



Independent Financial Advice

15 Ashley Green Road CHESHAM HP5 3PE

www.michaelphilips.co.uk Tel: 01494 810 083 e-mail: support@michaelphilips.co.uk

Client Agreement for Investments & Insurances

This agreement is made between **Michael Philips** and

(client): _____ and _____

of: _____

Authorisation Statement

Michael Philips is Authorised and Regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities 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. Our Financial Services Register number is 144745.

Our Services

We provide independent investment advice. We will consider a range of regulated products from the available market that can meet the investment objectives of a retail client but we will only provide a recommendation to you when we know the product is suitable for your personal circumstances.

You should be aware that investments carry varying degrees of risk and as their underlying value can fall as well as rise you may not get back the full amount invested.

For **Non-investment protection contracts** we provide advice and will make our recommendation after considering a range of insurers for term assurance, income protection, critical illness.

For **general insurance contracts** we provide advice and will make our recommendation after considering a range of insurers for building and contents, private medical insurance, accident sickness and unemployment.

Full details of the products we recommend will be confirmed in the product literature you will receive before it is arranged. We will inform you if any investment we recommend restricts future access to your capital.

Your Aims and Objectives

Unless we notify you in writing to the contrary, we will be treating you as a "retail client" for investment business. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Any advice or recommendation(s) we offer to you will only be given after we have assessed your needs and considered your financial objectives, attitude to risk and capacity to bear any losses. We will also take into account any restrictions that you wish to place on the types of products or investment strategy you would be willing to consider.



Our Ethical Policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- be open, honest and transparent in the way we deal with you;
- not place our interests above yours;
- communicate clearly, promptly and without jargon;
- Seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

Instructions

We only accept instructions in writing (paper or electronic means) to aid clarification and avoid future misunderstandings. Please note we will not act on oral instructions to avoid any possible misunderstandings.

Investment Services and Costs

We provide you with an initial consultation free of charge. This helps us to understand your financial objectives and we will confirm how we can support you in working towards these goals. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you. We charge our services by way of a fee. These fees are based on a percentage of the amount you invest, subject to a minimum fee. The 2 steps of this process are explained here:

Financial Review and Recommendation

This can be a continuation from the initial discussion, where agreed, or a further appointment. This process covers the:

- gathering of information about your existing financial arrangements and full personal circumstances;
- understanding of your investment knowledge and attitude and tolerance towards investment risk;
- recommendation of an asset allocation model that matches your risk profile and the subsequent assessment and suitability of any existing holdings;
- preparation of our recommendations to you;
- arranging a second appointment to explain and discuss our recommendations in detail.

Our charge for this service is calculated on an **hourly rate of £150 per hour** payable on provision of the report containing our recommendation(s) to you. This fee will be waived wholly or in part should you decide to implement any of our recommendations.

We endeavour to give you an estimate of how long this may take but each situation will depend on its individual complexity. We keep detailed records of the amount of time spent so you can see what we have done on your behalf and can give you progress reports where this will be helpful to you.

Policy Arrangement & Implementation – Lump Sum Investments or Transfers

Should you instruct us to proceed with (any of) our recommendation(s) we will act for you in the following ways:

- Handle all fund and policy administration on your behalf;
- Provide regular updates to keep you informed of progress;
- Ensure all your documents are issued in line with your expectations;
- Provide confirmation of all actions taken on your behalf in writing.

SERVICE FEE LEVEL	Platinum <input type="checkbox"/>	Gold <input type="checkbox"/>	Silver <input type="checkbox"/>	Bronze <input type="checkbox"/>	Transactional <input type="checkbox"/>
MINIMUM PORTFOLIO SIZE	£500,000+	£200,000+	£75,000+	n/a	None
Fees are based on the total value of your investments on which advice is given					
If selected: Annual Michael Philips Portfolio Fee Rate (other platform administration fees will apply)	0.50%	0.55%	0.60%	0.75%	Not applicable
Dealing Fee to Michael Philips (other brokerage fees will apply)	0.38%	0.75%	1.40%	2.00%	3.00%

Our charge for this service is based on a percentage of the amount you invest and/or transfer. These charges are applied as follows:

- 3.00% for amounts where there is no on-going service agreement
- 2.00% for amounts up to and including £75,000 where there is an on-going service agreement
- 1.40% for amounts with a minimum of £75,001 up to and including £200,000 where there is an on-going service agreement (i.e. all at this rate).
- 0.75% for amounts with a minimum of £200,001 up to and including £500,000 where there is an on-going service agreement (i.e. all at this rate).
- 0.38% for amounts with a minimum of £500,001 where there is an on-going service agreement (i.e. all at this rate).

This payment will be facilitated by the product provider when they receive your funds unless paid directly by you. Where we receive such a payment we will waive our 'financial review and recommendation' fee by the same amount.

Example 1; if we arrange an investment on your behalf for **£10,000** our Policy Arrangement & Implementation fee would be £300. If this was less than the 'financial review and recommendation' fee of £450 we would charge you an additional £150 as the balance. The total fee payable would be **£450**.

