

RAY CARPENTER

FINANCIAL ADVISER
RAY CARPENTER DIFFA CERER MLIBF

LIFE ASSURANCE • MORTGAGE PLANNING • INCOME PROTECTION
FINANCIAL PLANNING • INVESTMENTS • SAVINGS • PENSIONS

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 Agreement come into force immediately on acceptance (implied or actual) of its terms by you and will remain in force until cancelled by us or you, or replaced by a later version.
3. **Ray Carpenter is an appointed representative of Sanlam Partnerships Limited, which is authorised & regulated by the Financial Conduct Authority (FCA) under number 563682. Ray Carpenter ('the Firm') has an FCA number of 540905.** You can check this on the Financial Services Register by visiting <http://www.fca.org.uk/register/> or by contacting the FCA at 12 Endeavour Square, London, E20 1JN or telephone 0800 111 6768 (freephone), or by contacting Sanlam Partnerships Limited, at Unit 1, Andoversford Business Park, Cheltenham, Gloucestershire, GL54 4LB.

THE RANGE OF OUR ADVICE AND FINANCIAL PLANNING OBJECTIVES

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. We will consider a sufficiently wide range of financial instruments available on the market to ensure that your objectives can be met in a suitable way. For mortgage advice your adviser provides mortgage advice on first charge mortgages. This is a mortgage where the lender takes the first charge on the property. This will include most mortgages. Further advances can also be arranged, where appropriate, but advice isn't provided on second charge mortgages.
5. We are permitted to give advice on retail investments, general insurance, mortgages and equity release mortgages 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 offers exposure to underlying assets, but in a packaged form which modifies that exposure compared with direct holding in the financial asset.
6. In order to provide you with personal financial advice and recommendations suitable for your particular circumstances and in order to act in your best interests, we will undertake a 'fact find' to gather the appropriate information to assess your needs. We will then be able to set out clearly your financial planning objectives based on your stated objectives, acceptable level of risk and any restrictions you wish to place on the type of policies you are willing to consider. Details of your stated objectives will be set out in a Suitability Report we will issue to you to confirm our recommendation. Unless confirmed in writing, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.
7. You hereby acknowledge that in the event of the firm assisting you in the completion of any investment or insurance application or policy proposal forms 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. The advice we give you will be based on the information you have given us and your stated investment objectives including the degree of risk you will accept. It is your responsibility to advise us on any changes.

42 TENBURY CRESCENT, BENTON, NORTH TYNESIDE, NE12 8BY

TEL: 0191 266 0338 • FAX: 0191 266 0338 • MOBILE: 07970 321209

Client Agreement – SPL Independent Mortgages RAY CARPENTER FINANCIAL.CO.UK

8. 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 your risk.
9. We will outline from the outset whether our advice will cover your entire financial planning needs or focus on specific areas considering any restriction you place on our advice.
10. We require our clients to give us instructions in writing, or we may confirm our understanding in writing (by post or by email) in order to avoid possible disputes. This will usually be in the form of a proposal or application form. We will, however, accept oral instructions in certain instances provided they are subsequently confirmed in writing.

CUSTOMER CLASSIFICATION

11. The Financial Conduct Authority (FCA) have three levels of client: Retail, Professional and Eligible Counterparties. Different levels of protection apply to each.

We have classified you as a Retail Client and, as such, you will be afforded the highest level of protection.

In the event of an unresolved dispute you will have a right of referral to the Financial Ombudsman Service (FOS) and may be entitled to benefit from the maximum protection available under the Financial Services Compensation Scheme (FSCS). It should be noted that not all Retail Clients are eligible claimants under the FSCS but, as a private individual, you are classified as an eligible complainant.

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.

THE COST OF OUR SERVICES

12. You will pay for our services by either a fee or a combination of fee and/or fee by payment facilitation through product charging. We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid. For payment options relating to investment advice, please refer to paragraph 13. For payment options relating to mortgage advice, please refer to paragraph 14. Value added tax may be payable on some or all of the work we do. We will inform you if VAT is applicable.

Investment advice

13. Initial Charges
Our typical charges relating to new work e.g. new client integration, new investments to existing portfolios and one-off reviews are as follows.

Initial Advice Charge

3% of the amount invested depending on the type of contract. For an investment of £100,000 you would be charged an initial investment fee of £3000

Initial Meeting: Free

Ongoing Reviews would be charged as a percentage: -

Amount invested 1% Fee

For example: A £100,000 investment would cost £1000

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. We will provide a letter of engagement to indicate how much we might charge in total.

Your Payment Options

Settling your adviser charge through a single payment

You will be required to settle the payment of our fees on completion of our work in 14 days. We accept cheque or card payments. We do not accept payment by cash. You will be provided with a receipt upon payment.

