

Client Agreement.

This agreement is issued on behalf of **Fortic Financial Services Limited of 5 Tywarnhayle Square, Perranporth, Cornwall. TR6 0ER**, whom can also be contacted at **ian@atlanticcoast.fsnet.co.uk and 01872 571868**.

Authorisation Statement.

Fortic Financial Services Limited is Authorised and Regulated by the Financial Services Authority. The Financial Services Authority regulates the financial services industry in the UK and their address is 25 The North Colonnade, Canary Wharf, London, E14 5HS. You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register FSA No. 474740 or by contacting the FSA on 0845 606 1234.

Permitted Business.

Our permitted business is advising on, and arranging savings and investments products, pensions, mortgages and non-investment Insurance contracts.

Client Classification.

Each Investment Client with whom the firm does business is categorised as to identify the level of regulatory protection. We propose to classify you as 'Retail Client' for Investment purposes.

Communications.

We will communicate with you in English both verbally and in writing for the sending and reception of orders.

Scope of Service.

We operate **independently** and therefore provide investment and mortgage services from the whole market.

Services to be provided.

Investments, mortgages, or non-investment insurance policies that we may arrange for you 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, should we wish to discuss the relative merits of an investment or service which we feel may be of interest to you.

On issue of this letter, any subsequent advice or recommendation offered to you will be based upon your stated investment objectives, acceptable level of risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. We will issue to you a suitability letter to confirm our recommendation. Unless requested to do so by you, we will not place any restrictions on our recommendations.

Fortic Financial Services Limited does not handle clients' money. We never handle cash or accept a cheque made out to us, unless the cheque is in settlement of charges, fees, or disbursements for which we have sent you an invoice.

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 are due involving a series of transactions, we would normally hold each document until the series is complete, then forward them all to you.

Paying for services.

Not all firms charge for advice the same way. We will discuss your payment options with you and answer any questions you may have. **We will not charge you anything until you have agreed how we are paid.**

Mortgage Advice.

As Independent Mortgage advisers, we normally derive part of our income from lender commissions and part from client fees. The **normal fee** that we charge clients is **£150** on application for the mortgage, with a **further £150** on completion. **In some complex cases we may need to charge more than this. If this is the case we will advise you, and seek your approval, before any chargeable work is carried out. As we are Independent Advisers, we offer a fee-only facility, by which you may remunerate us by a one-off fee, payable on application for the mortgage. Typically this fee is 1% of the loan, but may be more should the case be complex. You will be told the exact fee before any chargeable work is carried out.**

Investment & Non-Investment Insurance Advice.

We can be paid by a fee.

If you wish us to provide advice on a 'fee only' basis, we will charge a fee whether you buy a product or not, you will pay us this fee for our advice and services. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could reduce our fee; or reduce your product charges; or increase your investment amount. **There are some areas of business where it is not appropriate to refund commission directly to you.**

We will agree the rate we will charge before beginning work. We will tell you if you have to pay VAT. Our typical charges are:

Principal/Director/Financial Adviser	£100 per hour
Mortgage Adviser	£50 per hour
Administration	£25 per hour

You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first. Additionally, we can provide a '**Fixed Cost Service**' which will only be subject to change in the event that you request other services in addition to those quoted for.

We can be paid by commission (or product charges).

If you buy a financial product, we will normally receive commission on the sale from the product provider. **Although you may pay nothing up front, that does not mean our service is free.** You still pay us indirectly through product charges. Product charges pay for the product provider's own costs and any commission. **These charges reduce the amount left for investment.** If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower. We will tell you how much the

commission will be before you complete an investment application form, but you may ask for this information earlier.

Amounts vary according to: the type of product, the amount you invest, and (sometimes) how long you invest for, or your age when you start the product. We will confirm the actual amount to you before you buy a product. The table following demonstrates our normal rates of commission however if it is proposed that the amount to be charged is greater than this amount written confirmation will be provided.

