUR INVESTMENT & PENSION SERVICES

We offer a range of services to help you to meet your investment and retirement objectives. We provide Independent Advice, which means that our recommendations to you will be based on the following selection criteria:

1. We will determine which, if any, of the following types of investment or pension products are capable of meeting your needs, along with any associated ‘tax wrappers’ available (e.g. an ISA):

   - Open Ended Investment Company Funds (OEICS) including Exchange Traded Funds (ETF’s), Unit Trusts and Investment Trusts.
   - Personal Pensions, Stakeholder Pensions, Self-Invested Pensions (SIPPs) and Annuities
   - Insurance Based Investments, including Capital Investment Bonds and Endowments
   - Structured Capital at Risk Products (SCARPS) and Structured Deposits
   - Certain Specialist Investments suitable for retail clients, including Venture Capital Trust (VCT) Investments and Enterprise Investment Schemes (EIS)

2. We will then consider a broad range of different providers of these products from a fully researched panel that is representative of the whole of the market available to financial advisers and which we review on a regular basis using factors such as the risks, costs, complexity and their competitiveness in the market place.
Related Service Providers

Subject to your individual needs and objectives, we may also recommend that you hold and trade your investments and/or pensions in one place via a Platform Service. We may also recommend that some or all of your investments and/or pensions are managed by a Discretionary Investment Management Service (DIMS).

We will consider a broad range of these service providers from a fully researched panel that is representative of the whole of the market and which is also reviewed on a regular basis as described above.

We may recommend products or services related to your investment and pension needs which are not regulated by the Financial Conduct Authority. For example, cash deposits, National Savings & Investment Products (NS & I), or Inheritance Tax Planning (IHT).

What can you expect to pay for our investment and pension advice?

A description of our initial and ongoing services, their associated costs and payment terms, is provided below.

The amount we charge and the basis of the payment will depend on the service you choose and your individual circumstances.

We will discuss your payment options with you and answer any questions that you may have. We will let you know if you have to pay VAT on the cost of our service.

It is possible that other costs, including taxes related to the business we conduct and products we arrange for you, may arise. These costs will not be paid by our firm but borne by you.

Our typical fees for advice and arranging an investment or pension on your behalf are set out below.

Initial Advice Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Initial Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advice on using your pension funds to purchase an income at retirement (your retirement income options)</td>
<td>If you go ahead with our recommendations, we will typically charge a percentage fee based upon the amount invested to purchase your retirement income as follows:</td>
</tr>
<tr>
<td></td>
<td>3% of the first £100,000 invested</td>
</tr>
<tr>
<td></td>
<td>2% of any additional money invested from £100,001 to £250,000</td>
</tr>
<tr>
<td></td>
<td>1% of any additional money invested above £250,000</td>
</tr>
<tr>
<td></td>
<td>For example; if the purchase price is £200,000, we would charge you 3% of the first £100,000 and 2% on the further £100,000 and so the Adviser Charge would be £5,000 (exc. Vat)</td>
</tr>
</tbody>
</table>
Advising on and arranging lump sum investments

If you go ahead with our recommendations, we will typically charge a percentage fee based upon the amount invested as follows:

- 3% of the first £100,000 invested
- 2% of any additional money invested from £100,001 to £250,000
- 1% of any additional money invested above £250,000

For example; if the amount invested is £200,000, we would charge you 3% of the first £100,000 and 2% on the further £100,000 and so the Adviser Charge would be £5,000 (exc. Vat)

Advising on and arranging regular premium investments

A typical charge of 15% of the first year’s premiums, if you go ahead with our recommendations

For example; if you invest £250 per month (£3,000 per annum) your Adviser Charge would be £450 (exc. VAT)

There is an additional charge for ongoing work, such as meetings, valuations and reviews, carried out on your behalf. We offer 3 annual service packages ‘Premier’, ‘Core’ and ‘Light’, as detailed below. We will confirm the ongoing service package that is agreed with you before beginning any ongoing servicing work for you. You can cancel our ongoing services at any time.

<table>
<thead>
<tr>
<th>CLIENT SERVICE PACKAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premier</td>
</tr>
<tr>
<td>Amount Invested</td>
</tr>
<tr>
<td>Financial Review Meeting &amp; Recommendations</td>
</tr>
<tr>
<td>Investment Performance assessment</td>
</tr>
<tr>
<td>Valuation Statements</td>
</tr>
<tr>
<td>Online Portfolio Access</td>
</tr>
</tbody>
</table>
The cost for the above service packages is typically as follows:

<table>
<thead>
<tr>
<th>COST OF ONGOING SERVICE PACKAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premier</td>
</tr>
<tr>
<td>0.9% of amount invested up to £1M plus 0.5% for amount invested between £1M &amp; £3M plus 0.25% for amount invested over £3M.</td>
</tr>
<tr>
<td>For example; if your investment is worth £1.5M we charge you 0.9% on £999,999 and 0.5% on £500,001, the adviser charge would be £11,499.99 (exc. Vat)</td>
</tr>
</tbody>
</table>

