



WILLS & TRUSTS

KEYFACTS DOCUMENT
& CLIENT AGREEMENT

INFORMATION ABOUT OUR SERVICES & COSTS

Wills & Trusts IFP Ltd®

91-92 High Street, Thame, Oxfordshire, OX9 3EH

T: 01844 212907

E: info@willsandtrusts-uk.com

You should use the information provided within this document to decide if our services are right for you.

WHAT TYPE OF SERVICE WILL WE PROVIDE YOU WITH?

Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a sufficient range of retail investment products, financial instruments and structured deposits.

A '**sufficient range**' means that the products that we will advise on and recommend will be sufficiently diverse with regards to their type and issuers or product providers to ensure that our clients investment objectives can be suitably met.

WHAT WILL YOU HAVE TO PAY US FOR OUR INVESTMENT SERVICES?

INVESTMENT & INSURANCE

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.

The following outlines our process and where charges will be incurred.

THE COST OF OUR SERVICES

i) The Discovery Process™

A fixed fee of £217.00 is payable for The Discovery Process™.

Current HMRC guidance is that we do not have to charge VAT when we act on your behalf to arrange a Retail Investment product. However, if your meeting relates only to non-investment issues, VAT will become payable.

If you decide not to proceed with any investment advice relating to a Retail Investment product, The Discovery Process™ will become subject to VAT.

Our Money Back Guarantee means that if you are not 100% satisfied with The Discovery Process™, your fee will be refunded at your request.

ii) The Wealth Management Plan™

A fixed fee will be charged for developing and drafting your plan. The cost of this will be added to this Fee Agreement following your Discovery Meeting™. You will have 7 days to change your mind and cancel development of your plan once you have signed and dated this agreement. The Wealth Management Plan™ is provided by W&T IFP Ltd® if it relates to regulated products regulated by the Financial Conduct Authority. Where recommendations are not regulated by the Financial Conduct Authority, The Wealth Management Plan™ may be completed by W&T IEP Ltd®.

As noted above, current HMRC guidance is that we do not have to charge VAT when we act on your behalf to arrange a Retail Investment product. However, if your meeting relates only to non-investment issues VAT will become payable.

The cost of a Wealth Management Plan™ will be between £300 and £3,000. This will be agreed with you in writing at the time of your instruction.

iii) Plan Implementation

'A menu of fees' will be included within your Wealth Management Plan™. This will detail all fees involved in implementing your plan as well as the VAT implication of implementation.

iv) Ongoing Service

If you decide to become a client and are accepted by Wills & Trusts IFP Ltd® you will be charged an ongoing fee which will be noted in your Wealth Management Plan™ and will be based upon the complexity and work involved on your portfolio and estate planning arrangements.

v) Commission

For the implementation of some non-investment contracts Wills & Trusts IFP Ltd® may receive indemnity or 'initial' commission from the product provider.

This commission will be disclosed to you in writing, and will be refunded to you directly.

YOUR PAYMENT OPTIONS

Independent advice service

Payment of Fees is due on instruction of implementation and may be paid by direct payment or by a deduction from investments or pensions which is known as adviser charging.

'Non-advised' services

We do not undertake non-advised work and do not accept these instructions

Other benefits we may receive

We sell a range of products from a variety of product providers; we may receive certain non-monetary benefits from these providers, which are used to enhance the quality of service we provide to you. Each year our team may receive training from some or all of these providers. Some of the cost of this training may be passed to you as part of the total charges you pay should you choose a product provided by one of these providers. Other benefits we may receive include access to technical services, information technology support or the supply of product literature.

Further information regarding any of these arrangements is available on request.

CLIENT AGREEMENT DOCUMENT FOR:

The Wills and Trusts Group comprises:

Wills & Trusts Independent Financial Planning Ltd[®] (W&T IFP Ltd)
Wills & Trusts Independent Investment Planning Ltd (W&T IIP Ltd)
Wills & Trusts Independent Estate Planning Ltd (W&T IEP Ltd)
Intelligent Investment Services Ltd (IIS Ltd)
The Financial Coach Ltd (TFC Ltd)
The Memory Vault Ltd
Solidus Independent Estate Planning Ltd (SIEP Ltd)

This Client agreement refers only to Wills & Trusts Independent Financial Planning Ltd[®] (W&T IFP Ltd) and Wills & Trusts Independent Estate Planning Ltd (W&T IEP Ltd). All parts of this agreement refer to both W&T IFP Ltd and W&T IEP Ltd unless stated otherwise.

INVESTMENT SERVICES

Wills & Trusts IFP Ltd[®] is permitted to advise on and arrange investments.

With regard 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 (i.e. where you had not expressly requested it) should we wish to contact you to discuss the relative merits of an investment service or non-investment service which we feel may be of benefit to you.

For any investment services provided we will be acting on your behalf unless otherwise stated.

Wills & Trusts IFP Ltd[®] **does not handle clients' money**. We never accept a cheque made payable to us or handle cash (unless it is payment in settlement of adviser charges or disbursements for which we have sent you an invoice). If you do send us money, this may delay your transaction as we may have to return this money to you.

REGULATORY STATUS

Wills & Trusts IFP Ltd[®] 91-92 High Street, Thame, Oxfordshire, OX9 3EH is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 223962.

Our permitted business is advising on, arranging, and making arrangements with a view to investments.

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

The Financial Conduct Authority can be contacted at the following address:
12 Endeavour Square, London, E20 1JN.

CLIENT CATEGORISATION

For Retail Clients

Unless you receive confirmation in writing to the contrary, in all our dealings on investment matters you will be treated as a Retail Client. This means that 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 (FOS).

Where we have categorised you other than as a Retail Client', you may request re-categorisation to a client category which benefits from a higher degree of protection. However, we reserve the right to agree to such a re-categorisation on a case-by-case basis, and where we agree to do so it does not necessarily mean that you will have a right of access to the Financial Ombudsman Service.

Further information in respect of the Financial Ombudsman Service is available on their website at the address below:

<http://www.financial-ombudsman.org.uk/>

MODE OF COMMUNICATION

We will enter into communication with you through whatever means are convenient to you and us, including face-to-face, telephone, e-mail and other acceptable electronic communication methods.

We are required by our regulators (the FCA) to keep records of any telephone conversations or other electronic communications with our clients in relation to the arranging of transactions in investments that are categorised as financial instruments.

Please note that for telephone conversations the records will be obtained by recording calls.

A copy of our call recording policy is available upon request.

INVESTMENT OBJECTIVES & RESTRICTIONS

Following the issue of this document, any subsequent advice or recommendation offered to you will be based on your stated investment objectives, agreed level of risk you are prepared / able to take and any restrictions you wish to place on the type of investments or policies you are willing to consider. Details of your stated investment objectives will be identified during our discussions with you and confirmed within your Wealth Management Plan and subsequent letters that we will issue to you to confirm our recommendation(s). Unless confirmed in writing to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

CLIENTS RISK

You are advised that because investments can fall in value as well as rise, you may not get back the full amount invested. Past performance is not a guide to future performance.

HOW WE CHARGE YOU FOR OUR SERVICES

All fees and how they are to be paid will be agreed with you prior to any work being completed. We will not charge you anything until you have agreed how much we are to be paid.

We will inform you if you have to pay VAT.

ACCOUNTING TO YOU

We will confirm to you in writing the basis of our service and the reasons for recommending any transactions transmitted or executed on your behalf. Where you agree to ongoing advice we will provide regular reports to you regarding that service.

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 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.

NOMINEE & SAFE CUSTODY SERVICES

Wills & Trusts IFP Ltd[®] does not safeguard or administer client assets but we may arrange business through platforms which will provide custody services for your assets. Where this is the case, the legal title of investments will be registered in the name of the third party's nominee.

Transactions will be transmitted to the fund supermarket, investment wrap platform, or similar third-party investment institution for them to execute. Money or transferred assets will be placed immediately with that third party for investment - we will never hold the assets for you. We will provide you with the relevant account opening details for the identified third party, such as their Terms & Conditions, Nominee and Safe Custody Service, Best Execution Policy, Execution Venues and Conflicts of Interest Policy (or equivalent documents). The legal title of investments will be in the name of the third party's nominee.

For non-platform business we will make arrangements for your investments to be registered in your name unless you first instruct us otherwise in writing.

RIGHT TO WITHDRAW

In the case of many retail investment products - such as life assurance contracts, personal pension schemes, investment bonds and collective investment arrangements (e.g. unit trusts), a right to withdraw or cancel the contract within a specified period is normally provided. Details of such rights are ordinarily contained in the product literature (e.g. Key Features document) and/or we may provide details of such rights in a separate communication.

In the case of any non-retail investment products, e.g. an ISA wrapper, we will inform you in writing of any right to withdraw or cancel you may have or, if it is the case, we will inform you in writing that no such rights will apply.

