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OUR STANDARD AGREEMENT: ABOUT US AND HOW WE WORK WITH YOU

Lansdowne Woodward Financial Services Ltd is authorised and regulated by the Financial Conduct Authority. FCA Number 472086

You can check this on the FCA's Register by visiting the website <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

Client Classification

Investment

Lansdowne Woodward Financial Services Ltd classifies all clients as 'retail clients' for investment business, which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA).

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

Lansdowne Woodward Financial Services Ltd classifies all clients as 'consumers' for non-investment insurance business, which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA).

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.

Commitment to You

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

Lansdowne Woodward Financial Services 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.

Our 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, and Letter.

Language

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

Client Money

Lansdowne Woodward Financial Services Ltd **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.

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 adviser.

Data Protection

For details of our Data Protection Policy, please see our Data Protection Notice, which will be provided separately to you.

INVESTMENT SERVICES

Investment Permissions

Lansdowne Woodward Financial Services Ltd is permitted to advise on and arrange (bring about) deals in investment contracts.

Transactional Only Service; 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 undertake a review upon your request.

Advice and Ongoing Service provision; we will provide services to you as more fully outlined in our Client Engagement Letter. 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. You can opt-out of such communications by ticking the appropriate box on the Data Protection Notice.

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.

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.

The exception to this is that we do not advise on or arrange contracts for Private Medical Insurance, Hospital Cash Plans or Accident, Sickness and Redundancy policies.

Product Providers

In respect of the product providers 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.

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 Conflicts of Interest Policy are available on request

Best Execution

It is our policy to transact your business in order to achieve the best possible results in terms of the following factors:

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

Other Benefits We May Receive

We will not receive any financial inducement or gift that will in any way compromise our ability to provide you with suitable advice.

NON – INVESTMENT AND GENERAL INSURANCE SERVICES

Non-Investment and General Insurance Permissions

Lansdowne Woodward Financial Services Ltd 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

Non-investment and General Insurance Services

We offer a personal recommendation on the basis of a fair and personal analysis of the market

We do not advise on or arrange contracts for Private Medical Insurance, Hospital Cash Plans or Accident, Sickness and Redundancy policies.

What Will You Have to Pay Us for This Service?

We will confirm details of the total remuneration payable including any fees, commission, charges, expenses and benefits in our Client Engagement Letter or Fee Agreement. Where we receive a commission payment

from the product provider you will receive a quotation which will detail this commission and outline any other fees relating to any particular insurance policy.

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 Conflicts of Interest Policy are available on request

CONSUMER CREDIT

Where we provide advice to you in relation to Consumer Credit, we will agree this fee with you using our fee agreement or client engagement letter.

IMPORTANT INFORMATION

Accounting to You

We will forward to you any documents we receive in relation to business transacted as soon as practicable; 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.

Complaints

If you wish to register a complaint, please contact us in writing at the address at the front of this agreement or telephone us on 01202 862080

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.

Peer to Peer Lending products are not currently covered by the FSCS

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 Insurance mediation.

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

OUR SERVICE LEVELS, INITIAL FEES AND ON-GOING PAYMENT OF SERVICES

Introduction

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.

To ensure you are always fully aware of our advice costs and how and when you are going to be asked to pay for this, we will always confirm this verbally and in writing, asking for your agreement by signing our Client Engagement Letter or Fee Agreement form detailing the exact amount and payment method.

Generally we will ask you to pay for our services at the time you receive our Suitability Report detailing our advice. Please note our fee is for the advice we have given. If you have paid for our advice by way of a cheque, and you subsequently cancel the plan within the statutory cooling-off period, we will not refund the advice fee received.

LWFS offers you an initial meeting or discussion to understand in broad terms your needs and objectives and to agree with you that our services are right for you going forward. This meeting usually lasts for around one hour, the cost of which is met by us. Thereafter, payment for our advice and services is by a fee. If we agree that you will be charged a fee, we will confirm this separately in writing. Our firm does not charge VAT.

Payment for Services

We will provide you with the following service, the cost of which is covered by our implementation fee.

- A full explanation of our company, how we work and a written explanation of the services that our company offers, so that you will fully understand the level of services and advice you can expect from us
- A full financial review will always be offered in order to understand and agree with you your needs and objectives based on a comprehensive review of your current financial position. Full details of our financial review service are confirmed in our client engagement letter.
- Completion of a detailed risk analysis assessment to fully understand your attitude and tolerance to risk
- Research of the marketplace to ensure the most appropriate provider is recommended
- All our advice will be confirmed in writing
- We will forward any policy documents(s) to you as required.

Lump Sum Investment and Pension Business

It is our company policy to offer you a choice on how we are paid for the Implementation Fee on any lump sum investment business. You may pay us for our initial advice by way of a direct payment according to our scale of charges, or you can choose for our fee to be paid by the product provider through deduction from the amount invested, known as facilitation explained later in this agreement.

Please note if you pay our fee by way of a direct payment (electronic transfer or separate cheque) 100% of the investment amount will be invested.

Payment by Fee - Initial Advice and Suitability Report

There is a fixed fee for our Suitability Report.

On receipt of the Engagement Letter, if you engage us to provide advice and services to you by returning the "Authorisation to Proceed" authority we will go ahead and prepare our Suitability Report outlining our advice to you. There is a fixed fee for the Suitability Report which will become payable on delivery of the report but which can be off-set by the Implementation Fee later.

The Suitability Report fixed fee is £750

Please note, whether you proceed with our recommendations or not, you will still pay us a fee for the work done in providing the advice and recommendations outlined in the Suitability Report.

Implementation Fee

If you decide to go ahead with our recommendations, there will be an implementation fee based on the value of funds being advised upon for setting up the plans according to the following scale. The Suitability Report fee will be off-set against the implementation fee.

First	£75,000	3%
Next	£50,000	2%
Above	£125,000	1%

Example of our implementation fee as a percentage of the funds invested according to our scale

Example Investment Amount	Scale Fee	Less Suitability Report Fee £750	Effective Charge
£50,000	£1,500	£750	3%
£100,000	£2,750	£2,000	2.75%
£150,000	£3,500	£2,750	2.33%
£200,000	£4,000	£3,250	2%

All figures quoted are purely for example, the actual fee paid will depend on the complexity of the work undertaken and will be confirmed to you in our Client Engagement Letter/Fee Agreement prior to any work being undertaken.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Pension Review/Switch Business

It is our company policy to offer you a choice on how we are paid for the Implementation Fee on any Pension Switching business. You may pay us for our initial advice by way of a direct payment according to our scale of charges, or you can choose for our fee to be paid by the product provider through deduction from the amount switched, known as facilitation explained later in this agreement.

Please note if you pay our fee by way of a direct payment (electronic transfer or separate cheque) 100% of the fund value switched will be invested.

Payment by Fee. Current Provision – Pension Analysis Report

On receipt of the information on your existing pension schemes we will provide a report on their features, including analysing the risk levels, any special features such as built in guarantees, costs and charges you pay, what benefits are payable if you die, what they might provide in the future, and the options they offer at retirement.

The cost for the Pension Analysis Report depends on how many plans or schemes you have and is charged as follows:

- First scheme £250
- Each additional scheme £100

For example, if we are analysing 4 pension schemes, the fee for our Pension Analysis Report would be £550. This fee is payable on delivery of the Analysis Report and is not refundable or offsetable.

If our advice is that the plans are suitable and no further action is needed, no further fees are payable.

Full Advice Fee - Suitability Report

If we believe your objectives could be better met by switching one or more of your plans into a new plan, you have the option to proceed to Full Advice. If you instruct us to provide full advice we will outline our recommendations and reasons for the switch in a Suitability Report. There is a fixed fee for preparing our switching advice in the Suitability Report which can be offset by the implementation charge later.

The Suitability Report fixed fee is £750

Please note, whether you proceed with our recommendations or not, you will still pay us a fee for the work done in providing the advice and recommendations outlined in the Suitability Report.

Implementation Fee – Pension Switching

If you decide to go ahead with our recommendations, there will be an implementation fee based on the value of funds being advised upon for setting up the plans according to the following scale. The Suitability Report fee will be off-set against the implementation fee.

First	£100,000	3%
Next	£50,000	2%
Above	£150,000	1%

Example of our implementation fee as a percentage of the funds invested according to our scale

Example Pension Switch Amount	Scale Fee	Less Suitability Report Fee £750	Effective Charge
£50,000	£1,500	£750	3%
£100,000	£3,000	£2,250	3%
£150,000	£4,000	£3,250	2.67%
£200,000	£4,500	£3,750	2.25%

All figures quoted are purely for example, the actual fee paid will depend on the complexity of the work undertaken and will be confirmed to you in our Client Engagement Letter/Fee Agreement prior to any work being undertaken.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Lump Sum Investments. Payment by Facilitation

It is our company policy to be remunerated for our investment advice by way of a direct payment (electronic transfer or separate cheque) payable to our firm. It is possible, however, for you to agree to pay for our advice by way of a deduction of our fee from the investment amount sent to a fund manager, or product provider, prior to its investment.

For example; if you invest a lump sum of £100,000 and our scale fee after offsetting the Suitability Report fee is £2,000, that amount will be deducted from your investment by the product provider and paid to us before the remaining £98,000 is invested. The £2,000 is paid to us by the provider as our fee.

To facilitate this payment, the provider will need explicit evidence that you have agreed to this method of payment and we shall ask you to confirm this in our fee agreement or other paperwork for onward transmission to the provider.

Please note, if you pay our fee by way of a direct payment, 100% of the investment amount will be invested.

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, eg a Capped Drawdown product. In all cases we will confirm the timing of any deduction/s for our fees.

Implementation Fees – Regular Premium Investment

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

For regular premium (excluding phased investment) pension and investment plans we typically charge a flat arrangement fee of £400. It is our company policy to arrange for the payment for our advice to be deducted from the total contribution collected by the product provider. We will agree this amount and ask you to confirm this, in our client engagement letter or fee agreement. Our fee will be forwarded to us, and your contribution will be credited to the provider. The full details will be shown to you on the client specific illustration. Alternatively, we may ask for a direct payment, either electronic transfer or separate cheque, payable to our firm, dependent on the premium value considered. The full details of which will be shown to you on the client specific illustration.

Example of our Regular premium investment fee

Monthly premium	£50	£75	£150
Monthly fee charged over 10 months would be	£40	£40	£40
Total fee paid	£400	£400	£400

Keeping Up Payments – Regular Contribution Implementation Fee

Where we have agreed you will pay our fee by installments you must keep up the payments. If you stop paying the contributions or cancel the plan during the statutory cooling-off period, before our fee is paid in full, you will become immediately liable for the amount of the unpaid fee.

Termination of our services (Initial Advice)

You or we may terminate our authority to act on your behalf at any time. 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 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 we have completed up to the date of termination.

On-going Service Option

Once you have decided to implement your Financial Plan it is recommended to benefit from on-going service and review. Lansdowne Woodward Financial Services Ltd has created Service Propositions tailored to the needs of our clients that will be able to assist you in achieving your identified goals. We will discuss which service is most suitable for you and will be happy to provide further details on request.

Our ongoing service option incorporates a periodic suitability review, or reviews, of the investments and pensions under our care, this is to ensure the original recommendation remains suitable. This periodic assessment will be completed at least annually, however, the frequency may be increased when taking into account your risk profile and the types of financial products that have been recommended. Once we have agreed the specific service proposition, our charges will be as follows;

Example of ongoing service charges

Service Category	Example Investment Amount	Annual Service Charge	Example Annual Service Fee	Minimum Annual Fee
Financial Planning Service	£75,000	0.65%	£487.50	£250
	£150,000	0.65%	£975	
Premier Financial Planning Service	£300,000	0.75%	£2,250	£1,250
	£500,000	0.75%	£3,750	

The actual fee charged will vary depending upon how the investment performs. It will increase as the fund grows and decrease if the fund value falls.

We will provide you with information regarding the total costs of managing your investments under our care at least annually to help you understand the overall cost and the cumulative effect on the return of the investment.

Termination of Our Services (On-going Service)

You, or we, have the right to cancel payment for our ongoing services. We will give you at least one week notice in writing if we wish to withdraw the provision of this service, and we will require at least one week notice from you if you wish to cancel any ongoing advice service and associated ongoing advice fee.

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

Where we have agreed you will pay our ongoing services fee by regular direct debit installments you must keep up the payments. If you stop paying the payments, and the payments remain outstanding for longer than 2 months we will withdraw the ongoing advice service without further notice, and we will not be liable to provide the service any longer. The Advice and Ongoing Review Service can be reinstated by mutual agreement, on completion of a fresh direct debit mandate, and payment of £150 administration fee.

ACKNOWLEDGEMENT & CONSENT

CLIENT ACKNOWLEDGEMENT AND CONSENT TO OUR STANDARD CLIENT AGREEMENT – PLEASE READ, SIGN, AND RETURN THIS PAGE ONLY TO LANSDOWNE WOODWARD FINANCIAL SERVICES LTD

The original CLIENT AGREEMENT & DATA PROTECTION NOTICE documents are to be RETAINED by you and we ask that you sign this consent page for our file

Consent to Client Agreement

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read the terms outlined in the Client Agreement carefully before signing this consent. If you do not understand any point please ask for further information.

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

Your Consent

By signing below you are confirming that you accept the terms of this agreement and are willing to be bound by them. Before doing so, please contact us if you have any queries or concerns regarding the contents of this Client Agreement

Client Name(s): -----

Client Signature(s): -----

Date of Issue: -----

FEE AGREEMENT FORM

Our Transaction Only, and Advice and Ongoing Service levels are summarised below. A full description of the services offered within each Service Level are outlined on the relevant document which we have provided to you:

	Transaction Only	Financial Planning Service	Premier Financial Planning
Initial advice and portfolio set-up	Suitability Report Fee £750 + Implementation Fee according to our Scale of Fees		
Ongoing Review Service	N	0.65%pa	0.75%pa
Annual Consolidated Valuation	N		
Annual Review Meeting and Assessment of ongoing Suitability	N		
6 Month Health Check	N	N	

Following discussion and explanation of the service levels available, I wish to engage the following service or specific portfolio transaction;

.....Service.

Instruction;.....

I confirm the Suitability Report Fee agreed for this service is £750

I confirm the Implementation Fee agreed for this service is% or £..... initial fee, and

I confirm the Ongoing Service Fee agreed for this service is% pa ongoing fee

I agree to pay by Direct Payment, either electronic transfer or separate cheque*

I authorise Lansdowne Woodward Financial Services Ltd to facilitate payment of this fee from the product provider or investment house through which my investment/s is/are being arranged.*

* Delete as appropriate

I understand the Suitability Report fee will become payable on delivery of the report and recommendations from Lansdowne Woodward Financial Services Ltd, or on receipt of their invoice.

Client Name(s): -----

Client Signature(s): ----- Date -----