CenturyFP

part of the radiant financial group

CLIENT AGREEMENT

Chartered Financial Planners

St Stephens House
Arthur Road
Windsor
SL4 1RU
Tel: 01753 622756
mail@centuryfp.co.uk

OUR SERVICES

We are a financial planning business, focused on helping you understand and plan for your financial future. This document provides details about our services to you and how these services are charged, so it is important that you read it fully. If there is something you do not understand, please ask us to explain it.

DISCOVERY MEETING

This meeting will enable us to learn more about you and understand your goals, needs and objectives. Following the meeting, a Planning Proposal is issued to you summarising the meeting and outlining our fees for your planning phase.

PLANNING PHASE

As part of the financial planning process, we will perform a thorough analysis of your current situation and future goals. We will provide guidance on the feasibility of your objectives and recommend the best strategies to achieve them.

This will consist of:

- Understanding how you would like your future to look
- Obtaining information about your current position
- Establishing your tolerance to risk
- Understanding any previous decisions and experience
- In depth analysis of your current policies and assets
- Cash flow analysis to develop a future spending plan
- Identifying the most tax efficient wrappers
- Recommendations of suitable next steps

Once complete, a Planning Presentation meeting will be arranged to present your financial plan and answer any questions you may have.

Following this meeting, you are not obliged to take up any implementation or ongoing services.

Fees will be calculated, discussed and agreed prior to the commencement of work. For work undertaken during our planning phase or on an ad-hoc project, fees will be based on the complexity of the work to be undertaken.

IMPLEMENTATION PHASE

Once your financial plan has been created, we offer an implementation service. At this point, we accept responsibility and liability for the advice given.

An implementation letter will be sent summarising the recommendations made in the planning report and the fees associated with implementation.

Our implementation phase consists of:

- Establishing the new arrangements with all recommendations detailed in writing
- Guidance in completing paperwork
- Processing all documentation
- Keeping you updated on the progress of applications

ONGOING SERVICES & REVIEWS

Following the implementation of your financial plan, it is important that the plan be maintained taking into account changing circumstances, market performance and legislation. Our ongoing service is designed to do this and consists of:

- Support and reassurance that your financial plan remains on track
- A minimum of one annual review meeting per calendar year (delivery method can be agreed with your adviser)
- An annual review of your financial strategy to reassess and confirm (if appropriate) the continued suitability of your current arrangements, or provide updated recommendations.
- Annual summary of all costs and charges
- Maintain your file securely
- Deal with correspondence received from you and/or the providers
- Completion of paperwork relating to any new recommendations
- Online access to our secure portal

HOW WE CHARGE FOR OUR SERVICES

You can pay for our services by the following methods:

- Agreeing to have the product or platform provider deduct the agreed-upon fee from your investment. This option is only available if you choose to implement our recommendations.
- By paying Century Financial Planning directly
- If fees are paid by a limited company guidance should be sought from your

accountant to assess whether the fee is deemed a benefit in kind

We will advise you if VAT is applicable.

The cost of our services remains the same regardless of the payment method chosen. Before starting any work on your behalf, we will agree the payment terms for our advice and services. All quoted fees are subject to review.

1. DISCOVERY MEETING

Century Financial Planning undertake the discovery meeting without cost or obligation to you

2. PLANNING PHASE

We charge a fixed fee for undertaking a planning exercise including gathering and analysing data, providing a written report with recommendations.

Your adviser will walk through the planning report with you, giving you the opportunity to discuss and ask questions.

Planning fees are individual to each client and the following examples are provided as a guide only.

A single person with multiple existing provisions	£925 + VAT
A couple with multiple existing provisions	£1,512.50 + VAT
A couple with multiple existing provisions including some complexity such as Annual Allowance calculations	£1,912.50 + VAT

An internal calculator is utilised to ascertain the exact fee payable based on scale and complexity of the work to be undertaken.

The fee is payable upon receipt of your finalised planning report.

3. IMPLEMENTATION

PENSION OR INVESTMENT LUMP SUM OR TRANSFERS

Up to £500,000 subject to a minimum £1,200 fee	1.0% of sum invested. e.g. - £250,000 x 1.0% = £2500 fee - £425,000 x 1.0% = £4250 fee
£500,001 - £1,000,000	0.75% of sum invested subject to £5000 minimum fee e.g. - £575,000 x 0.75% = £4312 (below minimum) =£5000 fee - £875,000 x 0.75% = £6562 fee
£1,000,000 +	0.50% of sum invested subject to £7500 minimum fee e.g. - £1,000,000 x 0.50% = £5000 (below minimum)= £7500 fee - £2,000,000 x 0.50% = £10,000 fee Maximum fee £20,000

ANNUITY

1.5% of purchase price subject to a minimum fee of £1,200.

