



Client and Fee Agreement for Investments & Insurances

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Authorisation Statement

Wealth Design Limited is Authorised and Regulated by the Financial Conduct Authority. The Financial Conduct Authority (FCA) regulates the financial conduct industry in the UK and their address is 25 The North Colonnade, Canary Wharf, London, E14 5HS.

You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register
FCA No. 647119 or by contacting the FCA on 0845 606 1234.



Our Services

Wealth Design Limited 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.

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.

Working Together

The following diagram outlines our process for working with clients.



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.

How Are You Protected?

Unless we notify you in writing to the contrary, we will be treating you as a “retail client” and a “consumer for general insurance contracts”. 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 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.

With very few exceptions, we will confirm to you in writing the basis of our recommendations together with details of any special risks associated with the products recommended.

Full details of the products we recommend to you including, for example, the minimum duration of the product, information on your right to cancel or whether no right to cancel exists, and any other early termination rights and penalties, will be covered in the relevant product disclosure information you will receive before conclusion of any contract.

We will issue any documentation/recommendations and any other communication to you in English (unless agreed otherwise).

We may also, on occasion, advise on other financial products which are not regulated by the FCA under the Financial Services and Markets Act 2000. The Financial Services Compensation Scheme does not apply to any of these products.

Under the terms of this agreement, we may, if appropriate, advise you on investments which are not readily realisable. We would draw your attention to the risks associated with these investments as there is a restricted market for them. In some circumstances it may therefore not be possible to deal in the investment or obtain reliable information about its value.

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 they meet your expectations or to identify any improvements required.





Our Insurance and Protection Services and Costs

Similar to our investment services, we will provide you with a personal and financial review prior to making our recommendation(s) to you. Should you accept our recommendation(s) we will arrange the implementation of this/these for you. The reasons for our recommendations will also be provided to you in a written report.

We do not charge a fee for our insurance and protection services as we will normally receive commission from the policy provider. You will not be subject to VAT for this service.

If we arrange a life policy for you from which we receive initial commission and subsequently you cease to pay premiums which results in us refunding the commission which has been paid to us, we reserve the right to recover from you an amount equal to the amount we have had to refund. The amount recoverable and the timeframe over which it is recoverable are dependent on the product chosen. Further details of the amount and timeframe will be notified to you prior to the conclusion of the contract in the suitability letter we will send you. If a contract is cancelled within the cooling off period then no charge would be made in the event of us having to refund commission.

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. 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 pure protection policies the start of the cancellation period 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. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. 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

Wealth Design Limited is 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 as soon as practicable after we receive them. If there is 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.

