

Client Agreement

TOTAL WEALTH SOLUTIONS LIMITED is authorised and regulated by the Financial Services Authority FSA Number 475681.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

The Financial Services Authority, 25 The North Colonnade, Canary Wharf, London E14 5HS.

OUR COMMITMENT TO YOU

Prior to providing you with any advice we will take time to understand your current needs, circumstances and attitude to risk. Any advice provided will be confirmed to you in writing.

CLIENT CLASSIFICATION

TOTAL WEALTH SOLUTIONS LIMITED classifies all clients as 'retail clients' for investment business and 'consumers' for non-investment insurance business which means you are afforded all protections under the rules of the Financial Services Authority (FSA). Should you wish to be classified differently for investment business, please discuss this with your adviser. Your adviser will inform you should your circumstances dictate that we would need to classify you differently for non-investment insurance business.

Please note that should you wish to be considered as a different category of customer for investment business, such as a professional client or eligible counterparty you must inform us in writing. We will provide you with a new client agreement and you may lose a number of protections which will be outlined in that new agreement.

METHODS OF COMMUNICATION

Unless you advise us otherwise, we will communicate with you via the following methods of communication, Face-to-Face, E-mail, Telephone, Letter & Fax.

INVESTMENT AND NON-INVESTMENT INSURANCE SERVICES

TOTAL WEALTH SOLUTIONS LIMITED is permitted to advise on and arrange (bring about) deals in investments and non-investment insurance contracts.

Unless we have previously agreed with you, with regard to investments and non-investment insurance contracts, which we have arranged for you, these will not be kept under review but we will advise you upon your request. However, we may contact you in the future by means of an unsolicited promotion should we wish to contact you to discuss the relative merits of an investment or non-investment insurance contract or service which we feel may be of interest to you.

TOTAL WEALTH SOLUTIONS LIMITED **does not handle clients' 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.

SCOPE OF ADVICE

Investment

We offer products from the whole market.

Non-investment Insurance

We offer products from a range of insurers on the basis of a fair analysis of the market for Term Assurance, Critical Illness, Private Medical Insurance, Permanent Health Insurance and waiver of premium.

CONFLICTS OF INTEREST

TOTAL WEALTH SOLUTIONS LIMITED offers advice in accordance with that disclosed to you in this agreement. Occasions may arise where we or one of our other clients have some form of interest in 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 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.

BEST EXECUTION

It is our policy to transact your business in order to achieve the best possible results in terms of the nature and price of the products selected, transaction charges, administration and service excellence. Further details of our policy regarding this will be provided to you on request.

TERMINATION OF AUTHORITY

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

The information you have provided is subject to the Data Protection Act 1998 (the "Act").

It is understood that you consent to us or any company associated with us processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management. This includes Paradigm Partners LLP who provide us with advice on the FSA regulations and compliance from time to time.

"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.

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.

A consent tick box is provided at the end of this form for you to indicate your preference to receive e-mail marketing. If you decide at any time that you no longer wish to receive marketing e-mails from us, please contact us.

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 commission or alleged commission 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 on 0845 838 6136. or in writing at TOTAL WEALTH SOLUTIONS LIMITED, The Forge, Sundon Road, Harlington, Beds. LU5 6LR

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.

Full details of our Data Protection policy are available upon request.

PAYMENT FOR SERVICES

Not all firms charge for advice the same way. We will discuss your payment options with you and answer any questions you may have. We will not charge you anything until you have agreed how we are paid.

We can be paid by a fee

Whether you buy a product or not, you will pay us a fee for our advice and services. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could reduce our fee; or reduce your product charges; or increase your investment amount; or refund the commission to you.

We can be paid by commission (or product charges).

If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing up front, that does not mean our service is free. You still pay us indirectly through product charges. Product charges pay for the product provider's own costs and any commission. These charges reduce the amount left for investment. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower. We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

We can be paid by a combination of commission and fee.

In some circumstances, we also charge a fee on top of any commission we might receive.

Our fee option

For a full breakdown of our fee structure please refer to the table below.

