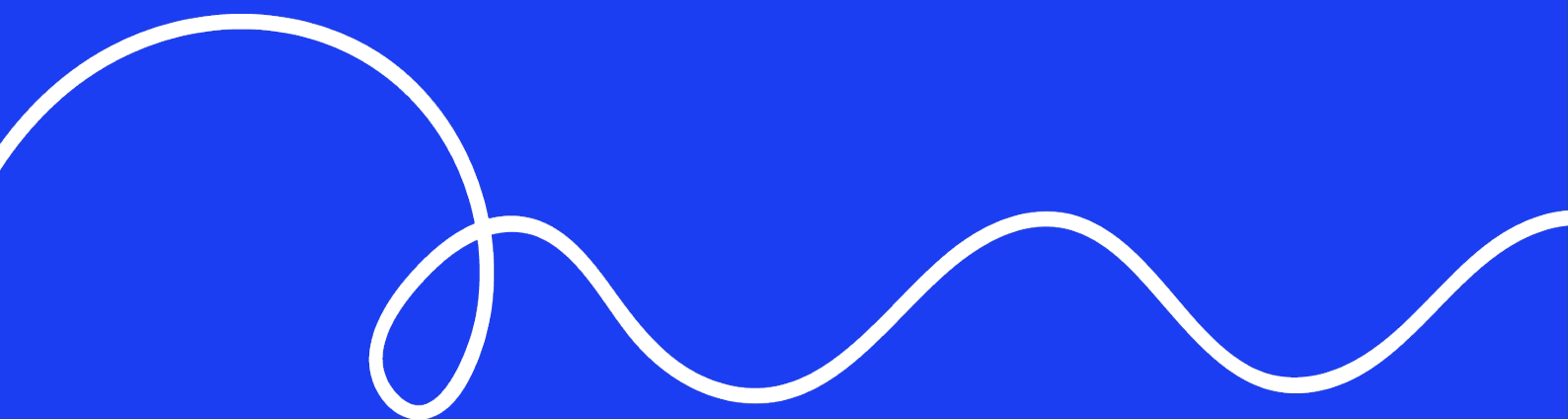


Personal Advice Team

Terms of Business

June 2024



About this document

These terms of business are designed to come into force upon receipt and provide information about the way in which we provide our service to you. You need to read this important document. If you have any questions or something doesn't make sense, please let us know. These Terms of Business apply to all services we provide to you and any associated work, unless we agree otherwise in writing.

How to contact us

Our postal address is:

Building 12,
Vantage Point Business Village,
Mitcheldean,
GL17 0DD

Telephone: 01926 358258

Email: pat@wealtwizards.com

The Financial Conduct Authority and our Regulated Status

The FCA is the independent watchdog that regulates financial services. MyEva is a trading style of Wealth Wizards Benefits Limited, which is authorised and regulated by the Financial Conduct Authority, 12 Endeavour Square, Stratford, London, E20 1JN and is entered on The Financial Services Register under reference 596641.

Wealth Wizards Benefits Limited's permitted business is advising on and arranging life assurance, pensions (including transfers and opt-outs), investment business and insurance. We are regulated in the United Kingdom.

You can check this 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 relationship

We offer an independent advice service. This means that we consider a wide range of financial strategies and products. We are constantly reviewing the market to ensure that the services and products we offer are appropriate for our clients.

Where we recommend particular investment strategies and products, these will be selected based on your personal circumstances, financial goals and objectives. We will consider a range of factors, including the service you need, the cost of investing, how much risk you are prepared to accept in an investment product and how much of a drop in its value you could withstand.

The areas we can advise include open ended investments companies, unit trusts, Exchange traded funds, ISAs, Investment bonds, investment trusts, pensions, phased retirement, income drawdown, annuities, term assurance, critical illness cover, income protection.

We do not provide advice in relation to individual share holdings. We do not provide advice on options, futures and other derivative contracts, nor venture capital trusts, Enterprise Investment Schemes, structured products as we believe that these are unlikely to be suitable for our clients.

We will confirm to you in writing the basis of our reason for recommending the products arranged on your behalf. Your stated objectives will be reiterated in our Advice Reports, along with details of any special risks associated with any product recommended.