TOP UP TO EXISTING PENSION OR INVESTMENT

A flat fee of **£250 per plan** to cover the cost of administration and facilitation of any additional contributions. This will be applied on one off monetary top ups as well as the commencement of a regular top up via direct debit.

NON-INVESTMENT INSURANCE

PROTECTION PLANNING

Where we provide protection planning services we are an insurance intermediary and will provide advice which is based on a fair and personal analysis of the market.

Part of the protection premium is allocated by the provider to pay a commission to the intermediary for arranging the cover. A commission based arrangement is available or we can arrange protection on a fixed fee basis allowing the commission element of the premium to be removed, effectively lowering the premium for the term of

the cover. The fee is calculated on the size of the premium **subject to a minimum £500.**

£1 - £100 per month	£500 per application
£101 - £200 per month	£1000 per application
£201 – £300 per month	£2000 per application
£301 – £400 per month	£3000 per application
£401 + per month	£4000 per application
(Fees exempt from VAT)	

Example fee

A married couple - male non-smoker aged 35 years & a female non-smoker aged 35 years

£200,000 single life 25 year life and critical illness policy for Mr

– premium £67.27 = £500 fee

£200,000 single life 35 year life and critical illness policy for Mrs

– premium £83.80 = £500 fee

£200,000 single life 50 year life and critical illness policy for Mr where only one policy commenced

– premium £74.09 = £500 fee

Where we are paid by commission, confirm the amount prior to commencing an application. Commission can amount to 25-30% of the premium. When the commission option is chosen, no fee is payable.

If we have arranged regular premiums into a policy and you subsequently cease to pay premiums we may be obliged to refund the commission that has been paid to us. In this instance, we reserve the right to charge you a fee representing the amount we have to repay for a period of up to four years after commencement of the policy. We will confirm the exact amount to be repaid by you and the timescale over which it will need to be repaid in the suitability report we will send you when a recommendation is made. We will not charge any such fee if you exercise your right to cancel in accordance with any cancellation notice sent to you by the life insurance company.

4. ONGOING SERVICE & REVIEWS

For providing our Financial Planning Service, we charge 0.75% per annum of the value of investments under management. For example:

£250,000 funds under management	£1,875 per annum
£500,000 funds under management	£3,750 per annum
£750,000 funds under management	£5,625 per annum
£1,000,000 funds under management	£7,500 per annum
Subject to a minimum fee of	£1,200 per annum

Further information on our option to pay fees by a fixed retainer is available on request.

Please note, the percentage charge levied per annum means the amount payable will increase as your fund grows.

The ongoing adviser charge is paid monthly and deducted directly from your investment portfolio.

Please be aware that additional costs, including taxes, may arise from transactions related to investment activities that are not paid through or imposed by our firm.

In the event of your death, our ongoing adviser charge will be terminated unless your Beneficiaries or Executor(s) provide explicit consent for it to continue. Please note that some investment platforms automatically stop any ongoing adviser charges upon notification of death.

TERMINATION OF OUR SERVICES

Should you at any point in the future believe we are no longer adding value to your circumstances our ongoing fees can be switched off within one month of receipt of written notification.

REGULATORY INFORMATION

If you have a question or concern about any aspect of our services please contact us:

- **Telephone:** 01753 622756
- **Email:** mail@centuryfp.co.uk
- **Website:** www.centuryfp.co.uk
- **In writing:** Century Financial Planning, St Stephens House, Arthur road, Windsor SL4 1RU

Century Financial Planning and Century FP are trading styles of Century Law Ltd.

INDEPENDENT FINANCIAL ADVICE

We offer **independent** investment advice. 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 to you, these will be selected based on your personal circumstances, financial goals and objectives. We will consider a number of factors, including the services 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 on include:

- Open ended investment companies
- Unit trusts
- ISAs
- Investment bonds
- Exchange traded funds
- Investment trusts
- Long Term Care
- Critical Illness Cover
- Structured products
- Enterprise investment scheme
- Equity Release
- Venture capital trusts
- Pensions
- Annuities
- Income Drawdown
- Term Assurance
- Income Protection
- Equity Release

We do not provide advice in relation to individual share holdings. If this is something you need assistance with, we can refer you to a stockbroker.

We do not provide advice on options, futures and other derivative contracts, as we believe that these are unlikely to be suitable for our clients.

Where we provide protection planning services we are an insurance intermediary and will provide advice which is based on a fair and personal analysis of the market. 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.

OUR OBLIGATIONS

- Please be aware that investments can fall, as well as rise, and that you may not get back the full amount invested. The price of investments recommended may depend on fluctuations in the financial markets, or other economic factors, which are outside our control. Past performance is not necessarily a guide to future performance.
- Specific warnings relevant to the investments, investment strategies or other products we arrange are provided in the relevant product literature provided.
- We may, where appropriate, recommend holding some, or all, of your investments with a discretionary fund manager (DFM), a professional investment manager appointed to monitor your portfolio and make investment decisions on your behalf. In such cases, we will explain the respective responsibilities of ourselves and the DFM in relation to your investments.
- In some circumstances we may need to act as your 'agent' in relation to the part of your portfolio held with a DFM. This means that you won't have a direct contractual relationship with the DFM and the DFM will instead treat our firm as its client. Before setting up this type of arrangement We will explain the implications to you.

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 undertaking any business with you. Currently we do this by creating a copy of your passport or driving licence along with a recent utility bill or bank statement. In the future 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. An electronic check may leave a 'footprint' on your credit file but it will not affect your credit rating.

BEST EXECUTION

- Where we send investment applications on your behalf to third parties (e.g. to put an investment into force), we will take all sufficient steps to ensure that we obtain the best possible result for you. This is referred to as 'best execution'.
- We have a best execution policy. If you would like to see a copy of it please ask us.

CONFLICTS OF INTEREST

- Although we will always try to act in your best interests there may be situations where we or one of our other clients has some form of interest in the business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your own interests, we will write to you and ask for your consent to proceed before we carry out any business for you. We will also let you know the steps we will take to make sure you are treated fairly.
- We have a conflicts of interest policy. If you would like to see a copy of it please ask us.

COMMUNICATING WITH YOU

- Our normal ways of communicating with you are by telephone, post, e-mail, via our online portal or in person. Our communications will be in English.
- We may ask you to confirm your instructions to us in writing as this helps to avoid any future misunderstandings.

YOUR OBLIGATIONS

This section sets out your obligations in agreeing to receive our services.

PROVIDING INFORMATION ABOUT YOUR CIRCUMSTANCES

- Our advice will be based on the information that you give so it is important that you provide us with accurate and up to date information when we request details about your circumstances and objectives. This will allow us to provide you with suitable advice. If the information you provide is inaccurate or if you limit the information provided this could affect the suitability of the advice we give.

LEGAL & ACCOUNTING ADVICE

We are not qualified to provide legal or accounting advice or to prepare any legal or accounting documents. This means that the onus is on you to refer any point of law or accountancy that may arise during the course of discussions with us, to a solicitor or accountant.

USEFUL INFORMATION ABOUT OUR SERVICES

WHO AUTHORISES US TO ADVISE YOU?

- We are authorised and regulated by the Financial Conduct Authority (FCA), 12 Endeavour Square, Stratford, London, E20 1JN. www.fca.org.uk. Our firm reference number is 474899
- Our permitted business is advising on and arranging pensions, savings and investment products, non-investment insurance contracts and equity release.
- You can check our details 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.
- Unless we tell you otherwise, we will treat you as a **retail client** for investment business. This means that you are given the

highest level of protection available under the UK's regulatory system.

WHAT IF THINGS GO WRONG?

- If you are unhappy with our advice or any aspect of our services, we encourage you to contact us as soon as possible. We will do our best to resolve your concerns.
  - **Telephone:** 01858 469910
  - **Call:** hello@radiantfinancial.co.uk
  - **Post:** The Compliance Director, Radiant Financial Planning Ltd, Sovereign Place, Market Harborough LE16 7QU
- We have a complaints procedure and we can provide further details on request. If you do have a complaint, and you are not happy with our response, the Financial Ombudsman Service (FOS) may be able to help. The FOS settles disputes between financial services business and their clients. Full details are available at www.financial-ombudsman.org.uk.

