



Private Client Agreement



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Our Services

Introduction

Two Six Financial offers independent financial advice. This means we act on behalf of our clients. We will advise on and arrange products from the whole of the financial services market place. We will endeavour to establish your needs and objectives prior to providing advice.

Our role is one of an intermediary within the marketplace, we will agree the level of service that you will receive in the future and put it in writing. We will also confirm to you in writing the advice given or transaction carried out on your behalf and the fees charged.

Products

We will advise on and act as an intermediary to arrange investments, in authorized collective investment schemes, unit trusts and Individual Savings Accounts, pensions and associated insurance products, life assurance, medical insurance, income protection and employee benefits from the whole of the market.

We are authorized to offer advice in relation to Occupational Pension Schemes.

We are authorized to offer advice on mortgages including equity release schemes and home reversion plans.

Our independent status places no restriction on the advice we give or the solutions we identify to meet our client needs.

Scope of Service

Two Six Financial and its employees are not qualified to provide legal or accounting advice or prepare legal or accounting documents. We may where appropriate refer you to a suitably qualified professional but this will not constitute advice and you must satisfy yourself of their qualification and ability to act on your behalf and carry out your instructions. When we act upon your request to switch funds and rebalance your portfolio held within a General Investment Account, we will not take responsibility for the assessment of Capital Gains tax that may be liable as a result of any switch. We cannot accept responsibility for taxation advice you have received.

Investment Risk

All forms of investment involve risk. Investment products we recommend may fluctuate in value and depend on the financial markets that are outside of our control. You are advised that because investments can fall as well as rise in value as can the level of income produced, you may not get back the full amount invested. Past performance is not necessarily a guide to the future and so you should ensure that you read all the documentation provided to you and only proceed when you are satisfied you understand the risks involved.

Specific warnings relevant to the investments we recommend will be highlighted to you in the literature you receive before you make an application and will typically be followed by a Right to Cancel after your application is accepted. All recommendations made to you will be confirmed in a report which we will give to you prior to your decision to proceed with any advice.

Regulation

Two Six Financial is authorized and regulated by the Financial Conduct Authority (FCA). Our identification number is 571603 and you can visit the FCA website to confirm our details at www.fca.gov.uk.

We Do Not Handle Clients' Money

We do not accept cash or cheques made payable to us (unless it is a cheque made payable to us in settlement of fees, charges or disbursements for which we have sent you an invoice). Cheques for premiums, investments, contributions and so forth should always be made payable to the relevant insurer, investment manager or pension provider.

Record Keeping

We will retain records for advice that we provide in accordance with our regulatory obligations.

Termination of Authority

You, or we, may terminate our authority to act on your behalf at any time. If you want to terminate our authority, you must write to us at our address shown. If we want to terminate our authority, we will write to you at the correspondence address we hold.

Termination of this agreement shall be:

1. without prejudice to the completion of any transaction already initiated and any transaction outstanding at the time of termination will be settled and delivery made.
2. without penalty or additional payment except that you will remain obliged to pay our agreed fees and charges accrued and due to us.
3. should termination by you result in the clawback of commission that would otherwise be used to pay for our services then the amount clawed back shall be paid by you to us within 14 days of termination.
4. no further annual fees will be due save for that described in 2. above.

Client Categorization

Under the FCA Rules, we can provide advice to three types of clients:

1. Retail client
2. Professional client
3. Eligible counterparty

Unless confirmed otherwise in writing Two Six Financial will treat all clients as "Retail Clients" so that you will receive the highest level of protection available under current financial services regulations. Clients categorized as "professional clients" or "eligible counterparties" may not have access to the Financial Ombudsman Service (FOS) or Financial Services Compensation Scheme (FSCS).

Confidentiality and Data Protection

We will keep all of your personal information private and confidential, even when you are no longer a client, except where disclosure is made at your request or with your consent or where we are legally obliged to do so. In order to process an insurance, investment or mortgage on your behalf it may be necessary to disclose some or all of your information to third parties.

You agree that personal information held by us may be disclosed on a confidential basis and in accordance with the Data Protection Act 1998, to any such third parties. Some of these parties may hold this information indefinitely. You also agree that this information may be transferred electronically (e.g. by email) and you agree that we may contact you in the future by any means of communication which we consider appropriate at that time. Under the terms of the Data Protection Act, you have the right to view personal data we may keep on you.