We offer products from the whole of the market. Full details of the products we may recommend will be covered in the relevant product disclosure information you will receive before the completion of any contract.

Any products we have arranged for you will not necessarily be kept under review. If we intend to do this, it will be agreed with you in writing within your Client Services Agreement before providing the advice. However, we may contact you in the future by means of telephone, email or post should we wish to discuss the relative merits of a product or service which we feel may be of benefit to you.

Client classification

Unless we notify you in writing to the contrary, we will be treating you as a “retail client”. 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. Details of our complaints procedure are available on request.

Information provided by you

In order to provide you with a personal recommendation, you must disclose all necessary information to enable us to ensure that our recommendation is suitable for your circumstances. We will accept verbal instructions at our discretion, but these must be confirmed immediately in writing. We can refuse your instructions at our discretion. It is your responsibility to provide complete and accurate information to us and to any product providers in relation to your policy. Unfortunately, we cannot be held responsible for incorrect information held in the event of non-disclosure.

Conflicts of interest associated with Royal London ownership

Wealth Wizards Benefits Limited is a wholly owned subsidiary of The Royal London Mutual Insurance Society Limited (Royal London), which means that as the parent company, Royal London, ultimately benefit where a Royal London manufactured solution is recommended. This does not alter our regulatory responsibility to provide you with independent and impartial advice, and so will not influence our advice to you.

Providing independent advice means that the solutions identified for our clients are based on assessment of the most suitable solution available in the relevant market. The Wealth Wizards advice processes ensure that your adviser will only recommend solutions where it is in your best interests and where the selected solution is suitable for your agreed needs and objectives.

Our advisers are neither required nor incentivised to recommend Royal London solutions. Please ask if you want to discuss this in further detail.

In our dealings with you it is unlikely we will have another conflict of interest. If we do have a conflict of interest or a material interest other than receiving commission or fees, or we know that another customer has an interest, we will do everything we can to manage the conflict.

If we can't do this, we will write to you with full details before any transaction goes ahead and give you the chance to object to this interest. You may, at any time, ask for more details about our conflicts of interest policy.

Best execution

In placing your order with a provider or fund manager we will endeavour to obtain the best possible outcome, taking into consideration your instructions. We will usually forward applications and cheques to the chosen provider or fund manager within 24 hours of receipt, the chosen provider or fund manager is then responsible for placing your order on the relevant market.

We have a best execution policy. If you want to see a copy of it, please ask us.

Working with us

We reserve the right to amend these Terms of Business without your consent but will notify you in advance of any changes, unless it is impractical to do so.

We will maintain contact details for you including name, postal address, preferred phone number and email address. You accept a duty to keep your contact details held by us up to date and accurate, which you can do via the Personal Finance Portal or by email to PAT@wealthwizards.com. We are entitled to rely on the accuracy of the contact details supplied by you.

We will notify changes of your contact details to your new and old email addresses.

Email will be one method by which we communicate with you. However, you acknowledge that email is not completely secure or confidential and agree to that risk. We do not routinely encrypt emails.

Your personal and financial data held on our website or back office systems is protected from unauthorised access by a password, which you have a duty to keep secret. If you forget your password, you may set a new one at our website. We will notify a successful password reset to your contact email address.

Modern encryption technology means our computers do not store your password in decipherable form and our staff do not know and cannot find out your chosen password. Never tell your password to anyone including our staff.

The services and information we make available on our internet site are subject to specific terms of use, which you should read carefully.

Our website, brand and our approach to providing financial advice are the intellectual property of Wealth Wizards Limited and all resulting rights are reserved. We retain the copyright in any documents we prepare for you. You may use such documents only for the purposes for which they were prepared for you. MyEva and Wealth Wizards are both registered trademarks.

A copy of our [privacy policy](#) is available on our website.

Recording telephone calls

To ensure we carry out instructions accurately, to help us to continually improve our service and in the interests of security, we will record and may monitor your telephone communications or conversations with us.

Copies of our telephone recordings will be available on request, for a period of 5 years after the recording was made.

Services Provided

We will advise and make a recommendation to you after we have assessed your needs.

Our Fees

Please refer to the [Personal Advice Team Service Menu](#).

Risk warnings

As you may already know, the value of investments can fall as well as rise and you may not get back the full amount of the contributions paid.

