

Client Agreement for Investments & Insurances

This client agreement must be read in conjunction with our Service Proposition & Engagement document.

Authorisation Statement

Crown Wealth Management 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

Crown Wealth Management Limited can act 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.

Non-investment protection contracts - We offer non-investment protection products e.g. term assurance, income protection and critical illness from a range of insurers.

General Insurance Contracts - We offer General Insurance contracts e.g. Buildings and Contents from a range of insurers.

We offer you an initial discussion (without charge) at which we will describe our services more fully and explain the payment options. If you decide to go ahead, we will:

- Gather and analyse personal and financial information about you and your aims and objectives;
- Recommend and discuss any action we think you should take and, with your agreement, 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 and Objectives

Unless we notify you in writing to the contrary, we will be treating you as a 'retail client' for investment business. This means you are afforded the highest level of protection under the regulatory system and have the right to take any complaint to the Financial Ombudsman Service.

Any advice or recommendation 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 consider 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 FCA under the Financial Services and Markets Act 2000. The Financial Services Compensation Scheme does not apply to any of these products, but we will confirm this to you in writing.

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
- seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required

Our Investment Services and Costs

We charge an initial planning fee for the advice that we provide. If we recommend putting in place investments we also charge an implementation fee which is a percentage of the amount you invest. The initial planning fee will be agreed with you prior to us commencing the advice process and is payable on provision of the report containing our recommendations.

There are six stages to the financial planning process:

1. Initial meeting – allows us to discuss the advice you require and an opportunity for us to explain how we may help and the cost of our services
2. Discovery - gathering personal and financial data and understanding your goals
3. Analysing and Evaluating your situation
4. Develop and present the financial plan or recommendation report
5. Implementation
6. On-going review and monitoring of your investments

Initial Meeting

We do not charge for the initial meeting. The purpose of this meeting is to establish whether our services are appropriate for you and to explain our initial and ongoing fees. It also gives you an opportunity to meet us and ask any questions you may have.

Discovery Meeting

If a decision is made to proceed we will carry out an extensive assessment of your personal and financial circumstances at the outset, to establish your financial planning requirements. This will include:

- Client and fee agreements issued and signed
- Gathering of information about your individual circumstances, your career or business interests, your existing assets and financial arrangements, information relating to your income, your expenditure, existing financial arrangements and any liabilities you may have.
- Understanding of your investment knowledge, your appetite for risk, your capacity to cope with losses and your investment time horizon. This helps us to analyse your existing holdings or recommend a diversified portfolio for new investments that match your risk profile.
- Understanding your goals and requirements so we can provide advice that is suitable and helps you to achieve your objectives.

Analysing and Evaluation

Your Financial Planner will then analyse and evaluate the information received to formulate the advice required to address your goals and objectives. At this stage, we may refer back to you prior to issuing the advice for discussion or for additional clarification.

Develop and Present the Financial Plan or Recommendation Report

The advice will then be provided to you in writing, it will include:

- Our written recommendations
- For investments, the recommendation will include an asset allocation model that matches your risk profile and capacity for loss including assessment and suitability of any existing holdings
- Arranging a second appointment to explain and discuss our recommendations in detail

When you receive our report/financial plan it will be your decision whether to implement our recommendations either completely or in part.

Policy Arrangement and Implementation

The implementation of our recommendations includes where appropriate:

- Handling of all fund and policy administration on your behalf
- 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

Wealth Management Service

This service is for private individuals or business owners who require financial planning and investment advice. It is typically for those with investable assets more than £250,000.

It includes the six stages of the advice process that is outlined above.

The service looks at various aspects of your financial affairs and includes advice on cash management, risk mitigation, estate planning, retirement planning and investment advice. Where appropriate it will include retirement income analysis and whole of life cashflow forecasting and liaison with other professionals such as your accountant or Solicitor.

The cost of this service is an initial planning fee of £2,500. Should you then instruct us to proceed with any of our investment recommendations our implementation fees on the first £250,000 are waived subject to the initial planning fee of £2,500 having been paid.

There is a 1% fee on assets over £250,000 being brought under our management, subject to a maximum fee of £7,500.

For subsequent investments, we charge 1% of the amount invested subject to a minimum charge of £200.

If you subscribe to our ongoing service there will be no initial fee charged in respect of future fund switches to your investment portfolio if held on the same investment platform or Wrap. This includes moving money from your General Investment Account to your ISA.

This payment can either be taken from your investment upon receipt by the policy or platform/WRAP provider or paid directly by you. For direct payments, we will require the implementation fee to be paid prior to the investment being placed.

Examples:

Example 1; To provide a financial planning review and then implement an investment of £250,000 there would be an initial fee of £2,500 and no additional implementation fees.

Example 2; To provide a financial planning review and then implement an investment of £400,000 there would be an initial fee of £2,500 and an implementation fee of £1,500. Therefore, total initial fees would be £4,000.

