



F1RST Financial Services

Investment • Pension • Mortgage • Protection

Client Agreement

2 Clarendon Road, Westbourne. Bournemouth, Dorset BH4 8AH
Telephone: 01202 757136 Fax: 01202 759654
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F1RST Financial Services is authorised & regulated by the Financial Conduct Authority. No: 474119

Version/Oct 15

Terms of Business & Client Service Proposition



About This Document

This document sets out who we are and how we provide the service we provide. It is a requirement that once you are happy with it's content; a signature is required to confirm your understanding before any recommendations can be made. It is important to note, that once we have provided you with any recommendations, you are not under any obligation to accept them and no costs or charges will be applied. If you accept any recommendations made, any charges due will be explained before any paperwork is signed.



The Company

F1RST Financial Services provide bespoke financial planning advice to private individuals and companies. We offer advice on a wide range of financial areas, such as investment for growth and/or income, retirement planning, life assurance; trust work and inheritance tax planning. We are also independent mortgage advisers. We are "Restricted" in that we do not offer advice on high risk products such as Venture Capital Trusts and Exchange Traded Funds. We use an administrative platform, currently administered by Standard Life to access tax wrappers for the majority of our clients, as we find that this offers convenience at a low cost. However, if this is not suitable for your needs, we also search the whole of the market. The Standard Life investment platform has access to over 3000 funds from the whole of the investment market. F1RST Financial Services is authorised and regulated by the Financial Conduct Authority (The FCA). Our registration number is 474119 and the register can be viewed at www.fca.gov.uk/register.



Approach

The success of F1RST Financial Services has been built on three simple maxims developed over 20 years; integrity, professionalism and complete impartiality.

We offer a high quality service that takes care of you over the long term and never loses sight of the fact that, at all times, we must deliver financial planning strategies that fulfil your requirements. This ethic has helped us to retain a high degree of loyalty from our clients and other professionals with whom we work and our business has enjoyed a high amount of referrals from satisfied clients.



Contacting Us

Our Offices are at: 2 Clarendon Road, Westbourne. Bournemouth. Dorset. BH4 8AH
Our Office number is: **01202 757136**

Tony Davies is our Investment & Pension specialist.
He is available on **01202 757136** or by email to tony@firstgroupuk.com

Lauren Pulfer is Tony's Personal Assistant and Office Manager.
She is available on **01202 757136** or by email to lauren@firstgroupuk.com

Our Website is at www.firstgroupuk.com



Service Proposition

What sets F1RST Financial Services apart from our competitors is the dedicated and skilled team that work together to deliver a high standard of investment planning, tax efficient where possible and a personal service that has become our hallmark.

Our service is designed to meet the needs of individual clients, trustees of family trusts and business owners and employers.

In this document, we set out our service proposition. This is presented in a manner that will help you choose what is most suitable to your requirements. There are four parts to our service proposition:

1. The 'Initial Consultation'.
2. The 'Review and Recommendation'.
3. The 'Implementation of Recommendations'.
4. The 'Ongoing Review Service', which provides an overview of how we would continue to work with you in the future to achieve your goals.



Complimentary Initial Consultation

The purpose behind our Initial Consultation is:

1. To explain the Review and Recommendation, Implementation of Recommendations and Ongoing Review Services.
2. To establish what benefits would result from using our services.
3. To give you the opportunity to appoint us.
4. To establish what you will have to pay us for our advisory services. Once agreed this will be formally recorded in the Suitability Report before work is undertaken on your behalf.



Review & Recommendations

We will look at:

1. Where you are now financially.
2. Where you want to be financially in the future.
3. The different ways of getting from where you are to where you want to be.

To accurately record your answers to the above questions, a Factfind will be completed and the answers given will formulate the basis of any recommendation made.

With you, we will formulate a strategic plan of how and when you wish to act upon these recommendations. We work with many clients to build a 'one step at a time' strategy.

If we can help you, we ask in return that you consider us to any friends, family or work colleagues. Our business has been built on many recommendations by our clients.



Implementation of Recommendations

Once a recommendation has been made, you are under no obligation to act upon it, however if you do, your financial adviser will help with all the paperwork to apply for the

recommended solution and follow it through to completion. We will, where possible, keep you informed of your application's progress. F1RST Financial Services use the very latest technology to simplify the implementation of any recommendations made.