Example 2; if we arrange investments on your behalf totalling **£100,000** our Policy Arrangement & Implementation fee would be **£1,400** (1.40% of £100,000). As this exceeds the 'financial review and recommendation' fee no other charges would be applied. The total fee payable would be **£1,400**.

Example 3; if we arrange investments on your behalf totalling **£600,000** our Policy Arrangement & Implementation fee would be **£2,280** (0.38% of £600,000). As this exceeds the 'financial review and recommendation' fee no other charges would be applied. The total fee payable would be **£2,280**.

Policy Arrangement & Implementation – Regular Savings / Investments

Our charge for implementing a regular contribution savings or investment plan is calculated on the same basis on the first year's contributions. Again, we will waive our 'financial review and recommendation' fee by the same amount. You can pay this under either of the two options listed below:

- **Option 1**

You can pay this directly on commencement of the policy.

Example 1; if your portfolio value was below £75,000 and your monthly contribution is **£100 that year's contribution would be £1,200** our Policy Arrangement & Implementation fee would be **£24**. As this less than the 'financial review and recommendation' fee of £450 we would charge you an additional £426 as the balance. The total fee payable would be **£450**.

Example 2; if your portfolio value was £250,000 and your monthly contribution is **£100 that year's contribution would be £1,200** our Policy Arrangement & Implementation fee would be **£9**. As this less than the 'financial review and recommendation' fee of £450 we would charge you an additional £441 as the balance. The total fee payable would be **£450**.

- **Option 2**

You can facilitate the implementation fee partly through your policy. The costs are the same.

Should you decide to pay this charge through your policy and payments to the policy subsequently cease, we will calculate the total payments received to date and charge you the balance against the 'financial review and recommendation' fee.

Non-Investment Protection and General Insurance contracts

When we arrange the sale of a protection or insurance contract, we will not charge you a fee, as we will receive a commission from the provider. The amount of this will be disclosed to you in the product literature.

Ongoing Services

It is important to review every investment you hold and at regular intervals. At the time of, or prior to, our recommendation to you we will discuss our on-going service proposition. This is confirmed in our '**service proposition and engagement**' document which will be sent to you separately from this agreement. Please note we are only able to offer the discounted dealing fees as described in our Service Proposition to clients with an on-going service agreement and where their fees have been paid up to date.

VAT

Under current legislation our services are not subject to VAT but should this change in future and VAT becomes payable, we will notify you before conducting any further work.

Cancellation Rights

In most cases you can exercise a right to cancel by withdrawing from the contract. In general terms you will normally have a 30 day cancellation period for a life, pure protection, payment protection or pension policy and a 14 day cancellation period for all other policies. For investments this will typically start when funds are invested and for pure protection policies this will normally begin when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product information issued to you.

If you cancel a single premium contract, you may incur a loss due to market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

Client Money

We are not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

Documentation

We will endeavour to make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. All policy documents will be forwarded to you immediately after we have received them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you. We will issue all communications in English, unless agreed otherwise.

Material Interest

We will act honestly, fairly and professionally known as conducting business in 'Client's best interest' regulations. Occasionally situations may arise where we or one of our other clients have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment. Where this cannot be achieved, we will not conduct the business.

Complaints

If you wish to register a complaint, please write to
Michael Philips 15 Ashley Green Road Chesham HP5 3PE,
telephone 01494 810 083 or e-mail complaints@michaelphilips.co.uk

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. For investment business you will be covered up to a maximum of £50,000.

Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

Data Protection

The information you have provided is subject to the Data Protection Act 1998 (the "Act"). By signing this document you consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

"Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FCA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

In order to provide services to you we may be required to pass your personal information to parties located outside of the European Economic Area (EEA) in countries that do not have Data Protection Laws

equivalent to those in the UK. Where this is the case we will take reasonable steps to ensure the privacy of your information.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or condition; the committing or alleged committing of any offence by you; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings; your political opinions; religious or similar beliefs; sexual life; or your membership of a Trade Union.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer **Michael Philips** 15 Ashley Green Road Chesham HP5 3PE, telephone 01494 810 083 or e-mail complaints@michaelphilips.co.uk

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

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.

Law

This client agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

Force Majeure

Michael Philips shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination a due proportion of any period charges for services shall be settled to that date.

DECLARATION

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

<input type="checkbox"/>	Please tick this box if you consent to us or any company associated with us processing any such sensitive data.
<input type="checkbox"/>	Please tick this box if consent for us to contact you for marketing purposes by e-mail, telephone, post or SMS.

Agreed Payment Method

I/We are aware of the costs of the Financial Review and Recommendation(s), and where appropriate, the Policy Arrangement and Implementation services and agree to the method and timing of these.

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

<input type="checkbox"/>	By deduction from the investment policy
<input type="checkbox"/>	By direct payment from me/ourselves

Please tick one of the boxes above to confirm your preferred method of remuneration. You should note that when paid through the investments it may reduce your personal tax thresholds and/or exemption levels.

Client Name **X** **X**

Client Signature **X** **X**

Client Name **X** **X**

Client Signature **X** **X**

On behalf of

.....

Date of Issue

Signed