



Client Agreement for Digitally Advised Investments via Access Advice

This agreement is issued on behalf of **Acumen Associate Financial Services Limited**, Acumen House, Ynysddu, Pontyclun, Mid Glamorgan, CF72 9UA who **can be contacted on Freephone 0800 298 6311**.

Authorisation Statement

Acumen Associate Financial Services Limited is Authorised and Regulated by the Financial Conduct Authority. The Financial Conduct Authority (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 Services

Acumen Associate Financial Services Limited acts 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.

We offer you an initial online consultation during which we will outline our services 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 through the service any action we think you should take and, with your agreement proceed to arrange relevant solutions for you.

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.

Your Aims & 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 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 along 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 FSA 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;
- Capture your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

Investment Services and Costs

With the Access Advice service we will provide your initial use and recommendation report free of charge. This helps us to understand your financial objectives through capturing relevant information, as well as any goals and will confirm how we can support you in working towards these. We will also make you aware of the cost, and levels, of our services both initially and throughout our relationship with you.

Should you ask us to transact on your behalf through the service we will charge for our services by way of a fee. These fees are based on a flat fee which for AccessAdvice has been set at **£50** Initial Advice Fee only with no ongoing advice fee.

We are able to provide additional servicing of your investment(s) and the provision of client update materials where appropriate and will agree a fee in advance for this with you prior to undertaking any work on your behalf.

Financial Review and Recommendation

This can be a continuation from the initial discussion (if 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.

To assist us with the delivery of our Investment Services we use a market leading software system called Dynamic Planner® by Distribution Technology. Distribution Technology is one of the UK's leading providers of financial planning and sales technology and has an excellent reputation for market-leading advice technology. Distribution Technology has appeared in the annual Tech Track Top 100 ratings historically. Their suite of tools allows us to understand and analyse our clients' attitude to risk using a range of psychometric questionnaires, and investment forecasting tools which we use to provide you with a view of the possible range of expected gains and losses based upon your recommended risk profiles provided through the service.

Policy Arrangement & Implementation – Lump Sum Investments or Transfers

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 confirmation of all actions taken on your behalf in writing.

Our charge for this service is based on an explicit monetary amount (regardless of the amount of your investment through the service. These charges are applied as follows

- £50 Initial Advice charge
- 0.00% (nil) per annum Ongoing Advice charge

This payment can either be taken from your investment upon receipt by the policy provider or paid directly to Acumen Associate Financial Services Ltd by you.

Example 1: if we arrange an investment on your behalf for £10,000 our policy arrangement and implementation fee would be £50. The total initial fee payable would be £50.

Example 2: if we arrange an investment on your behalf for £20,000 (or more) our policy arrangement and implementation fee would still be £50. The total initial fee payable would also be £50.

Policy Arrangement & Implementation – Regular Contribution Savings or Investments

Our charge for implementing a regular contribution savings or investment plan is

£50 which is deducted from the first premium made to the new plan.

You can pay this under either of the two options listed below:

Option 1

You can pay this directly on commencement of the policy to Acumen Associate Financial Services Ltd .

Example 1: if your monthly contribution is £100 our policy arrangement and implementation fee would be £50. The total initial fee payable would also be £50, this would be made directly to Acumen Associate Financial Services Ltd.

Example 2: if your monthly contribution is £250 our policy arrangement and implementation fee would be £50. The total initial fee payable would be £50, this would be made directly to Acumen Associate Financial Services Ltd

Option 2

You can pay the implementation fee through your policy. The payment will be deducted from the first monthly contribution you make.

Example 1: if your monthly contribution is £50 our implementation fee would be £50. This will be collected by deducting £50 from your first monthly contribution for the first (1) month. The total fee payable would be £50.

Example 2: if your monthly contribution is £100 our implementation fee would be £50. This will be collected by deducting £50 from your first monthly contribution. The total fee payable would be £50.

Example 3: if your monthly contribution is £200 our implementation fee would be £50. This will be collected by deducting £50 from the monthly contribution for the first month. The total fee payable would be £50.

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.

Example 1: if you invest £50pm our total charge will be £50. We will deduct £50 from the first monthly contribution to meet the set up charge in full. Should payments cease after month 3 (and £150 has been collected) the difference between this £150 (premiums collected) less £50 Initial Charge would be invested in the plan, in this case the amount would be £100 invested.

Example 2: if you invest £100pm our total charge will be £50. We will deduct £50 from the first monthly contribution to meet the set up charge in full. Should payments cease after month 3 (and £300 has been collected) the difference between this £300 (premiums collected) less £50 Initial Charge would be invested in the plan, in this case the amount would be £250 invested.

Ongoing Reviews and Changes to Existing Investments

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

- 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;
- ongoing support with correspondence and administration issues.

Details of our levels of services are contained in our Service Proposition & Engagement document and are available upon request. We will agree separately the level of on-going services at the time of, or prior to, making our recommendation(s) to you. Our costs for on-going services are based on the value of your investment(s) that we manage on your behalf.

Where we agree to provide ongoing services you can choose to cancel this at any time by providing us with written confirmation of your decision. Payments would then cease within 7 business days or after collection of any due proportion of any period charges if later.

* The charges listed above can be deducted from your investments or paid directly by you *

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 chargeable 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

Acumen Associate Financial Services 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 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 later confirmed in writing.

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.

In accordance with the rules of our regulator, The Financial Conduct Authority, we are prohibited from accepting any payment (commission or other non-monetary benefits) which is likely to conflict with the duty of the firm to its clients.

Complaints

If you wish to register a complaint, please write to Acumen Associate Financial Planning at the above noted address (page 1 of this document)

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 4 567.

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.

Investment business will normally 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 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.

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 at Acumen Associates Financial Planning Limited.

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

Acumen Associates Financial Services 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.

Declaration

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.

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 before accepting them. If you do not understand any point please ask for further information prior to using our services.

NB: In relation to any ongoing advice service that maybe required, a separate service agreement will need to be agreed and signed, the Initial setting up of your ISA excludes an ongoing advice service.