

1. Authorisation Statement

Lloyd & Whyte (Financial Services) Ltd is Authorised and Regulated by the Financial Conduct Authority (FCA). The FCA 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 FCA's Register by visiting the FCA's website <https://register.fca.org.uk/> FCA No. 125340 or by contacting the FCA on 0800 111 6768.

2. Our Services

Lloyd & Whyte (Financial Services) Ltd can act on your behalf in advising you on investments and non-investment insurance contracts. We offer products and services as follows:

- **Investments** - we offer an **Independent** advice service. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. We will only make a recommendation when we know it is suitable for you.
- **Non-investment protection contracts** - we are an intermediary and offer non-investment protection products e.g. term assurance, income protection and critical illness from a range of insurers.

We offer you a Complimentary Consultation (at our cost) at which we will describe our services in detail and explain the payment options. If you decide to go ahead, we will:

- Gather, explore and analyse personal financial information about you and your aims and objectives;
- Recommend and discuss any recommended actions and, with your agreement, arrange relevant solutions for you.

3. Integrated Financial Management Service (IFMS)

Integrated Financial Management is our ongoing service proposition which is multi-faceted and designed to support you at every stage of your financial evolution.

The intention of the relationship between the Adviser and the Client is to agree a strategic plan and make personal recommendations involving financial products and then to arrange these products.

It is agreed that:

- You are engaging the firm to provide an ongoing service in relation to specific reviews and the need to manage the risk to your money and financial planning.
- We will act in accordance with the terms set out in this document and the Evolution document when advising, recommending and arranging products for you.
- You have been advised and agreed on how we are to be paid for the services provided and the payment option selected has been indicated in the Client Engagement Declaration.
- Once the Client Engagement Declaration has been signed, we will provide you with the services agreed.

Terminating the Ongoing Service

- You can choose to cancel this at any time by providing us with written confirmation of your decision. Payments would then stop within 7 business days or after collection of any due proportion of any period charges if later.
- If you end this agreement whilst agreed transactions are still in progress we reserve the right to charge you a fee for the work carried out on your behalf from the date of the signed Client Engagement Declaration to the date of termination.

- If you end this agreement after agreed transactions have been completed, we will stop charging the ongoing service charge and you will no longer receive the ongoing service.

You should be aware that investments carry varying degrees of risk and as their underlying value can fall as well as rise you may not get back the full amount invested.

4. Client categorisation

Unless we notify you in writing to the contrary, we will be treating you as a "retail client". This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

5. Your aims and objectives

Any advice or recommendation that we offer to you, will be given after we have assessed your needs and considered your financial objectives and attitude to any risks that may be involved. We will also consider any restrictions that you wish to place on the type of products you would be willing to consider.

With very few exceptions, we will confirm to you in writing the basis of our recommendations along with details of any special risks associated with the products recommended.

Full details of the products we recommend to you including, for example, the minimum duration of the product, information on your right to cancel or whether no right to cancel exists, and any other early termination rights and penalties, will be covered in the relevant product disclosure information you will receive before conclusion of any contract.

We will issue any documentation/recommendations and any other communication to you in English (unless agreed otherwise).

We may also, on occasion, advise on other financial products which are not regulated by the FCA under the Financial Services and Markets Act 2000. The Financial Services Compensation Scheme does not apply to any of these products.

Under the terms of this agreement, we may, if appropriate, advise you on investments which are not readily realisable. We would draw your attention to the risks associated with these investments as there is a restricted market for them. In some circumstances it may not be possible to deal in the investment or obtain reliable information about its value.

6. VAT

Under current legislation our services are not subject to VAT but should this change in future, and where VAT becomes due, we will notify you before conducting any further work.

7. Client Money

Lloyd & Whyte (Financial Services) Ltd is not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

8. Our Ethical Policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- be open, honest and transparent in the way we deal with you;
- not place our interests above yours;
- communicate clearly, promptly and without jargon;
- Seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

9. Our Insurance and Protection Services and Costs

Similar to our investment services above, we will provide you with a personal and financial review before making our recommendation(s) to you. Should you accept our recommendation(s) we will arrange the implementation of this/these for you. You will receive the reasons for our recommendations in a written report.

