

# ***Our Client Agreement for Investments & Insurance***

This agreement is issued on behalf of **i2 Retirement & Financial Planning Limited** of Unit 5, Shepcote Office Village, Shepcote Lane, Sheffield, S9 1TG who can be contacted at [Sheffield@i2ifa.co.uk](mailto:Sheffield@i2ifa.co.uk) or on 0114 249 3444.

## **Authorisation Statement**

**i2 Retirement & Financial Planning Limited** is Authorised and Regulated by the Financial Services Authority. The Financial Services Authority (FSA) regulates the financial services industry in the UK and their address is 25 The North Colonnade, Canary Wharf, London, E14 5HS. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) FSA No. **457952** or by contacting the FSA on 0845 606 1234.

## **Permitted Business**

Our permitted business is advising on and arranging **savings and investments products, pensions and non-investment insurance contracts**.

## **Client Categorisation**

Each client with whom the firm does business is categorised to identify the level of regulatory protection. We propose to classify you as a **Retail Client** for Investment purposes and as a **Consumer** for Insurance business.

## **Communications**

We will communicate with you in English both verbally and written for the sending and reception of orders. To avoid any doubt instructions should be issued in writing.

## **Scope of Service**

We operate independently and therefore provide investment services from the whole market from a range of insurers for non investment insurance.

## **Services to be provided - Investment**

With regards to investments 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 service which we feel may be of interest to you.

On issue of this letter any subsequent advice or recommendation offered to you will be based upon your stated investment objectives, acceptable level of risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. We will issue you a suitability report to confirm our recommendation. Unless confirmed we will not place any restrictions on our recommendations.

**i2 Retirement & Financial Planning Limited** does not handle clients' money. We never handle cash or accept a cheque made out to us, unless the cheque is in settlement of charges or disbursements for which we have sent you an invoice.

We will also make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward you all documents showing ownership of your investments as soon as practicable after we receive them, where a number of documents are due involving a series of transactions, we normally hold each document until the series is complete, then forward them to you.

## **Services to be provided - Insurance**

Following the issue of this letter, any subsequent advice or recommendation offered to you will be based on your stated objectives, acceptable level of risk and any instructions you wish to make regarding the type of insurance policies you are willing to consider. Details of your stated objectives will be included in the Demands and Needs Statement we issue to you confirming the reasons for our recommendations.

## Restrictions

Unless advised to the contrary, we will assume that you wish to place no restrictions on the types of investment or insurances we may recommend and in which you may subsequently invest. We will assume that you wish to place no restrictions on the markets in which transactions are to be executed. A full listing of products is available from your adviser upon request.

## Advice and Instructions

Any advice given to you by us shall be in writing. 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. We may, at our discretion, refuse to accept instructions although such discretion shall not be exercised unreasonably. We will record all transactions on our files which, along with copies of relevant documentation, will be retained by us for a period of not less than six years. You have a right to inspect copies of contract notes, vouchers and entries in our books or computerised records relating to your transactions. We reserve the right to withhold copies of these records if information to other parties would be disclosed.

## Paying for services - Investments

You will pay for our services on the basis of fee, commissions (product charges) or a combination of both fee and commissions. 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.

### Paying by fee

Whether you buy a product or not, you will pay us a fee for our advice and services. This will become payable on completion of our work. If we also received 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 will confirm what we will charge you in writing before beginning work. Our **maximum** charges are:

### Lump Sum

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Investments below £25,000: fixed fee of £1,000 plus 1% per annum of fund value

Investments from £25,001 to £50,000 : 5% of amount invested plus 1% per annum of fund value

Investments from £50,001 - £300,000 : 4% of amount invested plus 1% per annum of fund value

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Investments from £300,000+ : 3% of amount invested plus 1% per annum of fund value

If you invest a lump sum of £10,200 in an individual savings account (ISA) or unit trust we would charge a **maximum** of £1,000 and 1% of the value of the fund annually (£102 every year).

If you invest a lump sum of £50,000 into an Investment Bond we would charge a **maximum** of 5% of the amount invested and 1% of the value of the fund (£2,500 initially and £500 every year).

If you invest a lump sum of £50,000 into a personal pension we would charge a **maximum** of 5% of the amount invested and 1% of the value of the fund (£2,500 initially and £500 every year).