**What are your payment options?**

- We accept direct payment by cheque or bank transfer
- We do not accept cash, debit or credit cards
- We will tell you if it is possible to settle our fees through a deduction from your investment/pension
- New investments/pension plans funded by regular contributions only, you can pay our fees by instalments
- We will allow you to settle our fee in monthly instalments for a maximum term of 12 months
- If you choose this option, we will not provide you with any further services until all the instalments have been paid in full
- If you choose to pay instalments as a deduction from your investment/pension, although you pay us nothing upfront, you are still paying us indirectly through deductions from the amount you pay into the product(s)
- These deductions will go towards settling our fee and will reduce the amount left for investment. An example of how this payment plan works in practice is set out below
**Example**

You choose to accept our recommendation to invest **£250 per month** into an investment product. Our fee for advice and arranging this on your behalf is **£450 (excl. VAT)**. You choose to settle our fee in **12** equal monthly instalments deducted from your first **12** monthly contributions to the product, as follows:

<table>
<thead>
<tr>
<th>Investment Frequency</th>
<th>Contribution Amount</th>
<th>Fee Deduction</th>
<th>Amount Invested</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month 1</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 2</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 3</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 4</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 5</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 6</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 7</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 8</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 9</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 10</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 11</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 12</td>
<td>£250</td>
<td>£37.50</td>
<td>£212.50</td>
</tr>
<tr>
<td>Month 13 onwards</td>
<td>£250</td>
<td>N/A</td>
<td>£250</td>
</tr>
</tbody>
</table>

- You can also choose to pay the fee instalments due to us, directly from your bank account via standing order. For example; a fee of **£450** paid over **12** months would equate to **12** monthly instalments of **£37.50** collected from your bank account.
- Please note that if you cancel your investment or pension product before our fee is settled in full, including cancellation during a statutory cooling off period, you will need to make alternative arrangements to pay our fee.

**Other benefits we may receive**

If we take over the servicing rights of your existing arrangements that were arranged by another firm, we may be entitled to receive an ongoing payment as a result. This is commonly referred to as ‘trail commission’. Where this is the case, we will offset the amount received against our ongoing service fees. For example; if our ongoing service fee is **£500** and we receive **£200** trail commission from existing arrangements retained as part of your portfolio, the net fee due to us would be **£300 (excl. VAT)**.

Some of the firms whose products we recommend provide us with access to training and software which allows us to offer you a better service. Some of the costs of these benefits may be passed onto you as part of the total charges you pay, should you choose to purchase a product from one of these firms. Further information regarding these arrangements is available on request.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from investment product providers, for arranging investments.
INFORMATION ABOUT OUR INSURANCE SERVICES

Personal and Family Protection

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for Life Assurance, Critical Illness Cover and Income Protection Insurance.

General Insurance

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for Private Medical Insurance and Accident, Sickness and Unemployment cover.

How much do we charge for our insurance services?

Typically, we will not charge you a fee for advice and arranging an insurance product. We will receive commission from the insurer and this is reflected in the premium amount you pay to them. The amount of commission we receive will vary depending on the type of contract, term of the cover and the premium amount.

We will tell you how much commission we expect to receive before we transact business for you. You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy we arrange for you.

Our Advisers may also receive periodic bonus payments for achieving sales targets related to the volume of insurance contracts they arrange. This does not affect the amount of commission we receive from product providers for arranging an insurance contract on your behalf.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from insurance product providers, for arranging insurance contracts in your behalf.

INFORMATION ABOUT OUR MORTGAGE SERVICES

Whose products do we offer?

We offer a comprehensive range of mortgage products from across the market. We offer both first and second charge mortgages, but not deals that you can only obtain by going direct to a lender.

For those seeking to increase their existing borrowing, alternative finance options may be available and more appropriate for your needs. For example; a further advance from your existing lender or an unsecured loan.

How much will you have to pay for our mortgage services?

For establishing your needs, undertaking research and making a recommendation, we charge a typical fee of £395 (Inc. VAT). Our fee becomes payable when we submit an application to the lender.

If you choose to proceed with our recommendation and the mortgage goes ahead, we will also be paid commission from the lender for arranging the mortgage on your behalf. The amount of
commission we receive varies from lender to lender. Information about the range of commission available to us from the mortgage products we recommend is available upon request.

Please note: If you apply for a mortgage that does not go ahead, there is no refund of the fees you have paid.

You will receive a personalised illustration when considering a particular mortgage. This will highlight the key facts about the mortgage product, including any fees relating to it and the amount of any commission due to us from the mortgage lender.

**ADDITIONAL INFORMATION ABOUT FEES & COMMISSIONS**

1. Without prejudice to any other right or remedy that it may have under this Retail Client Agreement or any supplementary ‘Service and Fee Agreement’, if the client fails to pay the Firm any amount payable on the due date for such payment, the Firm may; charge interest on such sum from the due date for payment at the annual rate of 4% above the Bank of England base lending rate, accruing on a daily basis and being compounded quarterly until payment is made, whether before or after any judgment and the client shall pay the interest immediately on demand.

2. You accept responsibility to pay our Fees and any other agreed costs or charges and agree to reimburse us for all reasonable losses, costs, or other liabilities incurred by us which result from any wilful or negligent breach by you of your obligations in this Retail Client Agreement or any supplementary ‘Service and Fee Agreement’.

3. We do not accept cash payments and all cheques should be made payable to the product providers, unless it is payment for our Fees and costs.

4. We may receive commission from lenders, insurers, and product providers which is typically included in the charges for the product that we recommend to you.

5. Where we recommend a product and we arrange it for you and receive a commission from the product provider, we will tell you what commission we receive.

6. Before you enter into a contract with a product provider where we receive initial commission, we will let you know when we may need to refund commission payments to the product provider that we earn and whether we may seek to recover this from you, unless you have exercised your right to cancel the contract with the provider within their cancellation period.

7. We will let you know if we receive any form of benefit in connection with the services we provide to you.
INFORMATION ABOUT OUR OTHER RELATED SERVICES

Non-Advised Services

We will tell you how we get paid and the amount, before we carry out any business for you.

Credit Broking

We are also Credit Brokers. This means that if you require a loan other than a mortgage (for example, a personal loan), we can refer you to a specialist third party who can discuss your specific needs with you. We will not advise you on this type of borrowing and you will need to make up your own mind whether to go ahead with it or not.

BEST EXECUTION POLICY

‘Best execution’ means taking all sufficient steps to obtain the best possible result for our clients when arranging investments. This is a requirement of our regulator, the FCA, but of course it is in the interests of our clients and ourselves that we do this. We may use the services of a third party, such as a broker when we buy or sell shares, and base our choice of third party on the price and cost of the execution of the order. For orders in collective investment schemes (e.g. unit trusts), the price of units or shares in the scheme is normally set by the scheme operator or manager, although we endeavour to obtain discounts from standard terms. Full details of our best execution arrangements are available on request.

ARE THERE ANY RISKS?

Your adviser will work with you to determine the level of risk that you are willing to take and will warn you if there are any particular risks or disadvantages of investing in a specific product.

As a general point it should be noted that because investments can fall as well as rise in value, you may not get back the full amount invested. Also, past performance is not a reliable indicator of future returns.

HOW CAN YOU CANCEL / TERMINATE THIS AGREEMENT?

1. Termination - This Agreement will come into effect from the date you sign this Agreement and continue, subject to your right to cancel, until terminated by either party by giving notice in writing unless otherwise agreed between the parties. Please note that where you instruct us to provide ongoing services, please refer to section A1 of the Service and Fee Agreement relating to those services. To exercise this right to cancel, you must inform us by post to Eastcote Wealth Management Limited, Eastcote Court, Barston Lane, Hampton-in-Arden, Solihull, West Midlands. B92 0HR or by email to info@eastcotewealth.co.uk of your decision to cancel this Agreement by a clear statement (e.g. a letter sent by post, fax or e-mail).

PLEASE NOTE: You understand that if we have performed the services under this Retail Client Agreement, or the Service and Fee Agreement relating to those services, prior to you communicating the cancellation to the Firm, you will pay us a proportion of the Fees in relation to the Services that have been performed prior to the cancellation. This does not affect your right to cancel a contract you have entered into with a product provider for a particular product. Please refer to the specific terms of the provider contract for further clarification.
2. The rights to end this Agreement given by this clause shall be without prejudice to any other right or remedy either party may have against each other in respect of the breach concerned (if any) or any other breach and clause B1 of the Service and Fee Agreement relating to the services provided shall continue in force notwithstanding termination. This means that you are expected to pay our Fees and any other costs or charges incurred up to the date of termination.

3. You may also have a right to cancel the contract you enter into with a product provider for a particular product, which we will discuss with you before you enter into the contract, please refer to the specific terms of the provider contract for further clarification.

WHAT INFORMATION DO WE HOLD ABOUT YOU AND WHAT DO WE DO WITH IT UNDER DATA PROTECTION?

1. We will collect and store your personal and financial information which will be handled in accordance with the Data Protection Act 1998 as amended, extended, re-enacted or consolidated from time to time (including without limitation the implementation of the General Data Protection Regulation 2016/679/EC) (data protection legislation). For the purposes of data protection legislation, we are the data controller and we will process your Data in accordance with articles 6 (1)(b), 6 (1)(c) and 9 (1)(a) of the General Data Protection Regulation 2016. We will use your information to ensure proper performance of our agreement with you and to comply with our legal obligations when providing the services as further described below.

2. We will use your name, address, email address, contact number, date of birth, national insurance number and financial information (‘personal information’) to provide our services to you and verify your identity and this may require us to pass your personal information to, electronic verification providers, IT Software providers who store data on our behalf, product providers or other financial firms such as lenders, banks, insurers, fund managers and platform providers.