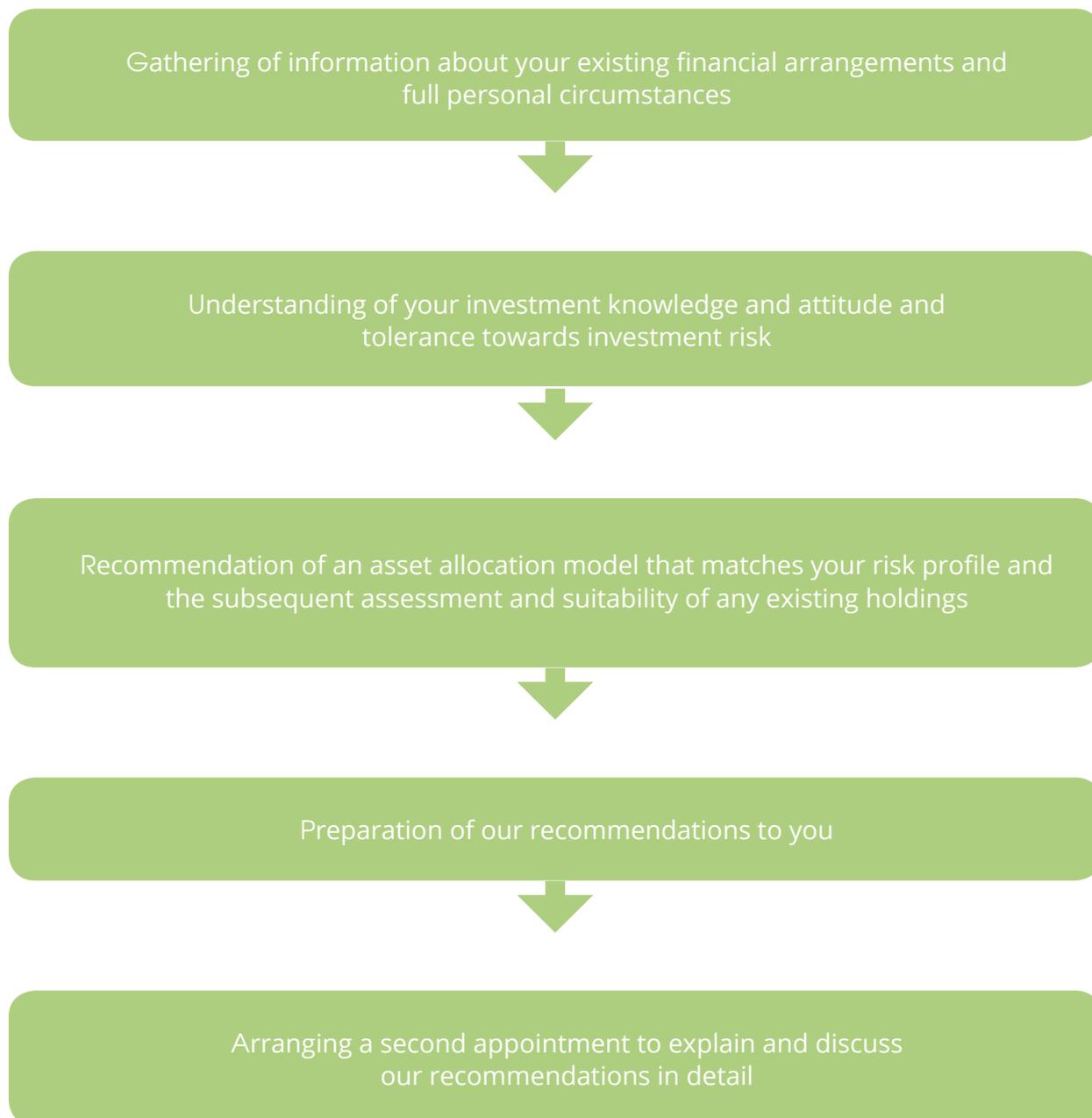


Fee Agreement

We provide you with an initial consultation at our expense. This helps us to understand your financial objectives and will confirm how we can support you in working towards these. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you.

Financial Review and Recommendations

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



Policy Arrangement & Implementation

Should you instruct us to proceed with any of our recommendations 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 written confirmation of all actions taken on your behalf.

Ongoing Reviews and Changes to Existing Investments

We will discuss the full range of our on-going services during our initial consultation. These services include, but are not limited to, providing you with:

- structured reviews to give you peace of mind;
- an assessment of your circumstances and any changes to your plans that are needed;
- regular updates and information regarding your holdings;
- a choice of differing levels of support depending on your needs;
- ongoing support with correspondence and administration issues.

We will agree separately the level of ongoing services at the time of, or prior to, making our recommendation(s) to you. Typically our costs are paid pro-rata in arrears. Typically the amount you pay will fluctuate with the value of your investment; if your investment increases in value the amount you pay us will also increase and if your investment falls in value the amount you pay us will reduce. Any change to the level of services throughout this agreement will result in a pro-rata charge being applied.

The charges can be deducted from your investments or paid directly by you. You should note that when paid through the investments it may reduce your personal tax thresholds and/or exemption levels. Where this happens we will discuss it with you and confirm it in your personal recommendation report.

Should you decide to cancel our agreement to provide ongoing services you must provide written confirmation of your decision and we will cease payments for these services within 7 business days and after collection of any due proportion of any period charges.



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.

Complaints

If you wish to register a complaint, please write to Wealth Design Limited, Lagonda Suite, Virage Point, Green Lane, Cannock, WS11 0NH or telephone 01543 571238.

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.

Compensation Scheme

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business and the circumstances of the claim. Most types of investment business are covered up to a maximum limit of £50,000, whereas insurance business is covered for 90% of the claim, without any upper limit. For annuities, advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about this compensation scheme arrangement is available from the FSCS.

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.



Data Protection Continued

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 on 01543 571238 or in writing at Wealth Design Limited, Lagonda Suite, Virage Point, Green Lane, Cannock, WS11 0NH.

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.

Money Laundering Regulations

We are required by the Money Laundering Regulations 2007 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

Wealth Design Limited 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

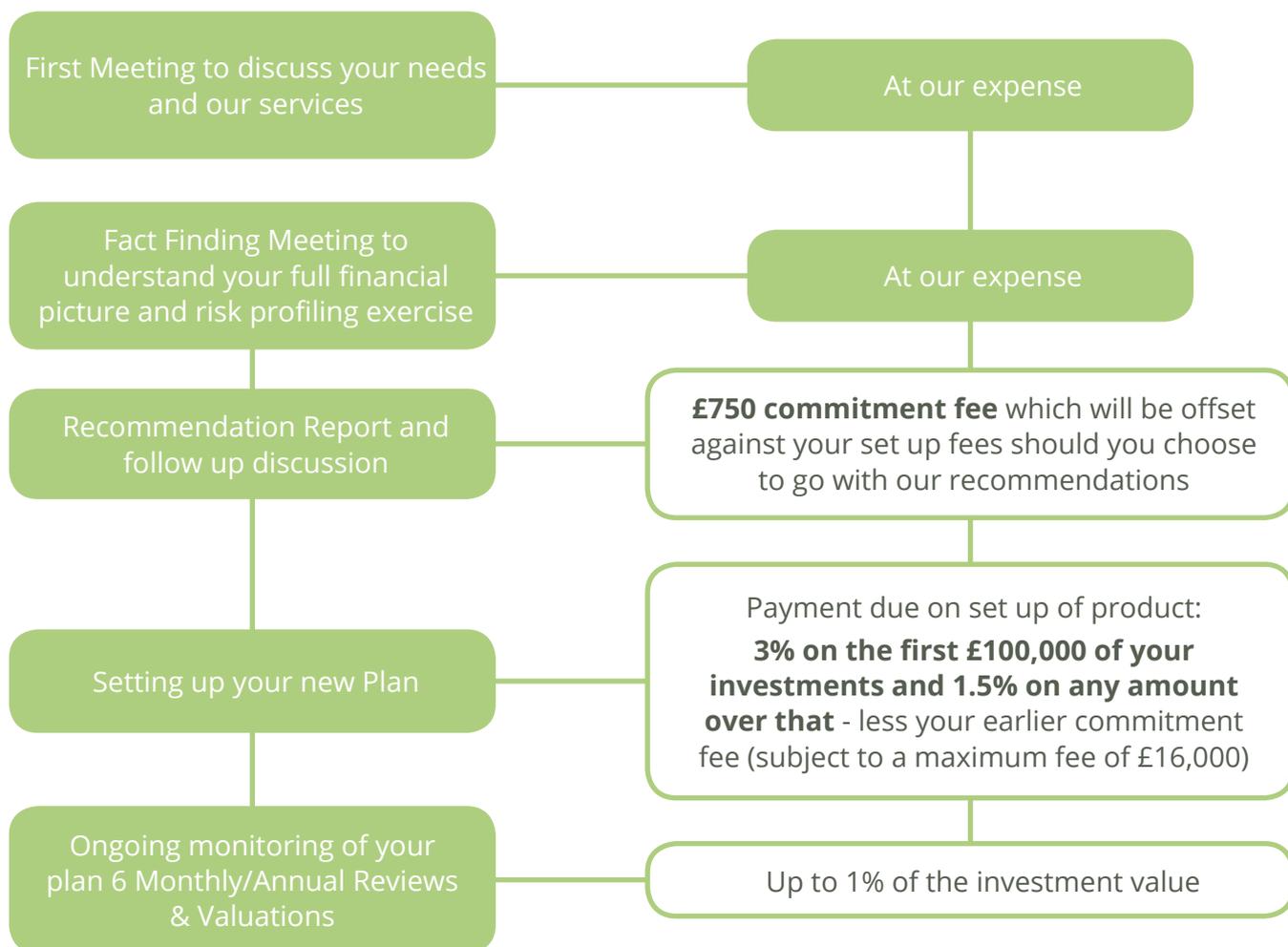
The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days' notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion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

The Financial Planning Process

There are five stages to the financial planning process:

1. First Meeting often referred to as the Initial Consultation.
2. Fact Finding Meeting where we collect details about you and your objectives.
3. Recommendation Report and Follow up Meeting.
4. Setting up your new Plan.
5. Review – Ongoing care and advice through our Ongoing Management Service.

The following table guides you through the process:



In addition, the following fees may also be applicable:

- When dealing with Regular premium investments and/or pensions the fee will be our £750 commitment fee.
- When dealing with Pension Transfers from Money Purchase schemes the above will be payable, subject to a minimum of £1,250 for the first scheme and £750 for each subsequent scheme thereafter.
- When dealing with Pension Transfers from a Final Salary / Defined Benefit scheme the above will be payable subject to a minimum fee of £4,500.