Conflicts of Interest

When offering independent financial advice, occasions can arise where we, or one of our other clients, may have some form of interest in the business that we are transacting for you. If this happens, or we become aware that our interests conflict with your interest, we will inform you in writing and ask for your consent to carry out your instructions.

What to do if you have a complaint

If you wish to register a complaint please contact us:

In writing

The Managing Director
Two Six Financial
Dylan Thomas Centre,
1 Somerset Place,
Swansea, SA1 1RR

By phone

Tel: 01792 655526

By email

jac@26financial.co.uk

We will deal with it in accordance with the FCA rules. You can ask us for a copy of our Complaints Procedures and we will provide this.

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

We are covered by the Financial Services Compensation Scheme (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. A full explanation of the scheme is available on request.

Deposits

Cash deposits in UK Banks and Building Societies are usually covered up to £85,000 per person per authorized firm.

Investment (e.g. unit trusts; OEIC's etc)

Most types of investment business are covered up to 100% of the first £50,000.

Insurance (e.g. General Insurance, Life Assurance, Investment Bonds, Endowments, Pensions)

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

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

Client Responsibilities

Two Six Financial cannot adequately perform its duties and responsibility to its clients unless it receives a client's full co-operation. A client therefore agrees to provide any information that Two Six Financial can reasonably expect to receive in order to discuss objectives and needs. You should keep Two Six Financial informed of any changes to your circumstances which may affect the suitability of any product or on-going service level agreed at the outset.

You should read all documents provided by us and notify us immediately should there be any factual inaccuracies or if you are unclear on any matter. You can accept or reject completely or in part any recommendation from Two Six Financial.



Anti-Money Laundering

We are required by anti-money laundering regulations to verify the identity of our clients. For this purpose we may employ various methods of identity and address verification and we may conduct these checks from time to time throughout our relationship.

Professional Indemnity Insurance

Two Six Financial carries professional indemnity insurance to the value of £1,700,000 in order to protect ourselves and our clients.

Assignment and Third Party Rights

This agreement is personal to you and cannot be assigned or transferred by you.

No one who is not a party to this agreement may enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.

Communication

We may rely on and act on instructions and communications which we reasonably believe have been given by you or on your behalf whether or not in writing unless you notify us in writing of the contrary.

We may record telephone conversations with you for training and regulatory reasons.

The Law

English Law will be the basis of this contract and the language in which this contract will be interpreted, and all communications will be conducted in English.

Service Propositions

Financial Administration Service

Client Benefits

A straight forward, low cost Client Services proposition that meets your needs and with access to a specialist Financial Planner when requested.

Methodology

Our Financial Administration Service will be provided via online, telephone or post by one of our experienced Administrators. If advice is requested you will be referred to one of our specialist Financial Planners who will explain our service and fee schedule.

Core

- Financial Planning – 'on call' basis
- Annual valuations for Investment products
- Annual client portfolio valuation upon request
- Access to client area through Two Six Financial website
- Safe keeping and updating records as informed / requested.

Contact

All client contact will be via website, email, telephone and post

Pricing

Initial Plan	• Available upon request
Ongoing Service	• See Tariff
Additional Advice	• Available upon request

Communications

Two Six Financial will provide relevant communications relating to your existing portfolio and needs.

Financial Planning Service - Level One

Client Benefits

A personal financial plan that reflects your unique circumstances and lifetime goals.

A Financial and Investment approach designed and implemented to meet your financial goals and facilitate your lifestyle choices.

Methodology

Our Level One Financial Planning Service will be provided via periodic face to face meetings with a Planner, and by, telephone, email or post with access to our Client website portal.

Core

- Periodic Client Review meeting.
- Periodic Financial Plan update.
- Investment and pensions valuations upon request and as a minimum every year.
- Annual update to Attitude to Risk.
- Reviewing your investment portfolios periodically.
- Ongoing maintenance of your client file so that all correspondence is recorded and actioned appropriately.
- Unlimited access to our client website portal.

Contact

- Face to face, telephone and email with your Planner

Pricing

Initial Plan	• Minimum £500
Client Servicing and Review	• Minimum £475 per annum
Additional Advice	• Minimum £500

Communications

Two Six Financial will provide relevant communications relating to your existing portfolio and needs.

Financial Planning Service -Level Two

Client Benefits

A personal financial plan that reflects your unique circumstances and lifetime goals.

A Financial and Investment approach designed and implemented to meet your financial goals and facilitate your lifestyle choices.

Methodology

Our Level Two Financial Planning Service will be provided via regular face to face meetings with a Planner and Client Manager, and by telephone, email or post with access to our Client website portal.