For regular investment or pension contributions our implementation fee is 1% of the first year's contributions. You pay this directly on commencement of the policy.

Example; if your monthly contribution is £500 our Policy Arrangement & Implementation fee would be £560.

Investment or Focused Advice

This service is for private individuals or business owners who require investment or focussed advice. It includes the six stages of the advice process that is outlined in page three and four.

The cost of providing this service starts from £500, the actual cost depends on the complexity of the advice provided. This fee will be agreed prior to us commencing work. Should you then instruct us to proceed with any of our investment recommendations our implementation fees would be 1% of the amount invested.

Examples:

Example 1; £500 would be charged for investment advice into a model portfolio.

Example 2; £750 for advice relating to an existing personal pension or investments.

Example 3; £1,500 for retirement options advice

Example 4: £2,500 for a financial review including cashflow forecasting.

Should you instruct us to proceed with any of our recommendations our Implementation fee is 1% of the assets being brought under our management subject to a minimum fee of £200.

Examples

Example 1; If we agree an initial planning fee of £500 and then arrange an investment on your behalf for £90,000 the total fee payable would therefore be £1,400.

Example 2; If we agree an initial planning Fee of £750 and then arrange an investment on your behalf for £150,000 the total fee payable would be £2,250.

If you subscribe to any of our ongoing services there will be no initial fee charged in respect of future fund switches to your investment portfolio if held on the same investment platform or Wrap. This includes moving money from your General Investment Account to your ISA.

Our charge for implementing a regular contribution savings or pension plan is a financial advice fee of £500 plus 1% of the first year's contribution. You pay this directly on commencement of the policy.

Example; if your monthly contribution is £500 our Policy Arrangement & Implementation fee would be £560.

Ongoing Reviews

We will discuss the full range of our ongoing services during our initial consultation. These services include, but are not limited to, providing you with:

- 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 these services are contained in our Service Proposition and Engagement document. We will agree separately the level of ongoing services at the time of, or prior to, making our recommendation(s) to you.

Our ongoing fees are tiered with 1% p.a. payable on the first £500,000, with 0.5% p.a. charged on amounts above. For most clients, this means an ongoing fee of between 1% and 0.5%p.a. based on the value of your investments paid monthly in arrears. It should be noted that if you choose any of our ongoing management services they are subject to a minimum fee p.a. of:

Wealth Management: £2,500

Investment: £500 (£1,000 for clients in pension income drawdown)

Transactional only: £Nil

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 seven 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.

Our Insurance and Protection Services and Costs

Like our investment services, we will provide you with a personal and financial review prior to making our recommendation(s) to you. Should you accept our recommendation(s) we will arrange the implementation of the protection policies subject to a minimum fee of £500 for personal protection and £1500 for advice relating to business protection.

We will normally receive commission from the policy provider. However, if the commission is nominal we will charge an additional fee for our advice. You will not be subject to VAT for this service.

Example; If we agree a fee of £500 and we receive commission of £300 we will charge a fee of £200. If the commission received is over £500 we would keep the whole amount and not bill you separately.

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.

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 work.

Client money

Crown Wealth Management 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 plan 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 several 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 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 client's 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 Crown Wealth Management Limited, Column House, 7 London Road, Shrewsbury, Shropshire, SY2 6NN or telephone 01743 276797.

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 4567.

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 FCA 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. 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 on 01743 276797 or in writing to Crown Wealth Management Limited, Column House, 7 London Road, Shrewsbury, Shropshire, SY2 6NN.

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

Crown Wealth Management 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.

Amendment & Termination

We reserve the right to amend the terms of this agreement to reflect changes in law, regulations or commercial practise by presenting you with our latest client agreement.

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

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 signing them. If you do not understand any point please ask for further information. This agreement supersedes any previous Client Fee Agreement made with the firm.

- ☐ Please tick this box if you do not consent to us or any company associated with us processing any such sensitive data.
- ☐ Please tick this box if you do not wish for us or any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.

I/We are aware of the costs of the Initial Financial Planning Fee and Recommendation(s) and where appropriate, the Policy or Investment Arrangement and Implementation services and agree to the method and timing of these.

Initial Financial Planning Fee agreed is

My / Our preferred method of paying these costs is (please tick as appropriate):

- ☐ Direct payment
- ☐ Deduction from the policy / platform / wrap only (where possible)

If a direct payment is chosen, the fee will be payable before the investments are implemented. 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.

All invoices issued are to be settled within 21 days of issue.

This agreement may be terminated at any time without penalty, by either party, subject to any outstanding fees having been paid in full. Termination should be placed in writing by either party.

Client 1 Name Client Signature Date

Client 2 Name Client Signature Date

Signed on behalf of firm

Adviser's Name Adviser's Signature Date

NB: In relation to your chosen level of ongoing service this will be agreed separately within our Service Proposition & Engagement document that follows.

Declaration (Adviser copy)

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