3. We may also pass your personal information to Tenet* as they provide compliance services to us. Further detail regarding how Tenet will use your data can be found on its website at www.tenetgroup.co.uk or by contacting Tenet on 0113 239 0011.


4. We may be required to pass on your personal information to the Financial Conduct Authority (FCA), Financial Ombudsman Service (FOS) or the Financial Services Compensation Scheme (FSCS) to help with an investigation or complaint or other authorities as required by law.

5. We may need to collect sensitive personal data including information about your health, ethnic origin, or criminal prosecutions from third parties such as employers and credit reference agencies, fraud prevention agencies and other similar organisations in order to provide you with the services, for example where you require advice on protection or annuity products.
If you consent to us obtaining your sensitive personal data from the third parties referred to above for the purpose of providing you with the services and sharing it with third party providers to obtain quotes on your behalf for example where we are providing you with annuity or protection advice as part of our services and Tenet please insert an ‘x’ in this box* [mark X here ☐ ]

You may exercise your right to withdraw your consent to the processing of your sensitive personal data at any time by contacting Eastcote Wealth Management by email on info@eastcotewealth.co.uk , or by phone on 01675 446 500, or by post at the address on the front page of this Agreement

6. If you would like to be contacted by us about other services we may offer from time to time, please tick below your preferred method of contact to confirm your consent:

In writing by post; [mark X here ☐ ]
by email [mark X here ☐ ] by text [mark X here ☐ ]

*You may exercise your right to withdraw your consent and opt-out of receiving any marketing information from us at any time. To opt-out of receiving such information you can click on the unsubscribe button contained in any communication received or email info@eastcotewealth.co.uk or call 01675 446 500 providing us with your name and contact details.

7. For further information, on how your personal information is used, including your rights to access the personal information, and who to contact if you have any queries, please see our Privacy Policy which is available at http://www.eastcotewealth.co.uk/privacy-cookies/ or by contacting Privacy Officer, John Ruddick on 01675 446 500.

WHAT HAPPENS IF YOU HAVE A COMPLAINT?

If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint and is available upon request.

If you would like to make a complaint, please contact us either in writing to: Complaints, Eastcote Wealth Management Limited, Eastcote Court, Barston Lane, Hampton-in-Arden, Solihull, West Midlands, B92 0HR or by e-mail: info@eastcotewealth.co.uk or by telephone: 01675 446 500.

If we are unable to settle your complaint or you are unhappy with our response, you may be able to refer it to the Financial Ombudsman Service (FOS).

Further information about the FOS is available from their website: www.financial-ombudsman.org.uk or by calling them on 0800 023 4567.
ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME?

Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:

**Deposits**
£85,000 per person per firm (for claims against firms declared in default from 30 January 2017).

**Investments**
Arranging and advising on most types of investment (e.g. an ISA) is covered up to a maximum limit of £85,000 per person, per firm.

**Long Term Insurance Contracts**
Arranging and advising on long term insurance contracts (e.g. a life insurance policy, personal pension or annuity) is covered for 100% of the claim without upper limit.

**General Insurance Contracts**
Arranging and advising on compulsory classes of insurance (e.g. employers’ liability), professional indemnity insurance, and general insurance contracts that pay out on death or incapacity due to injury, sickness, or infirmity (e.g. an accident & sickness policy) is covered for 100% of the claim without upper limit.

Arranging and advising on other types of general insurance contracts (e.g. Building and Contents) is covered for 90% of the claim without upper limit.

**Mortgages & Equity Release Products**
Arranging and advising on mortgages and equity release products is covered up to a maximum limit of £50,000 per person, per firm.

Further information about the FSCS is available from their website: [www.fscs.org.uk](http://www.fscs.org.uk)

DO WE HAVE PROFESSIONAL INDEMNITY INSURANCE?

We maintain professional indemnity insurance for the protection of our clients in the event of negligence by any employee.

OTHER IMPORTANT TERMS

1. We may transfer all rights and obligations under this Agreement in circumstances where your rights under this Agreement are not materially affected.

2. Should further work be required outside this Agreement, a fresh Agreement will be issued, so that no misunderstanding can arise between us.

3. This Agreement supersedes all previous written ‘Retail Client Agreements’ between the parties in respect of the agreed services detailed in this Agreement and may not be modified except in writing, signed by both parties.
4. If any provision of this Agreement is held by any court or other competent authority to be void or unenforceable in whole or in part, this Agreement shall continue to be valid as to the other provisions and the remainder of the affected provision.

5. Third party rights under the Contracts (Rights of Third Parties) Act 1999 are excluded.

6. This Agreement shall be governed by and construed in all respects in accordance with the Laws of England and Wales and each party hereby submits to the exclusive jurisdiction of the courts of England and Wales.

7. Any notice required by this Agreement other than the right to cancel notice which may be sent by email, must be given by hand or sent by prepaid post to the registered office address of the relevant party. Any notice given by post, which is not returned to the sender as undelivered, shall be deemed to have been given on the third Working Day after the notice was posted. Proof that the envelope containing it was properly addressed, posted and that it has not been returned to sender, shall be sufficient evidence that such notice has been duly given.
Important Information about our Services

This document and the ‘Corporate Terms of Business’ sets out the standard terms and conditions under which we will supply you with financial services.

