

Client Agreement for Investments & Insurances

Our services

Singer Financial Trust is able to act on your behalf in advising you on investments and non-investment insurance contracts. We offer products and services as follows:

- **Investments** - we offer an Independent advice service. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. We will however, only make a recommendation when we know it is suitable for you.
- **Investments** - We will recommend investments from the whole of the market but do not currently advise on specific types of investment e.g. unregulated collectives and structured products. You may ask us for a list of the types of products we advise on.
- **Non-investment protection contracts** - we offer non investment protection products e.g. term assurance, income protection and critical illness from a range of insurers.
- **General Insurance Contracts** - we offer General Insurance contracts e.g. Buildings and Contents from a range of insurers.

We offer you an initial consultation **free of charge** at which we will describe our services more fully and explain the payment options. If you decide to go ahead, we will:

- Gather and analyse personal financial information about you and your aims and objectives;
- Recommend and discuss any action we think you should take and, with your agreement, arrange relevant solutions for you.

Client Classification

We treat all our clients as “retail Clients” unless you request otherwise. This means you are provided with the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Our Recommendations

Any advice or recommendation that we offer to you, will only be given after we have assessed your needs and considered your financial objectives and attitude to any risks that may be involved. We will also take into account any restrictions that you wish to place on the type of products you would be willing to consider.

We will confirm our recommendations to you in a suitability report along with details of any special risks associated with the products recommended.

Conflicts of Interest

Any advice we provide will be in accordance with that disclosed in our initial disclosure document a copy of which I have provided you with. Occasions may arise where we or one of our clients have some form of interest in business being transacted by you. If this happens or we become aware that our interests or those of one of our clients conflict with your interests, 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.

Service and Standards

We are committed to providing the highest standard of financial advice and service. Your interests are very important to us and for any advice or service we provide 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;

Our Investment Services and Costs

I provided you with our Key Facts disclosure document 'about our services and costs'. You will recall that we comprehensively covered the content of this document which covers the services we provide and what they cost. You confirmed you fully understood this and were happy to proceed on the basis as confirmed within our service proposition agreement which you have signed.

It is important that you keep the client agreement, service proposition and CIDD document together and if you have any questions you contact us immediately.

How we are paid

We charge for our services by way of an Adviser charge. This charge is based on a percentage of the amount you invest.
or

We charge for our services by way of a fee. These fees are based on an hourly rate
or

We charge for our services by way of a fee. These fees are on a fixed fee basis.
Or A combination

VAT

Under current legislation our services are not subject to VAT but should this change in future, and where VAT becomes due, 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. Generally you will normally have a 30 day cancellation period for a life, pure protection, payment protection or pension contracts and a 14 day cancellation period for all other contracts.

Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you. If you cancel a single premium contract, you may be required to pay for any loss you might reasonably incur in cancelling it which is caused by 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

Singer Financial Trust is not permitted to handle client money or handle cash 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).

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 as soon as practicable after we receive 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.

Instructions

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing.

Material Interest

We will act honestly, fairly and in your best interests. 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.

For placing your assets onto the True Potential Wealth Platform

Singer Financial Trust will receive units in True Potential LLP (a separate legal entity) in relation to the value of the assets placed on the platform which potentially may be of direct value to the firm in the future should this LLP be sold.

For placing any business on the True Potential Wealth Platform I am able to use the operational back office system of their sister company True Potential LLP (a non regulated firm) free of charge. This additional benefit has no influence nor bearing on any advice I provide but use of the system does enhance the quality of the service I provide to you.

Complaints

If you wish to register a complaint, please write to:

Singer Financial Trust

1 King Street

London EC2V 8AU

or telephone **0203713 1516**

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.

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 FSA 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.

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, please contact The Data Protection Officer on **0203713 1516** or in writing at :

Singer Financial Trust

1 King Street

London EC2V 8AU

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.

Termination of Authority

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 and a due proportion of any period charges for services shall be settled to that date.

Declaration

Client consent

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

Please confirm to us in writing if you do not consent to us or any company associated with us processing any sensitive data as described above.

I/We confirm I am/we are aware of all the costs of the Financial Review and any ongoing service as covered in the Key Facts document and Service proposition you provided me with.

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

By deduction from the contract	
By direct payment from ourselves	

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

Client 1 Name

Client Signature

Date of Issue

Signed

Client 2 Name

Client Signature

Date of Issue

Signed

Valued Service Proposition

This agreement is made between: Singer Financial Trust

And: **{Client Name}**

The Correspondence Address is: **{Client Address}**

This agreement is supplementary to the Key Facts document and Client Agreement I have already discussed and supplied you with and sets out the basis on which we charge for our services.

We recognise that all our clients have different financial needs and objectives and we will build a plan appropriate to the needs of each client.

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

The Financial Planning Process

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

1. Initial consultation
2. Financial Review and Recommendation
3. Arranging and Setting up your Investment
4. On-going Service and Reviews

Each of these services and the associated costs are explained below.