We do not charge a fee for our insurance and protection services as we normally receive commission from the policy provider.

10. Cancellation rights

In most cases you can exercise a right to cancel by withdrawing from the contract. In general terms you will have a 30 day cancellation period for a life, pure protection, payment protection or pension policy and a 14 day cancellation period for all other policies.

For pure protection policies the start of the cancellation period will begin when you are informed that the contract has concluded or, if later, when you have received the contractual terms and conditions. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information.

If you cancel a single contribution contract, you may be required to pay for any loss you might incur in cancelling it as a result of market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

11. Documentation

We will make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. All policy documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will hold each document until the series is complete and then forward them to you unless you ask us to do otherwise.

12. Conflicts of Interest

We will act honestly, fairly and professionally known as conducting business in 'Client's 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 gain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

Depending on your circumstances, we might recommend Responsible Model Portfolios that contain a small element of Eden Tree Funds. Eden Tree are, with Lloyd & Whyte, part of the Benefact Group. As independent financial advisers we are happy (when appropriate) to make use of this fund having conducted full research and due diligence. We also seek to ensure that any actual or potential conflicts of interest are managed and if required disclosed to clients. If you have any queries in respect of this matter please discuss them with your financial adviser. Under the rules of our regulator, The FCA, we are prohibited from accepting any payment (commission or other non-monetary benefit) which is likely to conflict with the duty of the firm to its clients.

13. Complaints

If you wish to register a complaint, please write to the Complaints Officer at Affinity House, Bindon Road, Taunton, Somerset TA2 6AA; by email at tamara.godwin@lloydwhyte.com or telephone 01823 250750. A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, eligible complainants may be entitled to refer it to the Financial Ombudsman Service (FOS) for an independent assessment at www.financial-ombudsman.org.uk or by contacting them on 0800 023 45657.

14. Record Keeping

We will record all transactions on our files which, along with copies of relevant documentation, will be retained by us for a period of not less than six years. You have a right to inspect copies of contract notes, vouchers and entries in

our books or computerised records relating to your transactions. We reserve the right to withhold copies of these records if information to other parties would be disclosed.

15. Instructions

We only accept instructions in writing (paper or electronic means) to aid clarification and avoid future misunderstandings. Please note we will not act on oral instructions to avoid any possible misunderstandings.

16. Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme.

Most types of investment business are covered up to a maximum limit of £85,000. Pure Protection Contracts and Long-Term Insurance are protected for 100% of the claim with no upper limit. Other types of policy are protected at 90% with no upper limit. If your Pension provider fails you are protected for 100% of a claim with no upper limit. If your SIPP operator fails you are protected for 100% of a claim with no upper limit. Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

17. Anti-Money Laundering

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship.

18. Tax Treatment and Law

All statements about the tax treatment of products and their benefits are based on our understanding of current tax law and Her Majesty's Revenue and Customs (HMRC) practice. Levels and bases of tax relief are subject to change.

Where applicable, our dealings with you are governed and will be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts. All information, terms and conditions, and communications will be in English.

19. Force Majeure

Lloyd & Whyte (Financial Services) Ltd will not be in breach of this Agreement and will not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

20. 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 any due proportion of any period charges for services shall be settled to that date.

21. Communicating with you

We can communicate with you by telephone, face to face, post, email, text message and online video. Our communications will be in English.

Your preferred communication channel(s) will be noted. You can change this at any time by contacting the team.

22. Recording telephone calls

To ensure we carry out your instructions accurately, to help us continually improve our service and in the interests of security, we record and monitor telephone calls.

23. Ownership

Lloyd & Whyte (Financial Services) Ltd is owned 100% by Lloyd & Whyte Group Ltd. Benefact Trust Ltd has an indirect holding via the Benefact Group Ltd representing 10% or more of the voting rights or capital in the Lloyd & Whyte Group Ltd. This shareholding does not alter our regulatory responsibility to provide you with impartial advice, and so should not influence our advice to you. Please ask if you want to discuss this in further detail.