Settling your adviser charge by instalments

Paying by instalments through your recommended product

If you buy a financial product, you can choose to have your adviser charge deducted from the product through instalments. Although you pay nothing to us up front, that does not mean that our service is free. You still pay us indirectly through deductions from the amount you pay into your product. These deductions will pay towards settling the adviser charge. These deductions could reduce the amount left for investment.

How your payment plan works

Total monthly premium payable	£250
Total cost of advice	£600
Monthly payment for advice	£50
Length of repayment period	12 months

Monthly Payments: £50 per premium Period: 12 Months
--

Advice: £50
Invested: £200

These instalments will be deducted from the premium you pay each month and allocated towards settling the adviser charge. For example, the total cost of advice is £600. You have been recommended a regular premium product of which £250 will be paid each month. £50 will be taken from this amount to pay off your adviser charge over 12 months. The remaining £200 will be invested during this time. At the end of this period the adviser charge would have been settled in full. From month 13 the full £250 will be invested.

Paying through other arrangements

You can choose to pay your adviser charge by standing order on a monthly, quarterly or annual basis. The adviser charge can be paid up to a maximum of 12 instalments on the 1st day of the month from your bank account. The adviser charge will be taken in equal instalments.

Keeping up with your payments

If you fail to keep up repayments of the adviser charge, we will terminate our relationship.

13.1 You may elect that we are remunerated **by fees and offset fees (paid by a product provider)** the actual amounts will depend on the service provided to you but will be in line with the arrangements set out above in section 13 headed “**investment advice**”.

The fee will not exceed the rates shown in this document. We will agree the rate we will charge before beginning work and we will tell you if you have to pay VAT. The fee will become payable on completion of our work. You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first.

Pure Protection Products

13.2 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.

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 13 above.

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:

If you were to pay £20 per month towards a critical illness term assurance policy then we would receive 143% of the first 12 month's payments (£343.20) in form of commission.

Payment for Ongoing Services

13.3 We have a range of ongoing services we can provide to ensure that your personal recommendation is reviewed frequently and remains relevant to your changing circumstances. The frequency and amount of the charge will depend on the service you choose and is usually made by standing order on the 1st every month. Ask your adviser for more details.

14. Mortgages

Our Fees for Mortgages Advice

In accordance with the regulatory requirements, for providing mortgage advice there is:

- A fee of £250 payable at the outset and £nil payable when you apply for a mortgage. We will also be paid commission from the lender/company.

Lifetime Mortgages

- A fee of £695 payable at the outset and £nil payable when you apply for a mortgage. We will also be paid commission from the lender/company.

Refund of fees

If we charge you a fee, and your mortgage does not go ahead, you will receive:

- No refund if you decide not to proceed.

General Insurance

15. For general insurance we do not charge a fee. We will receive commission from the product provider.
16. 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.
17. In respect of any regular premium policy which we may recommend, should you subsequently cease to pay premiums on the policy and as a result of your cancellation we are obliged to refund product charges or other commission that has been paid to us 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 not charge such fee if you exercise your right to cancel in accordance with the cancellation notice sent to you by the product provider.

CLIENT MONEY

18. 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 our fees or other charges or disbursements for which we have sent you an invoice). We do not handle cash. Cheques for payment will be required to be paid direct to the insurance provider.

ACCOUNTING TO YOU

19. 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 (FSCS)

20. We subscribe to the Financial Services Compensation Scheme (FSCS). 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 April 2019, the limits are:

Investment

Most types of investment business are covered for 100% of the first £85,000.

Insurance

- There is no upper limit on the amount of protection. (for claims against firms declared in default from 3 July 2015).
- Long-term insurance benefits are protected 100%. Claims under compulsory insurance, professional insurance and certain claims for injury, sickness or infirmity of the policyholder are protected at 100%.
- Protects 90% of other types of claim with no upper limit.

Home finance products mortgages and home purchase plans

Advising on or arranging house purchase finance is covered for 100% of the first £50,000 (per person).

Further information about compensation scheme arrangements is available from the FSCS.

COMPLAINTS

21. If you should have any complaint about the advice you receive or a product you have bought please write or call the **Compliance Director at Sanlam Partnerships Limited, Unit 1 Andoversford Business Park, Andoversford, Cheltenham, GL54 4LB. Telephone Number 01242-820738.**

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

CANCELLATION RIGHTS

22. The cancellation rights for each individual policy you have been advised on will be explained to you in your suitability report which we will give you before or at the time you confirm or carry out the transaction. Where the

provider is already in receipt of the investment proceeds and cancellation is requested within the cancellation period, we will instruct the provider to refund the proceeds net/gross of the adviser charging agreed.

MATERIAL INTERESTS/CONFLICT OF INTERESTS

23. 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.

As a consequence of such potential conflicts arising, we have put arrangements in place to ensure all our clients are treated fairly.

We have also implemented a conflicts of interest policy to help us to all appropriate steps to manage such risks.