The price of the investments we may recommend will depend on fluctuations in the financial markets or other economic factors which are outside our control. Past performance is not necessarily a reliable indicator of future results.

Cancellation rights

Full details of any financial products we recommend to you will be provided in the relevant product information you will receive. This will include information about any product cancellation rights along with any other early termination rights and penalties.

Financial Crime

We are obliged to put in place controls to prevent our business from being used for money laundering and other forms of financial crime. We will verify your identity before we enter a business relationship with you. In order to fulfil these requirements, it may be necessary to undertake a search using an electronic data source.

If conducted, the electronic check would be shown on your credit file as an identity check. Alternatively, we might ask you to provide documentary evidence to confirm your identity, copies of which will be kept on your client file for our records and will be passed on to product providers if they request it.

Protecting your personal information

To provide our services properly we'll need to collect information about your personal and financial circumstances. We take your privacy seriously and will only use your personal information to deliver our services.

Processing of your personal data is necessary for the performance of our contract for services with you. Generally, this is the lawful basis on which we intend to rely for the processing of your data. (Please see the reference to special categories of data below). Our policy is to gather and process only that personal data which is necessary for us to conduct our services appropriately with you.

We adopt a transparent approach to the processing of your personal data. Sometimes, we may need to pass your personal information to other organisations. If you apply to take out a financial product or service we'll need to pass certain personal details to the product or service provider.

We may engage the services of third-party providers of professional services to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. Your personal information may be transferred electronically (e.g. by email or over the internet) and we, or any relevant third party, may contact you in future by what we believe to be the most appropriate means of communication at the time (e.g. telephone/ email /letter etc.).

The organisations to whom we may pass your details also have their own obligations to deal with your personal information appropriately. Sometimes a product or service may be administered from a country outside Europe. If this is the case, the firm must put a contract in place to ensure that your information is adequately protected.

Our [Privacy Notice](#) can be viewed on our website. This is a separate document which provides more information about the nature of our personal data processing activities and includes details of our retention and deletion policies as well as your rights of access to the personal information that we hold on you.

As part of this agreement we'll ask you to consent to the transfer of personal information in accordance with the protections outlined above.

Special categories of personal data: there are certain categories of personal data that are sensitive by nature. The categories include: data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership and data concerning health. Depending on the nature of the products and services that you engage us for we may need to obtain your sensitive personal data particularly in relation to health. Our policy is that should we require any special category of personal data we will only gather this with your explicit consent.

Use of Artificial Intelligence (AI)

We use technology, including artificial intelligence (AI) tools, to help us analyse information and improve the services we provide. AI may be used to support our advisers in assessing customer needs and tailoring guidance, but all final advice decisions are reviewed and confirmed by a qualified adviser. We do not rely solely on automated decision-making that would have legal or significant effects on you. You have rights under data protection law in relation to profiling and automated processing, including the right to request human review.

If you are concerned about any aspect of our privacy arrangements, please email us at pat@wealthwizards.com.

What to do if you have a complaint

If you wish to register a complaint, please contact us:

In writing: Wealth Wizards, Building 12, Vantage Point Business Village, Mitcheldean, GL17 0DD

By phone: 01926 358258

By email: pat@wealthwizards.com

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Full details of the FOS can be found on its website at www.financial-ombudsman.org.uk

We conform to the Limitation Act which imposes fixed periods of time during which formal civil proceedings must be started.

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

The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation fund for customers of authorised financial services firms who are unable to pay claims against them, usually because they have gone out of business.

You may be able to claim compensation from the FSCS if we can't meet our obligations. The amount of compensation available will depend on the type of business and the circumstances of the claim. We can provide more specific information on request, but as a guide:

Investments - eligible claims related to most types of investment business are covered for up to 100% of a claim up to a maximum of £85,000 per person per firm.

Insurance - in the majority of cases, eligible claims related to advising and arranging of protection products are covered for 90% of the claim, without any upper limit.

Further information is available from the FSCS at www.fscs.org.uk.

Limit to our Contractual Liability - Professional Indemnity Insurance

The limit to our contractual liability for any claim shall not exceed the level of cover under our Professional indemnity insurance which is currently:

£1,850,000 for any one claim including costs and expenses.