The Ongoing Review Service

<p>PLATINUM SERVICE (Portfolio > £250,000)</p>	<p>Portfolio Valued Quarterly Quarterly Meeting with IFA to review portfolio available Free Fund Switch advice Full Access to Online iPortfolio System 365 Days a Year Advice on rebalancing portfolio, as appropriate. Attitude to Investment risk reviewed and adjusted, if needed. Bi-Monthly Newsletters Direct access to Tony (Telephone & E-Mail) Direct access to Lauren in the Adviser Support Team</p>
<p>GOLD SERVICE (Portfolio > £100,000 < £250,000)</p>	<p>Portfolio Valued Bi-Annually Bi-Annual Meeting with IFA to review portfolio available Free Fund Switch advice Full Access to Online iPortfolio System 365 Days a Year Advice on rebalancing portfolio, as appropriate. Attitude to Investment risk reviewed and adjusted, if needed. Bi-Monthly Newsletters Direct access to Tony (Telephone & E-Mail) Direct access to Lauren in the Adviser Support Team</p>
<p>SILVER SERVICE (Portfolio > £25,000 < £100,000)</p>	<p>Portfolio Valued Annually Annual Meeting to review portfolio available Free Fund Switch advice Full Access to Online iPortfolio System 365 Days a Year. Advice on rebalancing portfolio, as appropriate. Bi-Monthly Newsletters Direct access to Lauren in the Adviser Support Team</p>
<p>BRONZE SERVICE (Portfolio < £25,000)</p>	<p>Postal Valuation Of Portfolio – Sent Once A Year Full Access to Online iPortfolio System 365 Days a Year. Advice on rebalancing portfolio, as appropriate. Bi-Monthly Newsletters Direct access to Lauren in the Adviser Support Team Further Advice available whenever required, subject to our standard adviser charging.</p>



Adviser Charging

You will pay for our services on the basis of a fee, which can either, be paid in advance or deducted from your invested funds. Our typical initial adviser charge is 3% of the first £50,000 invested or transferred, 2% of the next £200,000, 1% of the next £250,000 and 0.5% of everything thereafter. Regular contributions are charged at up to 3% when each contribution is made. Before you decide how you wish to pay, we will discuss each option 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. Our minimum charge is £1,200.00.

Paying for services:

For example:

If you invest £15,000 in an individual savings account (ISA) we would receive a 'One-off' Initial Adviser Charge of 3% of the amount invested (£450.00) and then 0.75% per annum of the fund value as an 'Ongoing' Adviser Charge, payable monthly at 0.062% per month (roughly £9.37).

If you pay £200 per month into a personal pension then we would receive an adviser charge of £6 per month.

If you invest £150,000 into investments administered through the Standard Life Investment Portfolio Platform, then we would receive a 'one-off' initial adviser charge of 3% of the first £50,000 and 2% of the £100,000 invested (£3,500.00) and then 0.75% per annum of the fund value as an Ongoing Adviser Charge, payable monthly at 0.062% per month (roughly £93.75).

The exact adviser charges applicable to you will be detailed in the Suitability Report provided before you proceed.



Payment for the Ongoing Service Charge

Your ongoing adviser charges will be deducted from the SIPP cash account for SIPP funds and from the WRAP cash account for all other WRAP investments.

The agreement at the end of this agreement allows you to select which products will have withdrawals made to cover the charges. Our typical ongoing adviser charge is 0.75% per annum payable monthly at 0.062% per month



Who Regulates Us?

F1RST Financial Services is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 474119.

Our permitted business is advising on and arranging investments, pensions, non-investment insurances, mortgages and general insurances.

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 0845 606 1234.



What To Do If You Have A Complaint

If you wish to register a complaint, please contact us:

In writing: Write to F1RST Financial Services 2 Clarendon Road.
Westbourne. Bournemouth. Dorset. BH4 8AH.

By phone: Telephone 01202 757136

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



Are We Covered By The Financial Services Compensation Scheme (FSCS)? Further information about compensation scheme arrangements is available

We are covered by the 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.

Most types of investment business are covered for up to £50,000.
from the FSCS.



Your Protection

Cheques should be made payable to product providers only and should not be made payable to ourselves or any individual engaged by us. We do not accept cash. This does not apply to settlement of invoices for adviser charges.

We prefer instructions to be given to us in writing to avoid any disputes. If any instructions are given verbally then they should be confirmed by letter or email.



Material Interest

We will act honestly, fairly and professionally known as conducting business in 'Clients 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 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.



Rights 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.