While we take all appropriate steps to mitigate such risks, if we are unable to mitigate the risks from a potential conflict, before we undertake any actions on your behalf, we will inform you in writing with;

- A specific description of the conflicts that has arisen.
- A clearly documented statement of the steps the firm has taken to prevent the conflict.
- An explanation of the remaining risks that are posed to your interest.

24. We may give or receive minor non-monetary benefits to/from some of the firms with whom we work in order to offer you a better service. Such benefits may include information relating to financial instruments or investment services; participation in conferences, seminars and training events; and minor hospitality (such as food and drink during a business meeting, conference, seminar or training event). Any costs we incur in provision of such benefits will not affect the charges you pay for our service. Further information regarding these arrangements is available on request.

RISK WARNINGS

25. 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 mortgages please be aware that your home may be repossessed if you do not keep up repayments on your mortgage.

For an equity release mortgage/Home reversion plan, to understand the features and risks, ask for a personalized illustration.

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

26. You or we may terminate our authority and/or this agreement 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

27. We are an appointed representative of Sanlam Partnerships Limited (“Sanlam”) which is authorised and regulated by the Financial Conduct Authority (“FCA”). In order to assist Sanlam to comply with its legal and regulatory obligations as our principal we may share your personal data with Sanlam so it can comply with its

legal and regulatory obligations; undertake compliance monitoring; deal with complaints; report internally within its group; respond to any FCA queries; liaise with its insurers; undertake audits; and where required by law to respond to enquiries from law enforcement agencies and government bodies. We have entered into an agreement with Sanlam which governs how the data may be shared and which ensures there are appropriate safeguards, in accordance with the applicable data protection laws. We can provide a copy of this agreement on written request.

28. Privacy Statement

We are committed to protecting and respecting your personal data. If you would like to see a copy of our privacy statement, please contact us.

ANTI-MONEY LAUNDERING

29. We are required to verify your identity in accordance with the Proceeds of Crime Act 2002 and the Money Laundering Regulations 2007. We reserve the right to approach third parties and to delay any applications until adequate verification of identity has been obtained.

GOVERNING LAW & JURISDICTION

30. LIABILITY

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.

31. We reserve the right to amend this agreement at our discretion where changes in regulation or law necessitate by giving you notice in writing. You will also be given the option to accept our new agreements or terminate our authority. This agreement shall be governed by and construed according to English law. Any disputes shall be determined in the jurisdiction of the English Courts.

32. 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.

Annual Review Client Service Propositions

I offer 3 levels of on-going service proposition charged at 1% of assets held.

Which are - The Bespoke, The Intermediate, and The Foundation.

These will generally be open to you depending on your level of assets under review. I may also charge on an hourly or transactional fee basis for any specific advice you require.

THE BESPOKE ONGOING SERVICE

for Assets above £60000

For Investment Business

A Local Face to Face Annual Review consisting of:-

Attitude to risk assessment - Using a risk profiling methodology

Discussions around any changes in Client circumstances and reassessment

Discussions around regulation and legislation

Investment fund/s Review and fund switch recommendation and facilitation

Investment Strategy

Portfolio design, construction and Valuation

Providing strategic updates to your accountant and any other professional advisers

Recommending suitable professionals as other needs arise

Re-weighting of Asset Allocation

Supplying end of year taxation information (as required)

Telephone & e-mail access during normal working hours

For Pension Business

A Local Face to Face Annual Review consisting of:-

Adequacy of funding

Attitude to risk assessment - Using a risk profiling methodology

Discussions around any changes in regulation and legislation

Illustrations to retirement as required

Investment fund/s Review and fund switch recommendation and facilitation

Investment Strategy

Providing strategic updates to your accountant and any other professional advisers

Supplying end of year taxation information (as required)

Telephone & e-mail access during normal working hours

THE INTERMEDIATE ONGOING SERVICE

for Assets between £20000 & £59999

For Investment Business

A Telephone/Skype/Facetime or equivalent Annual Review Maximum consisting of:-

Attitude to risk assessment - Using a risk profiling methodology

Discussions around any changes in regulation and legislation

Discussions around any changes in Client circumstances and reassessment

Investment fund/s Review and fund switch recommendation and facilitation

Investment Strategy

Telephone & e-mail access during normal working hours

For Pension Business

A Telephone/Skype/Facetime or equivalent Annual Review Maximum consisting of:-

Adequacy of funding

Attitude to risk assessment - Using a risk profiling methodology

Discussions around any changes in regulation and legislation

Discussions around any changes in Client circumstances and reassessment

Illustrations to retirement as required

Investment fund/s Review and fund switch recommendation and facilitation

Investment Strategy

Telephone & e-mail access during normal working hours

THE FOUNDATION ONGOING SERVICE

For assets between £0 & £19999

For Investment & Pension Business

A Telephone/Skype/Facetime or equivalent Annual Review consisting of:-

Attitude to risk assessment - Using a risk profiling methodology

Discussions around any changes in Client circumstances and reassessment

Investment fund/s Review and fund switch recommendation and facilitation

Investment Strategy