This page details working examples of our costs:

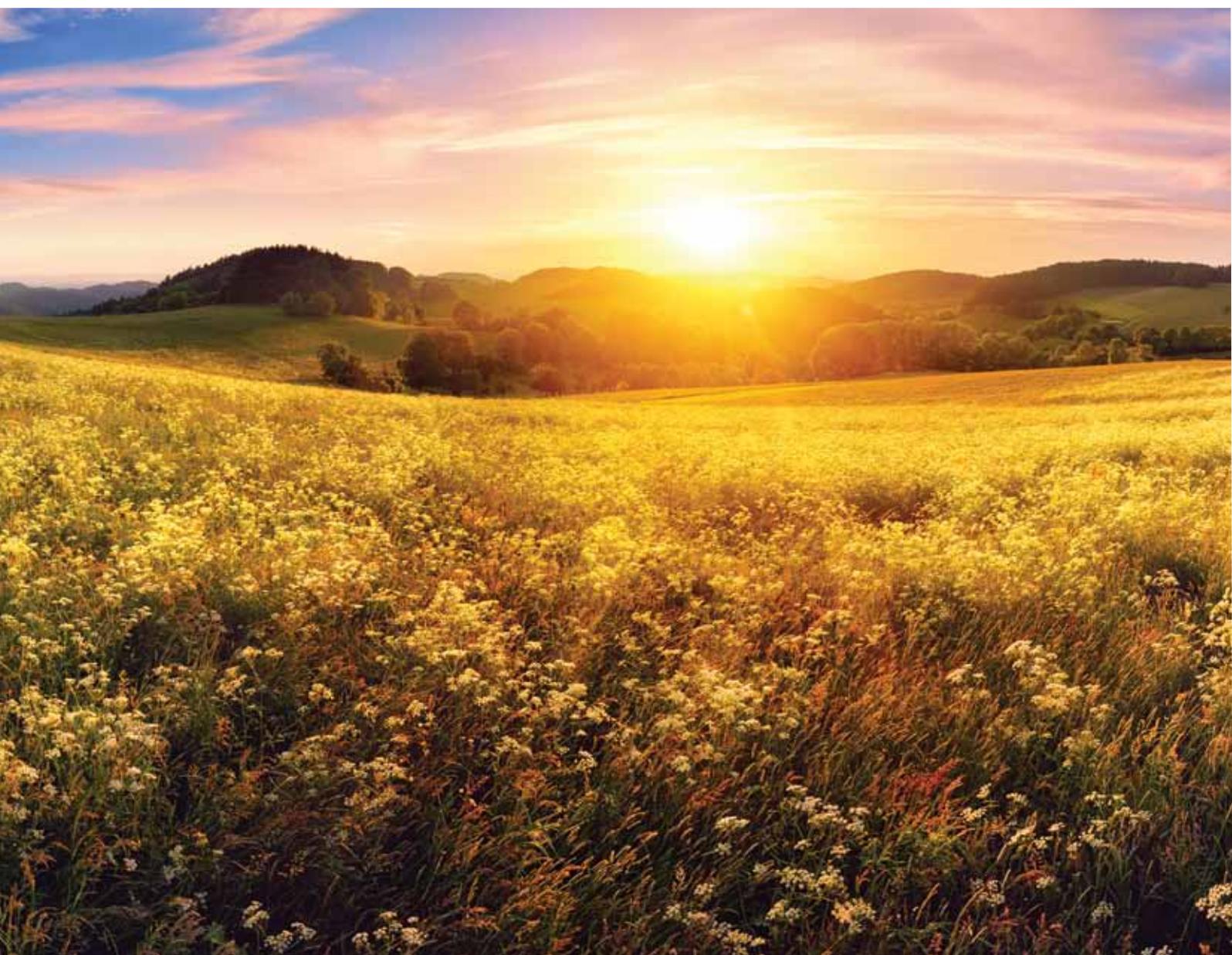
What will we do for the initial fee	The basis for our costs
<ul style="list-style-type: none"> All of our initial meetings Fact Finding Process Risk Profiling Strategic Advice Arranging and implementing your financial solution 	<p>We use a tiered charging structure based on a percentage of your investment:</p> <p>The first £100,000 = 3% of funds Any additional amounts over £100,000 = 1.5% of funds</p>
Example Costs for Investments	
<p>For example, investing into a Lump Sum Investment such as an ISA, OEIC or Investment Bond:</p> <p>If you invested £50,000 then the fee would be: 3% of £50,000 = £1,500</p> <p>If you invested £200,000 then the fee would be: 3% of £100,000 = £3,000 + 1.5% of £100,000 = £1,500 = Total fee of £4,500</p>	
Example Costs for Regular Premium	
<p>For investing into a regular premium Pension or Savings Plan</p> <p>If you invested a monthly amount of £200 then the fee would be: £750 Commitment fee</p>	
Example Costs for Money Purchase Pension Transfers	
<p>For transferring 2 Money Purchase pensions totalling £100,000: We would charge a minimum of £1,250 for the first pension + £750 for the second pension = £2,000</p> <p>However: The investment is £100,000 and so the actual fee would be 3% of £100,000 = £3,000</p> <p>For transferring 4 Money Purchase pensions totalling £85,000: We would charge a minimum of £1,250 for the first pension plus £750 for each of the other three schemes $£1,250 + 3 \times £750 = £3,500$</p> <p>The investment is £85,000 and so at 3% this equates to: $£85,000 \times 3\% = £2,550$.</p> <p>On this basis the minimum fee of £3,500 would be payable.</p>	
Example Costs for Final Salary Pension Transfers	
<p>For transferring a single Final Salary Pension totalling £100,000: We would charge a minimum of £1,250 for the first pension plus £750 for each scheme thereafter, being one scheme this equates to £1,250.</p> <p>The investment is £100,000 and so at 3% this equates to: $£100,000 \times 3\% = £3,000$.</p> <p>However, where a Final Salary pension is involved, we charge a minimum of £4,500 and so the total fee payable would be: Minimum of £4,500</p>	
<p>For transferring a single Final Salary pension and 2 Money Purchase pensions totalling £250,000: We would charge £1,250 for the first pension plus £750 for each scheme thereafter: $£1,250 + 2 \times £750 = £2,750$</p> <p>Where a Final Salary pension is involved, we charge a minimum of £4,500</p>	
<p>However, the investment is for £250,000 so the fee would be: 3% of £100,000 = £3,000 + 1.5% of £150,000 = £2,250 = Total fee of £5,250</p>	

