



CLIENT AGREEMENT

1. This document sets out the basis on which we will conduct business with you and on your behalf. **It is an important document and we would ask you to read it carefully and if you are unsure of any of its terms please ask.**
2. The terms of this Client Agreement come into force immediately on acceptance (implied or actual) of its terms by you and will remain in force until further notice.
3. **Comprehensive Financial Planning Limited is authorised & regulated by the Financial Conduct Authority (FCA) under number 602295.** You can check this on the Financial Services Register by visiting the FCA's website at <http://www.fsa.gov.uk/register> or by contacting the **FCA at 25 The North Colonnade, Canary Wharf, London, E14 5HS or telephone 0800 111 6768 (freephone).**

THE RANGE OF OUR ADVICE AND FINANCIAL PLANNING SERVICES

4. Your adviser is **independent** and acts on your behalf as your agent. Your Adviser is therefore able to provide unbiased unrestricted advice on retail investment products based on a comprehensive and fair analysis of the market.
5. We are permitted to give advice on retail investments and pure protection policies and arrange transactions in these products. For retail investment products, this will include not just packaged products, but also structured products, all investment trusts and any other investments that offer exposure to underlying assets, but in a packaged form which modifies that exposure compared with direct holding in the financial asset.
6. Comprehensive Financial Planning needs to obtain sufficient personal and financial information from you before we can provide you with personal advice and recommendations suitable for your particular circumstances. We refer to this initial stage of our financial planning process as 'Discovery'.

Comprehensive Financial Planning Ltd

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Comprehensive Financial Planning Limited is authorised and regulated by the Financial Conduct Authority under reference 602295. Registered Office as above. Registered in England and Wales. Registration number 7204010.

Ref: June 2018

7. 'Discovery' is about us understanding what you want to achieve both now and in the future, often referred to as your 'aims, objectives and priorities', whilst appreciating any restrictions you may wish to impose on our services.
8. Following the 'Discovery' stage, and subject to your agreement, we will analyse your current financial position and carry out detailed research into all financial planning options that may help you achieve your aims and objectives. This research will include a full analysis of your 'risk profile' to ensure that your financial arrangements match the level of risk with which you are comfortable.
9. Once all research is complete we will present a bespoke financial planning report to you for your consideration.
10. Should you agree to follow any recommendations made within your financial planning report, we will assist you in implementation which may include the completion of investment applications or policy proposal forms. You hereby acknowledge that you will in any event continue to bear full responsibility for the accuracy and completeness of the information entered on such forms. Therefore you understand that inclusion of incorrect information or omission of any material facts may result in the insurance, investment or policy to which the application or proposal relates to being adversely adjusted, made void and/or any claim(s) made against it being refused.
11. We will forward to you all documents showing ownership of your investments/contracts as soon as practicable after we receive them. All such documents may be sent by post and this would be at the client's risk.
12. We are permitted to give advice on investments, pensions and protection, including life and health insurances and arrange transactions in these products. For investment products, we will not provide any service relating to futures, options or contracts for difference. We may advise on unregulated collective investment schemes where these are suitable for you.
13. Where appropriate we will recommend within your financial planning report ongoing review services to ensure that your financial planning needs are met both now and in the future. If we do not recommend such a review service, or you decline the invitation to subscribe to such a service, we will not provide ongoing advice relating to any part of your financial situation including any investments, pension or protection contracts.
14. We prefer our clients to give us instructions in writing, to avoid possible disputes. We will, however, accept oral instructions in certain instances provided they are subsequently confirmed in writing.

CUSTOMER CLASSIFICATION

15. The type of client category will determine the levels of protection afforded to you under the Financial Services and Market Act 2000. The firm proposes to classify you in accordance with FCA rules as a **Retail Client** and the regulatory protection available to you will be the highest available. This agreement is personal to you and not assignable. We may accept instructions from and give information to third parties or your other advisers on your behalf where you have confirmed in writing we may do so. We cannot accept any responsibility for errors in information supplied by such persons. Where you are a trustee, director or officer of any trust, corporation or LLP requiring advice you warrant to us that you have full authority to act on behalf of the same and there are no restrictions on the limits of our advice of which we have not been made aware. We will not be responsible for advising on compliance with your trust, trustee, director or officer obligations.

PAYMENT FOR SERVICES

16. We are fee-based financial planners. You have the option of paying for our services directly at a rate agreed before we commence work, or indirectly facilitated through product charges levied on investment or pension contracts, or life and health insurance policies or a combination of the two options.
17. We will discuss your payment options with you and answer any questions you have. We will inform you if you have to pay VAT. We will not charge you until we have agreed with you how we are to be paid.

You may ask us for an estimate of how much in total we may charge. You may also ask us not to exceed a given amount without checking with you first.

18. Our charges are based on the complexity of the advice required, with a minimum charge of £400 and a maximum of 1.5% of the value of the assets or pure protection policy on which advice is required. The initial 'Discovery' meeting is free of charge.

Our hourly rates are:

Director & Chartered Financial Planner	£200 per hour
Administration	£85 per hour

Our fixed fees are:

Initial Meeting lasting up to one hour:	Free
Initial financial review:	£1,750
Implementation:	£1,250
Ongoing Reviews:	£1,500

These fees are indicative only and in any event are subject to review annually on 1st July. In cases that we deem to be complex in nature, our fees may be higher than our stated rates. However we will always provide you with a breakdown of our estimated fee and agree this with you prior to undertaking any work.

Our fees as a percentage of the funds invested are up to:

Amount Invested	% Fee
Below £100,000	2
Above £100,000	1
Above £1,000,000	0.75

You may wish to set a fixed amount of fees that cannot be exceeded without further reference to you, in which case please speak with your Adviser. Where charging a fixed fee we will provide you with a fee agreement showing the actual fee that will be payable for the agreed service being provided. Where charging an hourly rate we will provide a letter of engagement to indicate how much we might charge in total.

19. We may also receive commission or other form of benefit from working with the issuer of a security, a product provider or from another intermediary. We will inform you before the transaction if we are likely to receive such commission or form of benefit from recommending any product to you. We will refund any commission received either directly to you or by increasing the value of the product purchased by the same amount.

20. Pure Protection Products

21. If you buy a protection product you may elect that we are remunerated **by commission**. The commission is paid directly by the provider. Although you pay nothing up front that does not mean our service is free. The commission paid to us forms part of a 'product charge' which you pay when you purchase the product. Product charges pay for the product provider's own costs and any commission payable to third parties. If you opt to pay us in this way, you need to be aware that these charges reduce the amount left for your investment
22. You may elect that we arrange for the protection premium to be discounted by the commission that otherwise might have been payable under the policy recommended. In this instance you will need to pay a fee appropriate to cover our advice and work, in accordance with paragraph 18 above.
23. The amount of commission we receive will vary depending on the type of policy and (sometimes) the term of the policy or your age, as in the following example:

24. If you were to pay £100 per month towards a Critical Illness policy we would receive commission of 40% of the annualised premium in each of the first four years (in this example £480 per year) and 2.5% of the annualised premium from year four (£30 per year).

25. Ongoing review services

26. Review services are optional and are charged separately at a rate not exceeding 1% per annum of the assets on which regular reviews are required. For example to provide an annual review of an investment portfolio valued at £100,000 we would typically charge £750 per year.
27. Details of any ongoing review services agreed with you will be specified in a separate review agreement.

CLIENT MONEY

28. For your additional security **we do not handle client's money**. We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

ACCOUNTING TO YOU

29. We will make arrangements for all your investments/contracts to be registered in your name unless you first instruct us otherwise in writing. You have a right to inspect copies of contract notes and entries in our records in relation to transactions on your behalf. In that request we reserve the right to give you copies of such documents rather than access to the original records.

We will forward to you all documents showing ownership of your policies as soon as practicable after we receive them; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.

FINANCIAL SERVICES COMPENSATION SCHEME

30. We subscribe to the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. You will find up-to-date details of the FSCS's compensation limits, eligibility and details of how to make a claim on its website www.fscs.org.uk. As at July 2015, the limits are:

Investment

Most types of investment business are covered up to a minimum of £50,000 per person.

Long term Insurance (eg Pensions and Life assurance)

Long term insurance advising and arranging is covered for 100% of the claim with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

COMPLAINTS

31. If you should have any complaint about the advice you receive or a product you have bought please write to the **Complaints Officer at Comprehensive Financial Planning Ltd, 202 Witton Lodge Road, Birmingham, B23 5BW. Telephone Number 0121 288 3507.**

If following our subsequent investigation and response you are still not satisfied you may contact the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR (www.financial-ombudsman.org.uk). Full details are contained within our internal complaints procedure, which is available to you on request at any time.

CANCELLATION RIGHTS

32. The cancellation rights for each individual policy you have been advised on will be explained to you in your suitability report.

MATERIAL INTERESTS

33. We offer independent financial advice, but occasions can arise where we, or one of our other customers, will have some form of interest in business, which we are transacting for you. If this happens, or we become aware that our interests or those of one of our other customers conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions. There may be occasions when we will be unable to act for one of the parties.
34. As a consequence of such potential conflicts arising, we have put arrangements in place to ensure our clients are treated fairly. We have also implemented a conflicts of interest policy to help us manage such risks, which you may access on request.

RISK WARNINGS

35. Relevant risk warnings will be advised to you throughout the financial planning process and in your suitability report.

The value of investments may go down as well as up, and you may not get back the amount invested. Levels of income from investments may fluctuate. We cannot be held liable for any depreciation in the value of investments arranged for you. Non-readily realisable

investments will generally have a restricted market, and therefore it may be difficult to deal in that investment or to obtain reliable information about its value.

For insurance products, your insurance policy may lapse if you do not keep up to date with regular premium payments and you may not be covered if a claim is made.

TERMINATION OF AUTHORITY

36. You or we may terminate our authority to act on your behalf at any time without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated which will be completed according to this client agreement unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees which may be outstanding.

DATA PROTECTION & ANTI MONEY LAUNDERING

37. We are registered under the new Data Protection Act 2018 (DPA 2018) which came into force at the same time as the General Data Protection Regulations (GDPR) on 25th May 2018.
38. In order for you to provide consent for us to process your personal data we will ask that you sign our separate Privacy Statement in addition to this Client Agreement. The Privacy Statement sets out our policies and how we use your data.

GOVERNING LAW & JURISDICTION

LIABILITY

39. You agree to indemnify us in relation to any acts, proceedings or claims which we incur directly or indirectly as a result of our acting under this agreement save that this indemnity shall not apply to the extent it arises out of our negligence, fraud, breach of this agreement or our regulatory responsibilities.
40. We reserve the right to amend this client agreement at our discretion where changes in regulation, law etc. necessitate by giving you notice in writing. You will also be given the option to accept our new agreements or terminate our authority. This client agreement shall be governed by and construed according to English Law. Any disputes shall be determined in the English Courts.
41. Where a formal written notice is required by this agreement then it shall be in writing (not email unless agreed in advance by the parties) and sent by first class post and deemed effective two business days after posting.

CLIENT'S CONSENT

42. This is our client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

I/We understand and consent to the terms of this client agreement

Client Name(s) _____

Client signature(s) _____

Date of acceptance _____