ADDITIONAL PEACE OF MIND

- 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 100% of a claim up to a maximum of £85,000 per person per firm.

  Insurance - in the majority of cases, eligible claims about the 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.

BENEFITS WE MAY RECEIVE

- Under the rules of our regulator, the FCA, as a firm providing independent advice we are unable to accept or retain payments or benefits from other firms (e.g. product providers) as this would conflict with our independent status.
- From time to time, we may attend training events funded and /or delivered by product providers, fund managers and investment platforms. These events are designed to develop our knowledge and enhance the quality of service we provide to our clients. As such, this does not affect our obligation to act in your best interests. Please ask us if you want further details.

CANCELLATION & AMENDMENTS

AMENDMENTS

From time to time it may be necessary to amend the terms set out in this agreement where it's not necessary to issue a new agreement. If this is the case We will write to you with details of the changes at least 28 business days before the changes apply.

PRODUCT 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.

DATA PROTECTION

PROTECTING YOUR PERSONAL INFORMATION

- To provide our services properly we will 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 will need to pass certain personal details to the product or service provider.

- We may engage the services of third party providers of professional services in order 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 is available upon request. This is a 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 will 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.
- If you are concerned about any aspect of our privacy arrangements, please speak to us.

CONSENTS

Client name(s):		
Date:		

SENSITIVE PERSONAL DATA

The primary basis on which we intend to process your personal data is for the performance of our contract with you. In the case where we need to process special category (sensitive) data as described above we require your consent by indicating your agreement to the following statement:

I / we consent to the processing of sensitive personal data as far as it is necessary for the services I / we require from Century Law Limited trading as Century Financial Planning.

Please note that you may withdraw this consent at any time by notifying us at our main business address.

We may also engage the services of third party providers of professional services in order 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. If you wish to know the names of these third parties, please contact us for further information.

ONGOING CORRESPONDENCE & MARKETING

From time to time we may wish to contact you to offer additional products or services which may be of interest to you. In order to do this, we require your consent by agreeing to one or all of the options:

I / we consent for Century Law Limited to correspond by:

Email ☐ **Telephone** ☐ **Post** ☐ **Portal** ☐

I / we consent to be contacted for marketing purposes by:

Email ☐ **Telephone** ☐ **Post** ☐ **Portal** ☐

Client signature(s):		

Please note that you may withdraw this consent at any time by notifying us at our main business address.

CLIENT AGREEMENT

PLANNING PHASE

Details of planning exercise to be undertaken	Details of agreed fee
	£ + VAT **VAT is payable on the planning phase as there is no requirement for implementation or going services, which under Financial Services Legislation are VAT exempt**

There is no obligation to move beyond the planning phase to Implementation or Ongoing services. During the planning phase, details will be provided if we believe we can add value by working for you in the long term

IMPLEMENTATION PHASE

Implementation Services	Tick to confirm	Details of agreed fee

ONGOING PHASE

Ongoing Services	Tick to confirm	Details of agreed fee

Should you at any point in the future believe we are no longer adding value to your circumstances, our ongoing fees can be switched off within one month of receipt of written communication.

DECLARATION

- **I/We acknowledge that the client agreement will come into effect once it has been signed by all parties and will remain in place until terminated**
- **This agreement is governed, and shall be interpreted in accordance with English Law and both parties shall submit to the exclusive jurisdiction of English Courts**

Client Signature		Name		Date	
Client Signature		Name		Date	
Adviser Signature		Name		Date	

Century Law Limited is authorised and regulated by the Financial Conduct Authority, Firm Registration Number (FRN) No. 474899. CenturyFP and Century Financial Planning are trading names of Century Law Limited. Registered in England, Company Registration no. 03878887. Registered Address: Sovereign Place, 20 The Point, Market Harborough, Leicestershire, LE16 7QU. Part of the Radiant Financial Group. The value of investments can fall as well as rise and you may not get back all you invest. Past performance is no guarantee of future income or returns. Content is for information purposes only and should not be taken as financial advice. Professional guidance should always be sought. Based on our current understanding of UK law and taxation which may be subject to future change. Tax and trust guidance is not covered by the Financial Conduct Authority. As a mortgage is secured against your home or property it may be repossessed if you do not keep up the mortgage repayments. Think carefully before securing other debts against your home or property.