Reviews – Ongoing Management Service

Ongoing advice and review regarding your portfolio should be of high priority and in fact, is an aspect of our service that we believe is essential to ensure that your portfolio continues to meet your lifestyle and investment objectives. Your financial objectives may change over the years due to changes in your lifestyle or circumstances. Similarly, your financial strategy or your investment portfolio may become unsuitable for a range of reasons including:

- changes in economic environment, legislation, your needs and/or objectives
- changes in investment sector performance
- opportunities arising due to taxation legislation (or opportunities about to close)
- fund manager performance, specific investment performance or performance of particular sectors
- tax position of various investments

At Wealth Design ALL clients are equally important to us. However, we recognise that all clients do not have the same service requirements. That is why we offer alternative management service options – YOU choose the Ongoing Client Service option that suits your needs. So, if you do not require our full range of services, you don't have to pay for them.



Wealth Design Client Service Options

We offer two levels of ongoing service for you to choose from:

If you want a light touch service, with low level contact from our adviser you should select our:

Standard Service – 0.5% per annum

Includes:

- Annual financial review
- Annual statements and performance reports
- Newsletter and industry updates
- Annual Budget Report
- Ongoing access to your adviser should you need us
- Access to our support team

Based on a £100,000 investment this would equate to £500 per annum.

If you would prefer a more involved service, with more contact from your adviser you should select our:

Enhanced Service – 1% per annum

Includes:

- Tailored Financial Review
- Tailored statements and performance reports
- Newsletters and industry updates
- Annual Budget Report
- Ongoing access to your adviser should you need us
- Access to our Portfolio Service with six monthly re-balancing (if applicable)
- Access to our support team

Based on a £100,000 investment this would equate to £1,000 per annum.

Our Ongoing Client Service Fees

Our service charges reflect the value provided to you in the monitoring and management of your Financial Plan and the specific service components delivered.

All clients who do not require an Ongoing Service, or where less than £200 per annum would be received from their portfolio, will automatically receive our Transactional Service, providing an annual portfolio statement together with access to our highly experienced team.



WEALTH DESIGN

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Wealth Design Limited

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Wealth Design Limited is registered in England (Company No. 09198203) and is authorised and regulated by the Financial Conduct Authority: FRN No. 647119