Who are we and what do we do?

We are a premier provider of independent financial and wealth management advice and believe in establishing and maintaining long term relationships, so that we can navigate our clients through their financial journey. As well as specialising in first class financial advice, we provide a range of workplace pensions, business protection and employee benefits services to cater for SMEs and large corporations, across the UK.

We are authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent regulator of financial services in the United Kingdom (www.fca.org.uk/register). Our FCA registered number is 739045.

What can we do for you?

Our service is to act on your behalf for the purpose of arranging and advising on the following:

- Workplace Pension Arrangements, e.g. Group Personal Pension Scheme for Auto-Enrolment purposes
- Employee Benefits, e.g. Group Life Assurance or Healthcare Plans
- Business Protection, e.g. Life Assurance plans for Key Employees, Directors and Partnerships

For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs and objectives to determine if these services are suitable for you. We will then undertake research in order to provide a personal recommendation(s) and related information relevant to your individual circumstances. If, after due consideration you would like to accept any or all of our recommendation(s), we will then implement them and arrange any products and/or related services on your behalf.

Once your financial plans are in place, it is important to keep them under regular review. Subject to the type of services you require from us, we can continue to act on your behalf through one of our service packages. Alternatively, for those who prefer a more transactional or ad-hoc ‘pay as you go’ service, we are also happy to provide our services as and when you need them. Ultimately, whichever type or level of service you require from us, we will act in your best interests at all times.

Further details about these and other related services we provide are contained in the pages below. This also confirms the typical cost of our services and how we get paid for them.
IMPORTANT INFORMATION

Before you consider our services in more detail we would like to draw your attention to the following important information;

When we have discussed and agreed with you the services that we are to provide we will confirm the terms and conditions of our engagement in writing. This will describe the scope and specific services to be provided, including any ongoing services, the cost and how it can be paid for. It will also confirm how we use and store personal information that we collect from you or your employees in the course of providing our services. A copy of our standard Terms of Business is available on request.

From time to time it may be necessary for us to collect personal information from you or your employees, prior to concluding the terms and conditions of our engagement in writing, to assess whether we are able to meet your needs. In this event we will clearly identify the data to be collected and will use it only for the purpose of assessing our ability to provide services to you.

Under the terms of Financial Conduct Authority (FCA) regulations we will classify you as a retail client for investment and pensions business. As a retail client you have the right to request re-classification as an elective professional client. This may be generally or in respect of a particular service, type of transaction or product, and is subject to the following:

- All requests for re-classification must be made in writing
- We will consider such requests on a case by case basis against the criteria set out in FCA rules
- We will confirm the scope of any re-categorisation along with the consumer protections you will lose as a result
- You must keep us informed of any change to your circumstances that could affect your classification

INFORMATION ABOUT OUR WORKPLACE PENSION & AUTO ENROLMENT SERVICES

We offer a range of services to help you set up, implement and administer a workplace pension scheme, including your obligations under auto-enrolment. We provide independent advice which means that our recommendations to you will be unbiased, unrestricted and based upon a comprehensive and fair analysis of the market. The amount we charge and the basis of the payment will depend on the service you choose and your needs as a business.

We will discuss your payment options with you and answer any questions that you may have. We will let you know if you have to pay VAT on the cost of our service.

It is possible that other costs, including taxes related to the business we conduct and products we arrange for you, may arise. Please note, these costs will be paid by you and not Eastcote Wealth Management Limited.

We may also recommend products or services related to your workplace pension needs which are not regulated by the Financial Conduct Authority. For example; software solutions to help you manage your auto enrolment administration and compliance obligations.
A description of our initial and ongoing services, their associated costs and payment terms, is provided below.

**What can you expect to pay for our advice?**

Our typical fees for advice and arranging a workplace pension scheme on behalf of your business are set out below.

Where hourly rates are stated, these are the actual hourly rates that will apply. There is an additional charge should you purchase one of our ongoing service packages. The typical cost of our ongoing services and what they include is also set out below. You can cancel our ongoing services at any time.