Initial Consultation

The initial consultation will comprise of:

- An initial meeting with one of our qualified financial advisers
- An opportunity to ask questions and understand what we do
- Opportunity for us to establish what your financial needs are
- Discuss our service propositions and costs involved

There is no charge for this initial consultation

Financial Review and Recommendation

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

- understanding your situation by gathering 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 investment risk profile and the subsequent assessment and suitability of any existing investments;
- analysis and design of your investment strategy
- presentation of your recommendation;

There is a charge of £500 for this service however, this is only payable should you decide not to implement our recommendations as usually we would offset this fee against the adviser charge we receive at the arranging and setting up stage.

When we provide you with our suitability report it will be your decision whether to implement our recommendations either completely or in part. A clear breakdown of what our charges/fees are for setting up your plan are included in our Key Facts about our services and costs document which you are in receipt of.

Arranging and Setting up your Investment

The arranging and setting up of our investment recommendation includes where appropriate:

- Handling of all fund and policy administration on your behalf
- Regular updates to keep you informed of progress
- Ensure all your documents are issued in line with your expectations
- Confirmation of all actions taken on your behalf in writing

Our fees for this part of the service are covered in detail within our Key Facts document and client agreement which should be read in conjunction with this document.

On-going Service and Reviews

Your financial and personal objectives may change over time due to changes in your lifestyle or circumstances. We believe it is essential to ensure that the investment portfolio we recommend continues to meet your lifestyle and investment objectives.

Our on-going review service offers:

- Structured reviews
- Assessment of your current circumstances and any changes to your plans that are needed
- Regular updates and information regarding your investments
- A choice of differing levels of support depending on your needs
- On-going support with correspondence and administration issues

We recognise that all clients do not have the same service requirements therefore even though we do provide a guideline by way of our different propositions you are free to choose the level of service that best suits your needs. Our charges are guaranteed not to increase within the first 12 months of your contract with us.

Should we need to increase our charges after this period, you will be given notice of this fact and the opportunity to decide whether to continue with the revised level of charges.

It should be noted that it is not compulsory for you to sign up to one of our services and we do offer a transactional only service.

Our fees for an on-going service and review are set out in the following table:

Service Proposition Schedule	Proposition 1	Proposition 2	Hours	Proposition 3	Transactional only
Investment amount	£100,001+	£50,001 to £100,00		£0 to £50,000	N/A
Annual statement of holdings	✓	✓		✓	✓
24 hour access to your portfolio via your own personal client website	✓	✓		✓	✓
Secure messaging and updates	✓	✓		✓	✓
Access to all information on mobile devices	✓	✓		✓	✓
Access to our support team	✓	✓		✓	
Professional expertise and governance embedded into our investment processes	✓	✓		✓	
Regular Portfolio Rebalancing	✓	✓		✓	
Regular Valuations	✓	✓		✓	
On-going Expert Support	✓	✓		✓	
On-going access to your adviser	✓	✓			
Review Meetings including:	✓	✓			
Review of Objectives	✓	✓			
Review of Risk Profile	✓	✓			
Review of Asset Allocation	✓	✓			
Review of Tax Changes	✓	✓			
Updates & Valuations	✓	✓			
Comprehensive Financial Health Check:	✓				
Detailed Tax Planning	✓				
Estate Planning	✓				
Income / Expenditure Review and Forecasting	✓				

What types of adviser charging structures are offered?

Type	Minimum	Maximum
Initial adviser charge per hour	£250.00	250.00
Initial adviser charge as percentage of investment (%)	0.50%	4.50%
Initial adviser charge as a fixed fee	£100.00	£6,000.00
Initial adviser charge as a combined charge	£100.00	£6,000.00
Ongoing adviser charge per hour	£50.00	£250.00
Ongoing adviser charge as percentage of investment (%)	0.50%	1.50%
Ongoing adviser charge as a fixed fee	£100.00	£3,000.00
Ongoing adviser charge as a combined charging structure	£100.00	£5,000.00

This table of services is for illustrative purposes only.

I/We would like to subscribe to the following on-going service option:
(please tick the appropriate box)

Transactional only Client Service Option

I/We understand that transactional only does not involve any on-going service and there is no fee for this however, I understand that an initial adviser charge will apply.

Service Proposition 3

I/We understand that the fee for this service is 0.5% of the value of the relevant investments each year, £500 fixed fee or £600 hourly rate (4 hours) subject to a minimum of £500.

Service Proposition 2

I/We understand that the fee for this service is 0.75% of the value of the relevant investments each year, £750 fixed fee or £1200 hourly rate (8 hours)subject to a minimum of £750.

Service Proposition 1

I/We understand that the fee for this service is 1% of the value of the relevant investments each year, £1000 fixed fee or £1800 hourly rate (12 hours) subject to a minimum of £1000.

I/We wish for the cost of the on-going service to be paid by deduction from the policies we hold
I/We wish for the cost of the on-going service to be charged directly to me on a monthly/yearly basis

Signed:
Print Name:

Date:

Signed:
Print Name:

Date:

Signed on behalf of our firm:
Print Name:

Date:

