

ABS FINANCIAL PLANNING LTD

CLIENT AGREEMENT

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ABS Financial Planning Ltd (ABS) is authorised and regulated by the Financial Conduct Authority. FCA Number 150285. You can check this on the FCA's Register by visiting the FCA's website www.FCA.gov.uk/register or by contacting the FCA on 0800 111 6768. The Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN.

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.

ABS Financial Planning Ltd takes all our regulatory responsibilities very seriously and we ensure that all our staff are required to demonstrate their competence to undertake their role and our business is structured in a manner that is designed to meet in full all the requirements set by our regulator, the Financial Conduct Authority, and under European Securities and Market Authority rules.

Client Classification

Investment

ABS classify all clients as 'retail clients' for investment business, which means you are afforded all protections under the rules of the Financial Conduct Authority.

Should you wish to be classified differently for investment business, please discuss this with your adviser. 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.

Non – investment and general insurance

ABS classify all clients as 'consumers' for non-investment insurance business, which means you are afforded all protections under the rules of the Financial Conduct Authority.

Should we need to classify you differently we will discuss this with you, however, you should aware that you may lose a number of regulatory protections which will be outlined in a revised 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.

Language: Please note that all our communications and documents will be provided to you in English

Investment and Non-Investment Insurance Services: ABS are permitted to advise on and arrange (bring about) deals in investments and non-investment insurance contracts.

Transactional Only: With regard to investments and non-investment insurance contracts which we have arranged for you, these will not be kept under review unless we agree otherwise with you; but we will advise you upon your request.

With Service Provision: We will provide services to you as more fully outlined in our Client Engagement/Fee Agreement.

ABS do 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.

Investment Permissions: ABS is permitted to advise on and arrange (bring about) deals in investment contracts.

Transactional Only

With regard to investments contracts which we have arranged for you, these will not be kept under review unless we agree otherwise with you; but we will advise you upon your request.

With service provision

We will provide services to you as more fully outlined in our Client Engagement letter.

Scope of Advice: Independent Advice: We will only provide advice and make a recommendation to you having fully assessed your financial needs and objectives.

This means that we will spend some time discussing with you: what you want to achieve financially and see if the advice and services that we offer are going to be appropriate to address them.

Before recommending a product, we will make suitability checks to ascertain your relevant knowledge, experience, objectives, financial situation and your ability to bear losses.

Prior to any transaction we will provide you with a suitability report outlining any recommendations we have made including the selling, holding or buying of investments.

It is important to us that you fully understand how we go about doing this, so please do ask us for more detail if anything is unclear to you.

Financial Products

In respect of the financial products that we use, we do not restrict ourselves to certain types of products. We will look across a range of products which are called Retail Investment Products, we will also look at Cash ISAs, National Savings Products and structured products as well. We use research tools to select these products using criteria set to meet your needs and will not use pre-determined lists or only a small range of preferred providers. We aim to find the right product to meet your needs on each and every occasion.

Product Providers

In respect of the product providers that we use: we do not restrict our advice to certain companies. Instead, we use research tools to help us find the company that provides the right products to meet your needs.

Non-investment Insurance: ABS is permitted to advise on and arrange (bring about) deals in non-investment and general insurance contracts.

We are an insurance intermediary and act on behalf of clients and not insurers.

We offer products from a range of insurers on the basis of a fair and personal analysis of the market.

What will you have to pay us for this service?

No fee, we will be paid commission by the provider.

We have close relationships with certain parties used within this proposition, which we describe below.

Important Information about ABS and Tatton Asset Management Plc (TAM): ABS Financial Planning Ltd owns 11,000, Graham Shields, Director owns 8,202, Andrea Sutcliffe, Director owns 4,101 of the shares in Tatton Asset Management plc (“**TAM**”). The value of these shares depends, at least in part, on how profitable TAM’s subsidiaries (the “**Companies**”) are, and how profitable they are expected to be. TAM’s shareholders may also receive dividends from TAM. How likely that is, and how big these payments will be, also depends, at least in part, on how profitable the Companies have been.

The Companies include:

- Tatton Investment Management Ltd (“**TIML**”);
- Tatton Onshore Tax Strategies Ltd (“**TOTS**”)
- Tatton Oak Limited (“**TO**”)
- Paradigm Partners Ltd (“**PPL**”)
- Paradigm Mortgage Services LLP (“**PMS**”)
- Any other firm that TAM may acquire in the future that offers products and/or services to our firm.

These arrangements give rise to a possible conflict of interest. We have a legal obligation to take **all** appropriate steps to **prevent** a conflict of interest from adversely affecting the interests of our clients. We must therefore be satisfied that:

- We always act honestly, fairly and professionally in accordance with the best interests of our clients; and
- When we decide whether to:
 - invest, or recommend that our clients invest, in a product manufactured by a Company or someone else; and/or
 - use, or recommend that our clients use, a service provided by a Company or someone else,we pay no regard whatsoever to our shareholding in TAM; and
- If we decide that it is in our client’s best interests to invest in a Company product and/or use a Company service, there will be no possible disadvantage to our client, because we hold shares in TAM.

Conflicts of Interest: We have a legal and regulatory obligation to take all appropriate steps to identify and to prevent or manage conflicts of interest from arising. In the event of any of our business interests or activities creating a potential conflict of interest we will ensure that we take all appropriate steps to manage the potential conflict by maintaining robust systems, controls and staff training. In the unlikely event that we are unable to prevent the potential conflict, we will fully disclose to you, the general nature and/or sources of conflicts of interest and the steps taken to mitigate those risks.

Further details of our conflict-of-interest policy are available upon request.

Introductions to a Third Party: We may receive a fee for making introductions to third party product or service providers. Should we receive a fee we will confirm in writing to you what that fee will be.