**Initial Service**

<table>
<thead>
<tr>
<th>Initial Service Description</th>
<th>Initial Service Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core Initial Service:</strong></td>
<td></td>
</tr>
<tr>
<td>Establishing your workplace pension needs including your obligations under auto-enrolment, reviewing the suitability of any existing schemes you may have and providing you with a recommendation. Arrangement and installation of a new or existing Group Personal scheme, to meet your auto-enrolment obligations including:</td>
<td>Financial Adviser charged at <strong>£150 per hour (exc. VAT)</strong>. Approx. 6 to 8 hours Administration services charged at <strong>£75 per hour (exc. VAT)</strong>. Approx. 5 to 7 hours For example, if a Financial Adviser spent 7 hours (£1,050 exc. VAT) providing recommendations and managing the project and Administration services spent 6 hours (£450 exc. VAT) undertaking the work required to assist in the set-up of the scheme with the provider, the total fee would be: £1,500 (exc. VAT). The fee becomes payable on completion of the work.</td>
</tr>
<tr>
<td>• Design and collation of template communications for distribution to employees</td>
<td></td>
</tr>
<tr>
<td>• Management of project prior to going live on staging date including liaison with pension provider and the client’s payroll representative</td>
<td></td>
</tr>
<tr>
<td>• Registration of relevant scheme(s) with the Pensions Regulator</td>
<td></td>
</tr>
<tr>
<td><strong>Optional Presentation Seminars:</strong></td>
<td><strong>£600 per day (exc. VAT)</strong>, where conducted at your business premises.</td>
</tr>
<tr>
<td>To groups of eligible employees to provide information about the workplace pension scheme and the merits of joining.</td>
<td></td>
</tr>
</tbody>
</table>
Optional Distribution of Communications to your workforce on set-up of scheme

For creating scheme information packs and communicating to eligible employees on your behalf, £20 (exc. VAT) per communication pack issued.

For example, if you have 30 eligible employees the cost would be £600 (exc. VAT) payable on completion of the work.

Ongoing Advice and Review Services

We offer a range of ongoing services for you to choose from, allowing you to tailor an ongoing service package suitable for your business needs. Once you have purchased an ongoing service, you may amend or cancel it at any time, without charge, by writing to us at the above address and giving 3 months’ notice.

<table>
<thead>
<tr>
<th>Ongoing Service Description</th>
<th>Ongoing Service Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core Employer Service:</strong></td>
<td>Financial Adviser charged at <strong>£150 per hour (exc. VAT)</strong>. Approx. 6 to 8 hours with an annual review at the employer’s premises</td>
</tr>
<tr>
<td>• A review of the continuing suitability of the Pension Scheme arrangements in place including annual governance report</td>
<td>Administration services charged at <strong>£75 per hour (exc. VAT)</strong>. Approx. 5 to 7 hours</td>
</tr>
<tr>
<td>• Consideration to any changes in the company requirements</td>
<td>For example, if a Financial Adviser spent 7 hours (£1,050 exc. VAT) reviewing the scheme and providing annual governance and the administration services team spent 6 hours (£450 exc. VAT) responding to member queries and processing fund switches, the total annual fee would be: <strong>£1,500 (exc. VAT)</strong>.</td>
</tr>
<tr>
<td>• Full management information in relation to contributions and membership</td>
<td>The ongoing service fee is payable quarterly in advance from the commencement of the service.</td>
</tr>
<tr>
<td>• Any changes in legislative matters that require consideration</td>
<td></td>
</tr>
<tr>
<td>• Review the suitability of communications to members and update templates where appropriate</td>
<td></td>
</tr>
<tr>
<td>• Review of administrative processes</td>
<td></td>
</tr>
<tr>
<td>• Review of investment choices and in particular the default investment fund under the Auto-Enrolment arrangement</td>
<td></td>
</tr>
</tbody>
</table>
- Telephone and dedicated email support for new joiners to answer any general queries relating to the pension arrangement
- Processing fund switches on a non-advised basis
- Providing information on scheme rules, state benefits and retirement options
- Arranging benefit payments and lump sums in the event of a member’s death.
- Providing support for member leaver queries

### Optional Payroll Service

- Liaising with the client’s payroll department to receive company payroll information as required by the pension scheme provider
- Formatting of company payroll information as required by the scheme provider
- Uploading payroll information in to the scheme provider system for each payroll run

A Fixed fee of £200 plus (The number of scheme members multiplied by £1 multiplied by the number of payroll runs in a year) (exc. VAT)

For example, if the scheme has 30 members and the company has a monthly payroll run, then the total annual fee would be £200 + (30 x £1 x 12) = £560 (exc. VAT)

The ongoing service fee is payable quarterly in advance from the commencement of the service.

### Optional Set-up of new joiners of the scheme

- Providing new member with scheme details
- Setting up new member on the scheme provider system

A fixed fee of £100 (exc. VAT) for each new joiner set-up

The fee will be invoiced quarterly in arrears

*What are your payment options?*

We accept direct payment by cheque, or bank transfer. We do not accept cash or credit cards.

Our payment terms for the settlement of invoices are a maximum of 28 working days from the invoice date.
If you cancel a workplace pension scheme we arrange on your behalf before you have settled our fees, including cancellation within a statutory cooling off period, you will still be required to settle our invoices for chargeable work we have undertaken on your behalf.

**Other benefits we may receive**

If we take over the servicing rights of an existing Group Personal or Stakeholder Pension scheme that was arranged by another firm, we may be entitled to receive an on-going payment as a result. These payments are usually referred to as ‘trail commission’. Where this is the case we will offset the amounts received against our on-going service fees. For example, if our on-going service fee is £1000 (exc. VAT) and we receive £200 trail commission from an existing arrangement we recommend you to retain, the net fee due to us would be £800 (exc. VAT).

Some of the firms whose products we recommend provide us with access to training and software which allows us to offer you a better service. Some of the costs of these benefits may be passed onto you as part of the total charges you pay, should you choose to purchase a product from one of these firms. Further information regarding these arrangements is available on request.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from investment product providers, for arranging investments.

**INFORMATION ABOUT OUR EMPLOYEE BENEFIT AND BUSINESS INSURANCE SERVICES**

**Employee Benefits**

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for Group Life Assurance, Group Critical Illness Cover, Group Income Protection and Group Private Medical Insurance.

**Business Protection**

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for Life Assurance, Critical Illness Cover and Income Protection Insurance.

**How much do we charge for our employee benefit schemes?**

**Initial Fee Scale**

<table>
<thead>
<tr>
<th>Initial Service</th>
<th>Size of Scheme</th>
<th>Initial Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Research, recommendation, and set up of a new scheme</td>
<td>For schemes with up to 20 members</td>
<td>£500 (exc. VAT)</td>
</tr>
<tr>
<td></td>
<td>For schemes with 21 to 100 members</td>
<td>£750 (exc. VAT)</td>
</tr>
<tr>
<td></td>
<td>For schemes with over 100 members</td>
<td>£1000 (exc. VAT)</td>
</tr>
</tbody>
</table>

Our typical fee for the advice and implementation of a new Employee benefit scheme on behalf of your business and its employees is set out in the Initial Fee Scale table above and is payable upon completion. We may also receive commission from the insurance company, which will be disclosed to you.
**Ongoing Fee Scale**

<table>
<thead>
<tr>
<th>Ongoing Service</th>
<th>Size of Scheme</th>
<th>Annual Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Annual review of scheme suitability and processing renewal administration</td>
<td>For schemes with up to 20 members</td>
<td>£500 (exc. VAT)</td>
</tr>
<tr>
<td>• Arranging switch of existing scheme to new provider where appropriate</td>
<td>For schemes with 21 to 100 members</td>
<td>£750 (exc. VAT)</td>
</tr>
<tr>
<td>• Ongoing administration/mid-term adjustments and processing of claims</td>
<td>For schemes with over 100 members</td>
<td>£1000 (exc. VAT)</td>
</tr>
</tbody>
</table>

Our typical fee for ongoing annual renewals, including advice and administration is set out in the Ongoing Fee Scale table above and is payable upon completion. We may also receive commission from the insurance company, which will be disclosed to you.

**INFORMATION ABOUT OUR BUSINESS INSURANCE SERVICES**

We offer products from a range of insurers for Life Assurance, Critical Illness and Income Protection Insurance.

**How much do we charge for our business insurance services?**

We do not usually charge a fee for advice and arranging a business protection product. We will receive commission from the insurer and this is reflected in the premium amount you pay to them. The amount of commission we receive will vary depending on the type of contract, term of the cover and the premium amount and this will be disclosed to you.

**FEE PAYMENT OPTIONS**

We accept direct payment by cheque, bank transfer or direct debit. We do not accept cash or credit cards. Our payment terms for the settlement of invoices are a maximum of 28 days from the invoice date.

Our Advisers may also receive periodic bonus payments for achieving sales targets related to the volume of insurance contracts they arrange. This does not affect the amount of commission we receive from product providers for arranging an insurance contract on your behalf.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from insurance product providers, for arranging insurance contracts in your behalf.
WHAT HAPPENS IF YOU HAVE A COMPLAINT?

If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint, is available upon request.

If you would like to make a complaint, please contact us either in writing to: Complaints, Eastcote Wealth Management Limited, Eastcote Court, Barston Lane, Hampton-in-Arden, Solihull, West Midlands, B92 0HR or by e-mail: info@eastcotewealth.co.uk or by telephone: 01675 44 6500.

If we are unable to settle your complaint or you are unhappy with our response, you may be able to refer it to the Financial Ombudsman Service (FOS).

Further information about the FOS is available from their website: www.financial-ombudsman.org.uk or by calling them on 0800 023 4567.

ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME?

Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:

**Deposits**

£85,000 per person per firm (for claims against firms declared in default from 30 January 2017).

**Investments**

Arranging and advising on most types of investment (e.g. a Unit Trust) is covered up to a maximum limit of £85,000 per person per firm.

**Long Term Insurance Contracts**

Arranging and advising on long term insurance contracts (e.g. a life insurance policy) is covered for 100% of the claim without upper limit.

**General Insurance Contracts**

Arranging and advising on compulsory classes of insurance (e.g. employers liability), professional indemnity insurance, and general insurance contracts that pay out on death or incapacity due to injury, sickness, or infirmity (e.g. an accident & sickness policy) is covered for 100% of the claim without upper limit.

Further information about the FSCS is available from their website: www.fscs.org.uk
Important Information about our Services

This document and the ‘Corporate Terms of Business’ sets out the standard terms and conditions under which we will supply you with financial services.

Who are we and what do we do?