Service Provided	Fee
Introductory meeting or discussion	No Charge
Assessment and Report	
Full Financial Planning Review and Report	Between £750 and £2,500#
Review and Report into existing contracts	£750
Research and Transaction	
Regular Premium investments or pensions	£750
Lump Sum Investment inc. Pension Transfers*	3% on investments under £249,999 2% on investments from £250,000 to £499,000 1% on investments over £500,000
Protection contracts i.e. term assurance, income protection, critical illness etc.	We will receive commission on a non indemnity basis which means that rather than receiving a sum up front we will receive monthly payments for the first 24 to 48 months of your contract.
Ongoing Management	
Annual Investment Management	1% of your portfolio value per annum
Annual Review	Between £450 and £2,500#

**a £1,000 minimum fee applies to occupational pension transfers and # where the fees are quoted between £450.00 and £2,500.00 this will depend on the complexity of the report or review and the exact fee will be confirmed to you prior to any work being undertaken.*

For tasks that are not covered by the above schedule we may need to charge fees either on an hourly or lump sum basis, as follows:-

Hourly Rate

Director	£175.00	Per Hour
Financial adviser	£147.00	Per hour
Administration	£95.00	Per hour

We will confirm the rate we will charge in writing before beginning work and we will tell you if you have to pay VAT. You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed an amount without checking with you first.

We will confirm the areas we are to advise you on and will provide you with an itemised schedule of the fees payable. For example this could cover an initial review, specific recommendations, implementation of recommendations, annual or more frequent reviews of plans and recommendations.

Lump Sum

We will estimate the time to undertake a specific task and provide you with a fixed price quotation for delivering the required outcome.

We will agree the rate we will charge before beginning work. We will tell you if you have to pay VAT.

Our commission option

Amounts vary according to: the type of product, the amount you invest, and (sometimes) how long you invest for, or your age when you start the product. We will confirm the actual amount to you before you buy a product. The table following demonstrates our normal rates of commission however if it is proposed that the amount to be charged is greater than this amount written confirmation will be provided.

Regular Contributions	Based on payment by you of £100 per month
Collective Investment	£3 per month based upon a level commission of 3% plus 1% of the value of the fund on an annual basis.
Whole of Life	If you pay £100 per month towards a whole of life policy then we would receive £1,320, assuming maximum initial commission was taken, although we would usually receive commission on a non indemnity basis i.e. a monthly payment for the first few years of the contract.
Personal and Stakeholder Pension	£3 per month based upon a level commission of 3% plus 1% of the value of the fund on an annual basis.

Lump Sums	Based on payment by you of £1000
Collective Investment	£30 initial commission and 1% of the value of the fund on an annual basis.
Investment Bonds	£30 initial commission and 1% of the value of the fund on an annual basis.
Personal and Stakeholder Pension	£30 initial commission and 1% of the value of the fund on an annual basis.
Annuities	£30 initial commission.
Income Drawdown	£30 initial commission and 1% of the value of the fund on an annual basis.

Information about other costs and charges

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

GENERAL

For certain transactions that we recommend to you, TOTAL WEALTH SOLUTIONS LIMITED will accrue a notional entitlement under a Discretionary settlement. The value of this entitlement does not impact on the overall charges applied to your investment, and the actual cost to you will be disclosed as required by the Financial Services Authority.

In addition to the above, for certain transactions that we recommend to you, we may also receive a royalty payment from the provider as part of the annual management charge. This payment will be made on an annual basis and again will not affect the charges applied to your contract as disclosed to you at the point of application. We will be happy to provide you with details of the payments as they relate to your investment should you request these.

COMPLAINTS

If you wish to register a complaint, please contact us in writing: The Complaints Officer, TOTAL WEALTH SOLUTIONS LIMITED, The Forge, Sundon Road, Harlington, Beds. LU5 6LR or by telephone on 0845 838 6136.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

COMPENSATION ARRANGEMENTS

We are covered by 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.

Investment

Most types of investment business are covered for 100% of the first £50,000 so the maximum compensation is £50,000.

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

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

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

ACCOUNTING TO YOU

We will forward to you all documents showing ownership of your investments 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.

**Pages 1 to 8 are for you to keep.
Please complete and return page 9 - the Client Agreement Consent
sheet.**



Client Agreement Consent Document

DATA PROTECTION STATEMENT

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 processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

How to withhold your consent

Please tick this box if you **DO NOT** consent to us or any company associated with us processing any such sensitive personal data.

If you **ARE** happy for us or any company associated with us to contact you for marketing purposes by e-mail, please tick this box.

CLIENTS CONFIRMATION AND CONSENT

I confirm that I have received a full copy of the Client Agreement (pages 1 to 8).

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read the terms with our Client Agreement carefully before signing, as by signing you consent to the terms contained within, including authorisation to transfer information between parties as described in the client agreement. If there are any terms within this agreement that you do not understand, please ask for further information. The Client Agreement will come into effect from the date of acceptance of this agreement, which will be confirmed by the date provided in the 'date of signature box' below, unless otherwise stated.

Date of issue

Client Name(s)

Client signature(s)

Date of signature(s)

Please complete and return this page.