TERMINATION OF AUTHORITY

You or we may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any services already provided / transactions already initiated, which will be completed according to the Client Agreement unless otherwise agreed in writing. You will be liable to pay for any transactions made and / or services carried out prior to termination and any adviser charges or other fees which may be outstanding.

CONFLICTS OF INTEREST

Wills & Trusts IFP Ltd[®] offers services in accordance with that disclosed to you in our initial disclosure document. Occasions may arise where the firm, an employee or other associate of the firm has competing professional or personal interests which may prevent these services being provided to clients in an independent or impartial manner.

Wills & Trusts IFP Ltd[®] takes all appropriate steps to prevent conflicts of interests from occurring, in line with our Conflicts of Interest Policy. However, there may be occasions where a conflict of interest cannot be prevented. Where this is the case, we will disclose to you the nature of the conflict and the steps that we will take to mitigate the risks that you will be treated unfairly as a result of any conflicts identified.

We will make you aware of any conflicts of interest before the provision of services to enable you to choose whether you still wish to proceed with services. A copy of the Conflict of Interest Policy is available on request.

We may, on occasion, receive minor non-monetary benefits from third parties such as product providers, e.g. food and drink provided at a provider training event. Where this occurs, any minor non-monetary benefits received will not conflict with our duty to act in your best interests.

BEST EXECUTION POLICY

It is in the interests of our clients and Wills & Trusts IFP Ltd[®] that we obtain the best possible result when placing orders with other firms (e.g. third-party brokers) for the execution of client orders or when transmitting orders on behalf of clients for particular investments – e.g. shares. We are required under the Rules of the Financial Conduct Authority to take all reasonable steps to provide ‘best execution’ when carrying out such transactions.

Where we place or transmit orders for such investments on behalf of our clients, we may utilise the services of a third-party broker and base our decision to place or transmit an order on the price and cost of execution of the order. For orders in collective investment schemes (e.g. unit trusts), however, the price of units or shares in the scheme is normally set by the scheme operator or manager and as such we have little influence over the price available.

Full details of our best execution arrangements are provided in our Best Execution Policy, a copy of which can be provided on request.

WHAT TO DO IF YOU HAVE A COMPLAINT

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

...in writing: Write to Paula O'Reilly, 91-92 High Street, Thame, Oxfordshire,
OX9 3EH

...by phone: Telephone 01844 212907

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)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we or the providers with whom we arrange business cannot meet obligations. This depends on the type of business and the circumstances of the claim.

INVESTMENTS

Most types of investment business is covered up to a maximum of £85,000.

INVESTMENT BASED INSURANCE/LONG TERM INSURANCE PROVISION E.G. PENSIONS AND INVESTMENT BONDS

The maximum level of compensation for claims against provider firms declared in default on or after the 3rd July 2015 is 100% of the claim with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

DATA PROTECTION STATEMENT

DATA PROTECTION ACT 1998 - HOW WE USE YOUR PERSONAL INFORMATION

We collect data about you and your family during our initial and other meetings with you. We will also collect data about you and your family from other people. We collect the data through note-taking and filling in of fact-finds and questionnaires about you and your family's circumstances.

We may make checks with credit rating agencies to authenticate and verify your identity and credit status. We also make checks with organisations with whom you have policies of insurance and investments and with your mortgage provider. These checks are to help us with our legal obligations and to ensure that we provide you with advice that suits your circumstances. The scope and extent of the gathering of information from third parties depends on what type of service you are taking from us.

How is your information used?

Primarily, we use your data and data about your family's circumstances to provide financial advice to you and complete transactions on your behalf. We analyse and assess your data to maintain and develop our relationship with you.

Depending on the instructions we receive from you, we may pass your data to other professional advisers to enable us to provide advice most suited to your circumstances. Usually, this would be referrals to accountants, solicitors, tax advisers and sometimes to specialist advisers in the financial and insurance industry where you may benefit from the expertise of such third parties. We, and any third-party specialist advisers to whom we introduce you, will pass your data to organisations when you agree to purchase or amend policies and products.

We will retain your data in accordance with law and regulation. For instance, if you are given specialist pension advice, the data will be retained indefinitely. If you would like details of the statutory retention periods for the differing product types and classes of data please contact us.

We may be required to share your data with our regulator and other third parties including our auditors or insurers.

Your right to a copy of your personal data

Under the Data Protection Act you have a right, to obtain a copy of the personal information that we hold about you. If you believe that any information held is incorrect or incomplete, you should contact our Data Protection Officer at our usual address. Any information that is found to be incorrect or incomplete will be amended promptly.