When acting as an introducer, marketer or promoter of a scheme, no responsibility is accepted for any matters arising from the referral to the scheme product provider. It is your responsibility to ensure that you enter into separate Terms & Conditions with the third-party advisor.

Best Execution of Business: It is our policy to transact your business in order to achieve the best possible results in terms of the:

- Price of products, providers and services
- Cost of advice
- Speed
- Size and Nature of the transaction
- Effectiveness of the Platform/ Provider/ Service Provider

Data Protection: For details of our Data Protection statement and policy, please see our separate Data Protection Statement and Privacy Policy, which will be provided separately to you.

Payment for Services: An initial meeting will always be offered at our expense with no further commitment. To ensure that you are fully aware of our advice costs and how and when you are going to be asked to pay for this, we will confirm this in writing to you and ask you to sign our engagement/fee agreement. This will be needed prior to any further work being undertaken by ABS.

Lump Sum Investment Business: It is our company policy to charge you a fixed fee for initial advice and a further fixed fee for implementation on any lump sum investment business. Please note if you pay our fee by way of a separate cheque 100% of the investment amount will be invested (less any relevant company/platform charges).

Example of our Initial Fixed Fees:

Investing for Growth, Income and Retirement Planning - £1,000 to £2,000 Depending on the complexity of the client's financial position.

Our typical Implementation fee is between £1,000 to £2,000 depending on the complexity of the recommendations.

All and any fees will be discussed and agreed with you out in advance via a Client Engagement letter, prior to any work being undertaken on your behalf.

Please note that if you have paid for our advice by way of a cheque and you subsequently cancel the policy within the statutory cooling off period, we will not refund the fee received. No VAT is payable, and we will advise you if this position changes.

If we advise you to transfer from one product to another, in order to treat our customers fairly, there may be times where we voluntarily suggest and agree to delay the deduction of our fees for improved tax efficiency e.g. a Capped Drawdown. In all cases, we will confirm the timing of any deduction/s for our fees.

Regular Premium Business: It will always be our policy to provide you with a separate quote for work when considering regular premium investment (excluding phased investment).

It is our company policy to arrange for the Implementation Fee on regular premium investment to be deducted from the total amount collected by the product provider. We will agree this amount and ask you to confirm this, in our Client Engagement Letter. Alternatively, we may ask for a separate cheque, payable to our firm, dependent on the premium value considered.

Example of our Regular premium investment fee

Monthly premium	£ 50	£75	£150
Monthly fee charged at 10% would be	£5	£7.50	£15.00
Total fee paid (24 months)	£120	£180	£360

Termination of our Services (Initial Advice): You or we may terminate our authority to act on your behalf at any time by giving 7 days' notice. You will be liable to pay for any advice or services that you have received prior to the date of termination. This means that where we have agreed the advice and services that we will provide for you and we have agreed to receive payment for these, either by means of a fee for investment business, or by receiving commission from a provider for non-investment business, you will have to pay us for any work that we have completed up to the date of termination.

Full details of our financial review service are contained in our Engagement Letter. We will agree with you the frequency of these meetings and the service you will receive. Our standard annual servicing fee is 0.65%pa for portfolios between £100,000 and £500,000 unless we agree on an annual fixed fee.

Example Investment Amount	Annual Service Charge	Example Annual Service Fee £	Minimum Annual Fee £
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£100,000	0.65%	650	650
£200,000	0.65%	1300	650
£500,000	0.65%	3250	650

The actual fee charged will vary depending upon how the investment performs and it will increase and decrease in line with market movement.

Termination of Our Services (On-going Advice): You or we have the right to cancel payment for our on-going services by giving 7 days' notice. and we will terminate any on-going payments to be received from product or service providers. You will remain liable for any fees or charges due up to the date of termination.

Where you hold assets within a platform, you need to be aware that there will be terms and conditions applicable, such as your agreement with the wrap provider in platform to facilitating our fees, which means you may need to instruct the wrap provider directly and arrange for the removal of assets from the WRAP or appoint another adviser who will be able to access your assets and provide further on-going advice to you. We will be pleased to assist you at this time in cancelling our service to you, making sure that any platform provider is informed of this cancellation.

Complaints: If you wish to register a complaint, please contact us in writing at the above address or telephone us on (02380 333099). If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service <http://www.financial-ombudsman.org.uk>.

Compensation Arrangements: We have briefly set out some information about the Financial Services Compensation Scheme (FSCS) below. If you would like further information about compensation scheme arrangements, details are available at www.fscs.org.uk or call 0800 678 1100.

Most of the products we advise on are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if product providers or we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

The actual level of compensation you receive will depend on the basis of your claim. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category (listed below).

Investment: Most types of investment business are covered for 100% of the first £85,000 per person per firm, so the maximum compensation is £85,000 per person per firm.

Deposits: Money in accounts like current and savings accounts, including cash Individual Savings Accounts (ISAs) are covered up to £85,000 per authorised firm (£170,000 for a joint account). It should be noted that 'authorised firms may have different brands. The FSCS will provide a £1million protection limit for temporary high balances held with your bank, building society or credit union if it fails. A temporary high balance would apply when payments have been received in respect of specified life events, details of which can be obtained from FSCS.

Protection; non-investment and insurance mediation business

Insurance Business, Pensions and Annuities

Protection is at 100% without limit, where the claim is in relation to a long-term care insurance contract that is a pure protection contract, or the claim is in respect of a liability subject to compulsory insurance.

In all other cases: 90% of the claim without limit. For more details visit the FSCS website as shown above.

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.

Clients Consent: 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.

We are unable to provide specific advice in relation to debt repayment

I/We agree that this client agreement will come into effect from the date of issue.

Print Name (s)	
Signature (s)	
Date	