Data Protection

Collection of Data: You agree we may hold and process personal information for the purposes of providing financial services including designated investment advice, mortgage advice and insurance. This may include sensitive information about racial or ethnic group, physical or mental health, sexual life, criminal proceedings and offences. We gather information from a variety of sources including other financial institutions, employers, professional advisers and licensed credit reference agencies.

Access: You have the right to access information we hold about you. You can access a copy of these records by contacting us. The contact details are as follows:

Data Protection Officer
F1RST Financial Services
2 Clarendon Road
Bournemouth
BH4 8AH
01202 757136

We are entitled to charge a fee for this service of up to £10. If any of the information we hold is incomplete or inaccurate please tell us and we will correct it.

Use of Data: Personal information may be passed to our Dovetail Compliance Services for compliance and monitoring purposes. Information may be passed to other financial firms in the course of providing services. We may provide information to our regulators and their successor. We may also provide information to our auditors and professional advisers.

We may from time to time contact you by post, fax, e-mail or telephone with details of products and services, which may be of interest to you. If you would **not** like to receive this information please tick the box here.

We shall disclose information to relevant authorities where we are required to do so by law.

Money Laundering & Financial Crime; we are legally obliged to verify the identity of our customers and retain these records. We will report suspicious transactions to our Money Laundering Officer who may in turn notify The Serious Organised Crime Agency (SOCA).



Wrap Service Ongoing Adviser Charges

The initial and ongoing Adviser Charges for our services, explained earlier in this document and the specific amount to be charged for you will be confirmed in your Suitability Report. Unless you advise us to the contrary, we will assume that you would prefer the highest level of service appropriate to fee received.

We will write to you to notify you on the anniversary of setting up your account if the level of service that you are enjoying is no longer covered by ongoing adviser charge receipts, to determine the basis for future service. You can change the level of service at any time.

This document enables selection on which tax wrappers you hold within the portfolio service will be debited for the funds to be placed into wrap cash to cover the ongoing adviser and wrap provider charges. We will aim to do this in the most tax efficient way for you, depending on your personal circumstances.

Adviser Charges to be deducted from:							
		SIPP Account	Personal Portfolio	ISA	Onshore Bond	Offshore Bond	Credit from my bank account
Wrapper held	SIPP Account	✓					
	Personal Portfolio						
	ISA						
	Onshore Bond						
	Offshore Bond						
	Percentage Spread (If Applicable)		%	%	%	%	

Notes:

1. SIPP charges can only be used to pay for services on the SIPP Account. Charges for the SIPP will continue to be debited from the SIPP cash element.
2. Cancellation of units within the Personal Portfolio will create a Capital Gains charge. Other Capital Gains within the same tax year will need to be considered before selecting this option.
3. Any ongoing adviser charges deducted from a bond will form part of the return of capital allowance.
4. Deducting additional charges from one product wrapper to pay for the charges in another will affect the relative performance of each.

I am aware that the Ongoing Adviser Charge will be facilitated by the provider, and deducted from wrap cash, which will be funded from my invested product wrappers as above.



FACTFIND DECLARATION

I confirm that the answers given to the questions in the Factfind Document are a true and accurate record of my circumstances and requirements, and I am happy that these details are recorded correctly. I understand that this information will form a record of the meeting held and will be used to assist in finding the correct solutions to my requirements.



YOUR CONSENT

I authorise the transfer of information, on a confidential basis when warranted between any such third parties. I acknowledge that the client agreement will come into effect from the date of issue.

I also confirm that I am happy to give F1RST Financial Services my express consent to contact me by letter, telephone or email to discuss my financial affairs in the future.

I consent to F1RST Financial Services 'Keeping Cash Healthy' within my WRAP Portfolio by ensuring monthly withdrawals take place from within my WRAP Portfolio without the need my express consent each time this is required.

We consent that details and transactions regarding our individual policies/plans can be disclosed and transacted to or by each other.

I am happy for F1RST Financial Services to manage my correspondence from any third parties on my behalf.

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.

Client Name: _____

Signature: _____

Client Name: _____

Signature: _____

Adviser Name: _____

Signature: _____

Date of Issue: _____



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Adviser Charges to be deducted from:							
		SIPP Account	Personal Portfolio	ISA	Onshore Bond	Offshore Bond	Credit from my bank account
Wrapper held	SIPP Account	✓					
	Personal Portfolio						
	ISA						
	Onshore Bond						
	Offshore Bond						
	Percentage Spread (If Applicable)		%	%	%	%	

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