Our products and services

We provide advice on a wide portfolio of financial products. We believe these are some of the best and most appropriate in the marketplace. We would like to be able to contact you so that we can advise you of new products that might be suited to you. We also may advise you of any developments that might make it appropriate for us, or for third parties, to give you proactive advice about the investments, insurance and other financial products of which we are aware. We stress that your information would only be used in this way to help us to provide a proactive service to you.

There may be times when we feel that a service or product may be of interest to you. In order to make you aware of these services or products, we, insurers or third parties may wish to contact you so that you can make informed choices about your finances. Please indicate your preferences using the boxes below.

Please indicate if we can contact you by ticking either one or both boxes so that we can advise you of products and services from time to time.

Yes, please give me details about products or services in which you think I may be interested.

Yes, I am happy for you to pass my details to carefully selected third parties so they can contact me about their products and services.

We would like to provide you with details about products or services we think will interest you. To authorise us to contact you, please indicate your preferred methods of contact by ticking the appropriate boxes below. If all applies, please tick all boxes.

via telephone via post via email via SMS

FEE AGREEMENT

Wealth Management Plan™

Following The Discovery Process™ we will, at your request, compile a Wealth Management Plan™ with recommendations to cover those areas you request as well as any additional areas that we think may be appropriate to your circumstances. The fee payable is in respect of the plan only and not for any subsequent meetings or implementations.

Current HMRC guidance is that we do not have to charge VAT when we act on your behalf to arrange a Retail Investment product. However, if your meeting relates only to non-investment issues, VAT will become payable.

Plan Fee £

ONGOING SERVICE OPTIONS

Family Client

As a Family Client you and your children will receive the following:

- Daily monitoring of your investments
- Quarterly reports on your investment performance
- A Quarterly Scorecard showing 12 months rolling investment returns of your portfolio
- Online access to Investment valuation and performance
- Recommendations to change or amend your asset allocation as the need arises
- An invitation to the Annual Client Investment Forum™
- Attendance at your Annual Client Review Workshop™
- Invitation to the Next Generation Workshop™
- Meetings with an adviser at your request
- The monthly Wealth Management Update to your email address
- All correspondence replied to within 48 hours of receipt
- All emails replied to within 24 hours of receipt
- Priority over those using the customer service

If you wish to use this Family Client Service please initial here _____

The above should be read in conjunction with your service commitment and fee structure

Review Client

As a Review Client you and your children will receive the following:

- Daily monitoring of your investments
- Recommendations to change or amend your asset allocation as the need arises
- Meetings with an adviser at a discounted price
- The monthly Wealth Management Update to your email address
- All correspondence replied to within 48 hours of receipt
- All emails replied to within 24 hours of receipt
- Priority over those using the customer service

If you wish to use this Review Client Service please initial here _____

The above should be read in conjunction with your service commitment and fee structure

Customer Service

As a Customer you will receive no ongoing advice or service from The Wills & Trusts Group. Any further service will be charged at the fee level in place at that time. As clients receive priority we cannot guarantee further levels of service or adviser availability.

If you have not initialled the box above for the Family Client or Review Client service you will be classified as a Customer

CLIENTS CONSENT/DECLARATION

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read the terms carefully before signing as, by signing, you consent to the terms contained within. If there are any terms within this agreement that you do not understand, please ask for clarification. The Client Agreement will come into effect from the date of acceptance of this agreement, which will be confirmed by the date provided below, unless otherwise stated.

SIGNED (CLIENT) _____ PRINT _____

SIGNED (CLIENT) _____ PRINT _____

SIGNED (R.I) _____ DATE _____

One signed copy to be retained by the Client / Customer(s).
One signed copy to be retained by The Wills & Trusts Group

NOTES



WILLS & TRUSTS

THE WILLS & TRUSTS GROUP COMPRISES:

Wills & Trusts Independent Financial Planning Ltd[®] (W&T IFP Ltd[®])
Wills & Trusts Independent Investment Planning Ltd (W&T IIP Ltd)
Wills & Trusts Independent Estate Planning Ltd (W&T IEP Ltd)
Intelligent Investment Services Ltd (IIS Ltd)
The Financial Coach Ltd (TFC Ltd)
The Memory Vault Ltd
Solidus Trusts Independent Estate Planning Ltd

Wills & Trusts IFP trading as Wills & Trusts Chartered Financial Planners. Registered in England No. 3546798
Wills & Trusts IFP Ltd[®] is authorised and regulated by the Financial Conduct Authority. FRN No. 223962