Regular Contributions	
Collective Investment	3.28% of each contribution for the first 5 years, thereafter 4% of each contribution plus 0.25% of the total fund value each year or 3% of all payments plus 0.5% of the fund value each year.
Whole of Life	Maximum of 143.80% of the first 12 months payments
Personal and Stakeholder Pension	Up to 67.5% of the first 12 months contributions depending on the projected term of the plan.

Lump Sums	
Collective Investment	4% of all payments plus 0.25% of the fund value each year or 3% of all payments plus 0.50% of the fund value each year.
Investment Bonds	8% of all payments or 5% plus 0.5% of the fund value each year.
Personal and Stakeholder Pension	8% of all payments or 5% plus 0.5% of the fund value each year.
Annuities	2.5% of the amount you invest
Income Drawdown	3% of all payments plus 0.5% of the fund value each year.

We can be paid by a combination of commission and fee.

In some circumstances, we also charge a fee on top of any commission we might receive. In these circumstance we may refund a proportion of the commission by any of the methods stated above in the section 'We can be paid by a fee'

Material Interest.

We will act honestly, fairly and professionally, using the principal known as 'Conducting business in Clients best interest' regulations. On occasions, 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 could 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

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.

With regard to a cancellation of a plan or investment after the statutory cooling off period, we reserve the right to charge you a fee equivalent to

the amount of any commissions that we have to repay to the product provider. This could be for a period of up to four years after the policy start date.

Accounting to you.

Apart from in exceptional circumstances, we will summarise in writing the basis of the transaction executed on your behalf.

Complaints.

In you wish to register a complaint, please write to **Fortic Financial Services Limited, 5 Tywarnhayle Square, Perranporth, Cornwall. TR6 0ER** or telephone **01872 571868**. If you cannot settle your complaint with us, you may be entitled to refer it to the **Financial Ombudsman Service**.

Compensation Scheme.

We are covered by the **Financial Services Compensation scheme (FSCS)** if we cannot meet our obligations. This is dependent upon the type of business and the circumstances of the claim. Most types of investment business are covered by 100% of the first £30000 and 90% of the next £20000 so the maximum compensation is £48000. Further information about this compensation scheme arrangement is available from the **FSCS**.

Data Protection.

The information you have provided is subject to the Data Protection Act 1998 (the "Act"). By signing this document you consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management. "Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FSA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or condition; and offence you may have committed, or been alleged to have committed; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings; your political opinions, religious or similar beliefs, sexual life; or your membership of a Trades Union.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on 01872 571868 or in writing at 5 Tywarnhayle Square, Perranporth, Cornwall. TR6 0ER

You may be assured that we, and any company or companies associated with us, will treat all personal data as confidential and will not process it other than for a legitimate purposes. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

Law.

These Terms of Business are governed and shall be construed in accordance with **English** Law and the parties shall submit to the exclusive jurisdiction of the **English** Courts.

Termination.

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

Declaration & Consent.

I understand and consent to the above terms and I hereby authorise the transfer of information, as described above on a confidential basis when warranted between such third parties. I agree that the Terms of Business will come into effect from the date of issue.

Please tick this box if you **do not** consent to us, or any company or companies associated with us processing any such sensitive data.

Please tick this box if you **do not** wish for us, or any company or companies associated with us, to contact you for marketing purposes by e-mail, telephone, post or SMS, please tick this box.

I have read and understood the terms laid out in this agreement and have chosen for the firm to be remunerated by:

<input type="checkbox"/>	Payment of a fee.
<input type="checkbox"/>	Payment by commission (or product charges).
<input type="checkbox"/>	Payment by a combination of commission and fee.

Date of Issue
Adviser name

Adviser
Signature.

Customer Name(s)		
Customer signature(s)		
Date of issue		

Version 01.01.2008. Note for Adviser: **Please retain a copy of this page on file.**