We will tell you if you have to pay VAT.

## **Regular Contributions**

Fixed Fee of up to 50% of regular annualised contribution plus regular review retainer of £50/month. Minimum period of 3 years.

## **Reviews**

We will confirm what we will charge you in writing before beginning work. Our typical charges are:

Initial review: 1% of funds under management  
Annual review: 1% of funds under management

For Example, funds under management of £50,000 would incur an initial fee of £500 and £500 every year. Other ongoing services may create additional costs. Though not exhaustive, examples of these services would include phone calls, duplicate reports and ad hoc investment updates. A list of these additional costs is available upon request.

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 a given amount without checking with you first.

## **Paying by commission (through product charges)**

If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing to us up front, that does not mean that 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.

The amount of commission we receive will vary depending on the amount you invest and (sometimes) how long you invest or your age.

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*If you invest a lump sum of £10,200 in an individual savings account (ISA) or unit trust we would receive commission of a **maximum** of 5% of the amount invested and 1% of the value of the fund annually (510 initially and £102 every year).*

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*If you invest a lump sum of £50,000 in an Investment Bond we would receive commission of a **maximum** of 5% of the amount invested and 1% of the value of the fund annually (£2,500 initially and £500 every year)*

**Or**  
*If you invest a lump sum of £50,000 in an Investment Bond we would receive commission of a **maximum** of 7% of the amount invested without any annual commission (£3,500 initially)*

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*If you invest a lump sum of £50,000 into a personal pension we would receive commission of a **maximum** of 4% of the amount invested and 1% of the value of the fund annually (£2,000 initially and £500 every year.*

**Or**  
*If you invest a lump sum of £50,000 into a personal pension we would receive commission of a maximum of 6% of the amount invested without any annual commission (£3,000 initially)*

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*If you pay £100 a month into a personal pension (with a term of 25 years) we would receive commission of £521.*

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*If you pay £50 a month towards a whole of life policy, then we would receive £623.*

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**We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.**

### **Paying by a combination of fee and commission (through product charges)**

In some circumstances, we may charge you a combination of fee and commission. 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. We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

In addition to the above we may charge a fee on a different basis for a specific transaction or project but we will agree this with you in advance.

### **Paying for services - Insurance**

#### **Paying by commission (through product charges)**

No fee for term assurance, critical illness insurance, income protection insurance, accident sickness and unemployment insurance and private medical insurance. We will be paid by commission directly from the provider.

#### **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 clients 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 Services 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.

#### **Right to Cancel**

We will inform you of your statutory right to cancel. The Distance Marketing Directive normally grants you 30 days in which you may cancel a life or pension contract. However there will be occasions where no statutory rights are granted, however this will be explained before any contract is concluded.

In general terms you will have a 30 day cancellation period for a pure protection policy and a 14 day cancellation period for a general insurance policy.

#### **Complaints**

If you wish to register a complaint, please write to **i2 Retirement & Financial Planning Limited of Unit 5, Shepcote Office Village, Shepcote Lane, Sheffield, S9 1TG** or telephone **Amanda Mellors on 0114 249 3444**

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

#### **Compensation Scheme**

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligations. This is dependent upon 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 advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about this compensation scheme arrangement is available from the FSCS.

## **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 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.

In order 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 0114 249 3444 or in writing at Unit 5, Shepcote Office Village, Shepcote Lane, Sheffield. S9 1TG

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 purposes. 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.

## **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**

**i2 Retirement & 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.

## **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 a due proportion of any period charges for services shall be settled to that date.

## Declaration

### Client 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

- 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 have chosen for the firm to be remunerated by

<input type="checkbox"/>	Payment of a fee
<input type="checkbox"/>	Payment by commission (or product charges)
<input type="checkbox"/>	Payment by a combination of commission and fee

I/We have read the service proposition to private clients provided by <sup>2</sup> i2 Retirement & Financial Planning Limited. I understand that the 'REGULAR' proposition is provided, but wish to opt for the:

<input type="checkbox"/>	'TRANSACTIONAL' service proposition
<input type="checkbox"/>	'ENHANCED' service proposition

<b>Customer Name(s)</b>		
<b>Customer signature(s)</b>		
<b>Date of Issue</b>		
<b>Issued by</b>	On behalf of <b>i2 Retirement &amp; Financial Planning Limited</b>	