We are a firm of Chartered Financial Planners and Wealth Managers with over 20 years’ experience. As well as specialising in first class financial advice, we provide a range of business protection and employee benefits services to cater for SMEs and large corporations, across the UK.

We are authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent regulator of financial services in the United Kingdom (www.fca.org.uk/register). Our FCA registered number is 739045.

What can we do for you?

Our service is to act on your behalf for the purpose of arranging and advising on the following;

- Employee Benefits, e.g. Group Life Assurance/ Group Private Medical Insurance/ Group Critical Illness/ Group Income Protection
- Business Protection, e.g. Life Assurance plans for Key Employees, Directors and Partnerships

For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs and objectives to determine if these services are suitable for you. We will then undertake research in order to provide a personal recommendation(s) and related information relevant to your individual circumstances. If, after due consideration you would like to accept any or all of our recommendation(s), we will then implement them and arrange any products and/or related services on your behalf.

Further details about these and other related services we provide are contained in the pages below. This also confirms the typical cost and how you can pay us for them.
IMPORTANT INFORMATION

Before you consider our services in more detail, we would like to draw your attention to the following important information:

When we have discussed and agreed with you the services that we are to provide, we will confirm the terms and conditions of our engagement in writing. This will describe the scope and specific services to be provided, the cost and how it can be paid for. It will also confirm how we use and store personal information that we collect from you or your employees in the course of providing our services. A copy of our Corporate Terms of Business is available on request.

From time to time it may be necessary for us to collect personal information from you or your employees, prior to concluding the terms and conditions of our engagement in writing, to assess whether we are able to meet your needs. In this event we will clearly identify the data to be collected and will use it only for the purpose of assessing our ability to provide services to you.

INFORMATION ABOUT OUR EMPLOYEE BENEFIT SCHEMES

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for Group Life Assurance, Group Critical Illness Cover, Group Income Protection and Group Private Medical Insurance.

How much do we charge for our employee benefit schemes?

Initial Fee Scale

Our typical fee for the advice and implementation of a new Employee benefit scheme on behalf of your business and its employees is set out in the Initial Fee Scale table above and is payable upon completion. We may also receive commission from the insurance company, which will be disclosed to you.

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<td></td>
<td>For schemes with over 100 members</td>
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</tr>
</tbody>
</table>
Ongoing Fee Scale

Our typical fee for ongoing annual renewals, including advice and administration is set out in the Ongoing Fee Scale table above and is payable upon completion. We may also receive commission from the insurance company, which will be disclosed to you.

<table>
<thead>
<tr>
<th>Ongoing Service</th>
<th>Size of Scheme</th>
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</tr>
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<tbody>
<tr>
<td>• Annual review of scheme suitability and processing renewal administration</td>
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FEE PAYMENT OPTIONS

We accept direct payment by cheque, bank transfer or direct debit. We do not accept cash or credit cards. Our payment terms for the settlement of invoices are a maximum of 28 days from the invoice date.

Our Advisers may also receive periodic bonus payments for achieving sales targets related to the volume of insurance contracts they arrange. This does not affect the amount of commission we receive from product providers for arranging an insurance contract on your behalf.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from insurance product providers, for arranging insurance contracts in your behalf.

INFORMATION ABOUT OUR BUSINESS INSURANCE SERVICES

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for Life Assurance, Critical Illness and Income Protection Insurance.

How much do we charge for our business insurance services?

We do not usually charge a fee for advice and arranging a business protection product. We will receive commission from the insurer and this is reflected in the premium amount you pay to them. The amount of commission we receive will vary depending on the type of contract, term of the cover and the premium amount and this will be disclosed to you.
Our Advisers may also receive periodic bonus payments for achieving sales targets related to the volume of insurance contracts they arrange. This does not affect the amount of commission we receive from product providers for arranging an insurance contract on your behalf.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from insurance product providers, for arranging insurance contracts in your behalf.

**WHAT HAPPENS IF YOU HAVE A COMPLAINT**

If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint, is available upon request.

If you would like to make a complaint, please contact us either in writing to: Complaints, Eastcote Wealth Management Limited, Eastcote Court, Barston Lane, Hampton-in-Arden, Solihull, West Midlands, B92 0HR or by e-mail: info@eastcotewealth.co.uk; or by telephone: 01675 44 6500.

If we are unable to settle your complaint or you are unhappy with our response, you may be able to refer it to the Financial Ombudsman Service (FOS).

Further information about the FOS is available from their website: www.financial-ombudsman.org.uk or by calling them on 0800 023 4567

**ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME?**

Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:

**Long Term Insurance Contracts**

Arranging and advising on long term insurance contracts (e.g. a life insurance) is covered for 100% of the claim without upper limit.

**General Insurance Contracts**

Arranging and advising on compulsory classes of general insurance contracts that pay out on death or incapacity due to injury, sickness, or infirmity (e.g. an accident & sickness policy) is covered for 100% of the claim without upper limit.

Further information about the FSCS is available from their website: www.fscs.org.uk