Core

- Annual Client Review meeting.
- Annual Financial Plan update.
- Investment and pensions valuations upon request and as a minimum every six months.
- Annual update to Attitude to Risk.
- Reviewing and rebalancing of your investment and pensions portfolios.
- Ongoing maintenance of your client file so that all correspondence is recorded and actioned appropriately.
- Unlimited access to our client website portal.

Contact

- Regular face to face with your Planner

Pricing

Initial Plan and Review	• Minimum £500
Client Servicing and Review	• Minimum £975 per annum
Additional Advice	• Minimum £500

Communications

Two Six Financial will provide relevant communications relating to your existing portfolio and needs.

Financial Planning Service - Level Three

Client Benefits

A personal financial plan that reflects your unique circumstances and lifetime goals.

A Financial and Investment approach designed and implemented to meet your financial goals and facilitate your lifestyle choices.

Methodology

Our Level Three Financial Planning Service will be provided via face to face meetings with your Financial Planner, Client Manager, and other relevant professionals by telephone, email or post at the point of need with access to our Client website portal.

Core

- Minimum of two Client Review meetings per annum.
- Annual Financial Plan update.
- Investment and pensions valuations upon request and a minimum of Quarterly Investment and Pension valuations.
- Annual update to Attitude to Risk.
- Reviewing and rebalancing of your investment and pensions portfolios.
- Access to one hour 'At Our Expense' legal and accountancy consultancy from our recommended professional advisers. Ongoing maintenance of your client file so that all correspondence is recorded and actioned appropriately.
- Unlimited Planner and Client Manager access during office hours.
- Access to your Planner via personal mobile number.
- Unlimited access to our client website portal.

Contact

- Face to face with your Planner at the point of need
- Regular contact with your Planner
- Dedicated Client Manager

Pricing

Initial Plan and Review	• Minimum £500
Client Servicing and Review	• Minimum £2,100 per annum
Additional Services	• Minimum £500

Communications

- You will be proactively advised of new opportunities.
- Invitations to client seminars and events that relate to your circumstances.

Fees for Services

Introduction

We will always agree with you in advance how we will get paid. Clients have the choice of meeting our fees either directly (in which case we will issue you with an invoice) or from investment deductions. Commission is defined as payment made to us by insurers. Commission paid will typically be derived from the charges of the product being recommended.

We will discuss 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.

Commission payments do not include payment for regular reviews unless specifically agreed by us.

Fees can be paid directly by cheque or bank transfer or (more commonly) by deduction from assets under management.

Commissions (when paid) can be used to pay for advice instead of, or, in conjunction with fees.

Our Fees

Fees are agreed in advance and will be levied for continuing service and work carried out beyond the initial work. Our fees are determined by the levels of work both initial and ongoing and by the Service Levels required by our clients.

Before agreeing an individual fee structure, a client will first agree the appropriate service level (see the Two Six Financial Service Propositions).

1. Initial Fees

These are levied for work carried out on your behalf and will be agreed in advance in conjunction with ongoing fees and service levels required.

2. Annual Service Fees

Our service and management fee is an annual percentage of funds under our advice. The tiers of funds under advice are listed below.

The Tariff

Assets under Management	Initial Fee	Annual Fee*
	%	%
<£75,000	3.55	0.93
75-150,000	3.27	0.71
150-300,000	2.73	0.55
300-600,000	2.18	0.46
600-1,200,000	1.64	0.38
>1,200,000	1.09	0.33

* The annual fee rates shown are examples and may be higher or lower dependent on the Service Proposition chosen. Actual annual fees paid (in cash terms) will vary up or down dependent on funds under management rising or falling.

Example: A client invests £50,000 – there is an Initial Fee of £1,775 (3.55%) and an Annual Service Fee of £465 (0.93%).

Mortgage Fees

Fees for the arrangement of mortgages (including Equity Release) may be partially paid by the lender, the balance (if any) to be met by you. The minimum fee for arranging any mortgage is £750. The arrangement of a mortgage may not include the completion of the transaction.

Insurance Products

No fees will be charged for the arrangement of protection products if a commission is received from the provider. Commissions are paid for from the charges levied by providers. An illustration will be provided prior to any agreement to proceed.



Client Agreement

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.

Client Declaration and Acceptance

I/we have read these terms and conditions and understand and agree to them.

Date Issued: _____

Service Level Agreed: _____

Name: _____

Signed: _____

Name: _____

Signed: _____