



LJ FINANCIAL PLANNING LIMITED

Chartered Financial Planners

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CLIENT AGREEMENT

This document should be read in conjunction with our Client Service Agreement.

Authorisation Statement: LJ Financial Planning 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: LJ Financial Planning Limited is able to act on your behalf in advising you on investment 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 insurance** - We offer the following non-investment insurance products. Life assurance, income protection, critical illness cover, buildings and contents insurance and payment protection from a range of insurers.
- **Mortgages** - We offer an independent mortgage service. This means we will not place any restrictions on the mortgages or equity release plans we have access to but we will not consider deals that can only be obtained by going direct to a lender.

We offer an initial no cost discussion during which we will describe our services more fully and explain the fee payment options to you. If you decide to go ahead, we will:

- Gather and analyse personal financial information about you and your aims and objectives
- Recommend and discuss any action we think you should take and, with your agreement, arrange the relevant solutions for you.

Client Classification: We treat all our clients as "retail Clients" for investments, "consumers" for non-investment insurance and "customers" for mortgages, unless we notify you to the contrary. This means you are provided with the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Our Ethical Policy: We are committed to providing the highest standard of financial advice and service. Your interests are very important to us and for any advice or service we provide 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 it meets your expectations or to identify any improvements required.

Conflicts of Interest: Occasionally a situation may arise where we or one of our clients have some form of interest in business being transacted by you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interests, 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. We will act honestly, fairly and professionally known as conducting business within 'Client best interest' guidelines.

Client Money: LJ Financial Planning Limited is not permitted to handle client money and we cannot accept any payment made to us unless it is in respect of an item for which we have sent you an invoice. The firm does not handle cash for any reason.

Our Recommendations: 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. We will confirm our recommendations to you in writing along with details of any special risks associated with the products recommended.

We will issue all documentation and any other communication to you in English.

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.

We prefer our clients to give us instructions in writing or by email, to aid clarification and avoid future misunderstandings. We will however accept oral instructions provided they are confirmed in writing or by email.

We may advise on financial products which are not regulated by the Financial Conduct Authority under the Financial Services and Markets Act 2000. The Financial Services Compensation Scheme does not apply to any of these products. We will advise you in writing if this applies.

We may advise you on investments which are not readily realisable, and if so, we will 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 Investment Services and Costs: We provide you with an initial consultation free of charge. This helps us to understand your financial objectives and enables us to determine how we can support you working towards them. We will also discuss our costs and services both initially and throughout our relationship with you.

We charge for our services by way of a fee. Our standard fees are set out below, however the exact monetary amounts will be provided to you once they have been agreed, and prior to any work commencing. If hourly fees are required then a further fee agreement will be issued you detailing this.

Financial Review and Recommendations

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

- Gathering information about your existing financial arrangements and personal circumstances
- Understanding your investment experience and your tolerance towards investment risk
- Recommending an asset allocation model that matches your risk tolerance profile, and the subsequent assessment and suitability of any existing holdings
- Analysing your current financial situation and preparing our recommendation
- A subsequent meeting to explain and discuss our recommendations in detail
- A written summary of our recommendations and reasons for them

The fee for this service is £750, however if you wish to receive a comprehensive and detailed financial planning report relating to your recommendations then this fee will increase to £1850. In all cases you will receive a written suitability report as part of the arrangement and implementation of any plans. All fees will be agreed in advance and may be subject to the addition of VAT. Fees are payable within 7 days of the completion of the above work.

Policy Arrangement & Implementation – Lump Sum Investments & Transfers

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways:

- Handling of all investment and policy applications and administration
- Regular updates to keep you informed of progress
- Ensuring all your documents are issued in line with your expectations

Our charge for this service is based on a percentage of the amount you invest and/or transfer as follows:

- 4% on the first £25,000
- 3% on the next £50,000
- 2% on the next £75,000
- 1% on the remaining balance

The fee will be calculated using the above formula and quoted on a monetary basis. The fee can either be taken from your investment upon receipt by the policy provider or paid directly by you to the firm. Where we receive such a payment it is addition to the ‘financial review and recommendations’ report fee, detailed above.

Example:

The fees payable based on investments or transfers of £25,000, £75,000 and £100,000 would be £1,000, £2,500 and £3,000 respectively.

Policy Arrangement & Implementation – Regular Savings or Investments

Our charge for implementing a regular premium savings or investment plan is 30% of the first year’s savings. The fee will be calculated using the above formula and quoted on a monetary basis. The fee can be taken either by the policy provider from your plan all at once or spread over the first 12 months of the plan, or paid directly by you to the firm. Where we receive such a payment it is addition to the ‘financial review and recommendations’ report fee, detailed above.

Example:

The fee payable based on monthly savings of £100, £250 and £500 would be £360, £900 and £1,800 respectively. The fee could be paid all at once either directly to the firm or deducted from your plan if there are sufficient funds available. If the fee were to be spread over the first 12 months of the plan they would be £30, £75 and £150 per month respectively.

Our Non-Investment Insurance Services and Costs: Similar to our investment services above, we will provide you with a personal and financial review prior to making our recommendations to you. Should you accept our recommendations we will arrange the implementation for you.

We do not normally charge a fee for our insurance and protection services as we will normally receive commission from the policy provider.

Our Mortgage Services and Costs: Similar to our investment services above, we will provide you with a personal and financial review prior to making our recommendations to you. Should you accept our recommendations we will arrange the implementation for you.

We will charge you a non-refundable fee of £295 for the advice and recommendation of your mortgage once your offer of mortgage has been issued to you. We will send you an invoice after your mortgage offer letter has been issued and payment is due within 14 days.

We will also receive commission from the lender once your mortgage is in place.

Our Ongoing Services and Costs: These are detailed within our Client Service Agreement.

Client Fee Payments: All client fees are to be paid either by cheque payable to “LJ Financial Planning Limited” or bank transfer to LJ Financial Planning using the bank details and reference shown on your invoice.

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 due a proportion of any periodic charges for services shall be settled up to the date of termination.

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.

Complaints: If you wish to register a complaint, please contact the 'Compliance Officer' at LJ Financial Planning Limited, 750 Mandarin Court Warrington Cheshire WA1 1GG. A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service and full details of this will be given to you.

Financial Services Compensation Scheme: We are covered by the Financial Services Compensation Scheme and 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. Most types of investment business are covered up to a maximum limit of £50,000. Insurance business is covered for 90% of the claim, without any upper limit. Mortgage advice and arrangement is covered up to 100% of £50,000. Further information about the compensation arrangements is available from the Financial Services Compensation Scheme.

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.

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

LJ Financial Planning 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.

DATE OF ISSUE		
This document was issued on and valid from:		
SIGNATURES		
Client Name:	Signature:	Date:
Client Name:	Signature:	Date:
Adviser Name:	Signature	Date: