Alpha Financial Consultants (Somerset) Ltd

Client Agreement

Introduction

As financial planners, we are pleased to offer a range of services and advice based on our clients needs that goes far beyond the sale of regulated financial products themselves. Whilst we are prepared to offer "transactional advice" our services are more normally based on a long term relationship of trust and the provision of holistic advice bringing together financial, legal and accountancy issues along with those of a more individual nature.

Authorisation & Regulation

As Independent financial advisors, Alpha Financial Consultants (Somerset) Ltd is authorised and regulated by the Financial Services Authority (FSA) and thus bound by its rules. FSA No. 537114 (www.fsa.gov.uk/register)

Products we offer

Our services covers both regulated products such as life insurance, pensions and investments in authorised collective investments schemes, unit trusts and ISA's, as well as non regulated areas such as tax planning, bank savings and national savings products.

Client Classification

Unless you have instructed us to treat you otherwise you will be treated as a private/retail client. Retail client classification is afforded the highest level of protection incorporating recourse to the full Financial Ombudsman Service and the Financial Services Compensation Scheme.

Communication

We will provide written reviews, recommendations and "reasons why" letters for all financial transactions and are happy to forward these as hard copies or by email. It should be noted that we DO NOT provide discretionary management services and thus to avoid possible misunderstandings or errors we ask that all instructions are provided by you in writing or by completing relevant application forms. We will, accept your urgent oral instructions, provided they are immediately confirmed by letter/fax or email. If you wish us to act as your agent or review existing arrangements, we will require you to sign a letter of authority.

Registration of Investments & Record Keeping

We act as your agent in arranging investment transactions. We never own the investments you buy or transact through us. All investments will be registered in the name(s) of the client(s) unless the services of a nominee are involved. We will supply, on request, to you or your appointed agent, contract notes, vouchers and copies of entries in our books or computerised records relating to your transactions. We undertake to maintain such records for at least six years from the date of each transaction

Data Protection

In order to advise you fully and deal with your financial affairs we will need to obtain, hold and pass on details relating to your personal and financial situation. Strict confidentiality will be maintained at all times and your data will not be passed onto any un-related third party. It is understood that, unless you notify us otherwise, you agree to the storage, use and disclosure of such information.

Client Money

We do not accept cash or cheques made payable to us (unless in settlement of fees). Cheques for investments or premiums for financial arrangements should always be made payable to the product or service provider direct.

Conflict of Interest

We offer independent advice, but occasions may arise where the company or any of its Directors or employees, or indeed another client has some form of interest in the business which we are transacting for you. Should this be the case, and to avoid any conflict of interest, we will inform you in writing and obtain consent before we carry out the instructions. This undertaking however shall not apply to personal holdings in unit trusts, insurance contracts, gilts and shares of publicly quoted companies.

Complaints & Compensation

Should you wish to make any complaint about our firm specifically, this should be made formally, in writing. If you cannot settle your complaint directly with us, you may be entitled to refer the case to the Financial Services Ombudsman.

Fees and charges

We are fee based advisors and will charge fees based on work carried out and investments. Full details of our fees and charges are provided in our "Key facts about our services and costs" document which forms part of this agreement. Advisory Fees are payable within 14 days of invoicing, investments fees, at the time of investment. Initial and ongoing commissions for investments will normally be fully rebated into your investment or may be off-set against fees due. Additional fees due may require the sale of investments to make up any shortfall.

If we arrange for you a policy or investment from which we receive a commission and you subsequently cease to pay premiums we may be asked to refund commissions paid, in this event we reserve the right to make a further balance charge to you direct.

Locum

We have a formal arrangement with Hugh Doxat-Pratt of Alpha Financial Consultants (South West) Ltd, Alpha House, 92 Cadewell Lane, Shiphay, Torquay TQ2 7HP, tel: 01803 616703 to carry out our investment business obligations in the event that we are unable to conduct investment business for more than 14 days.

Declaration

By signing this document, you acknowledge receipt of our Terms of Business, Initial Disclosure Document (Key Facts about our Services & Costs) & Business Card.

Further, you appoint Alpha Financial Consultants as your financial advisor and agent in respect of any financial arrangement you have or make take out in the future and consent to the following;

- Alpha Financial Consultants maintaining detailed records with regard to your personal and financial affairs and passing selected details to trusted third parties in order to achieve your objectives, details may also be passed to regulatory bodies, insurers, agents, and other third parties in relation to the ongoing and future management and compliance functions within or for the company.

- Alpha Financial Consultants contacting you from time to time by post, fax, e-mail or telephone in arranging and managing your affairs or bringing to your attention additional products or services which may be of benefit to you.

In signing this document, Alpha Financial Consultants (Somerset) Ltd consent to the following;

- To be bound by the provisions, terms and charges as laid out in the documents

You or we may terminate this agreement at any time giving one months notice in writing. We will continue to be classed as your agent on any plans or investment you have and to receive any relevant renewal commissions until you appoint a replacement agent.

Ongoing Service:

You would/would not like [Please delete as appropriate] to receive regular financial reviews and ongoing financial management services and as set out in About Our Services & Costs (Portfolio Management Service)

Client Signature: ………………………………………. Date………………

Client Signature:……………………………………….. Date………………

Address:

Notes: