



Client Agreement for Investments & Insurances

Version 1.0

Authorisation Statement

Engage Wealth Management Ltd is Authorised and Regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register. Our Financial Services Register number is **942618**.

Our Services

We provide independent financial planning and investment advice. We will consider a range of regulated products from the available market that can meet the investment objectives of a retail client but we will only provide a recommendation to you when we know the product is suitable for your personal circumstances. The services we have agreed to provide and the cost for those services are shown in services agreed section – page 4.

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.

For **non-investment protection contracts** we are an intermediary and will act on your behalf when providing advice and making our personal recommendation(s) to you. We will do this based on a fair and personal analysis of insurers for term assurance, income protection and critical illness cover.

Full details of the products we recommend will be confirmed in the product literature you will receive before it is arranged. We will inform you if any investment we recommend restricts future access to your capital.



Your Aims and Objectives

Unless we notify you in writing to the contrary, we will be treating you as a **"retail client"** for investment business. 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.

Any advice or recommendation(s) we offer to you will only be given after we have assessed your needs and considered your financial objectives, attitude to risk and capacity to bear any losses. We will also take into account any restrictions that you wish to place on the types of products or investment strategy you would be willing to consider.



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 to 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.

Investment Services and Costs

We provide you with an initial consultation at our cost. This helps us to understand your financial objectives and we will confirm how we can support you in working towards these goals. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you. We charge our services by way of a fee. These fees can be a percentage of the amount you invest, subject to a minimum fee.

The 3 steps of this process are explained here:



Step 1 - Financial Review and Recommendation

This process covers the:

- Gathering of information about your existing financial arrangements and full personal circumstances.
- Understanding of your investment knowledge and attitude and tolerance towards investment risk.
- Recommendation of an asset allocation model that matches your risk profile and the subsequent assessment and suitability of any existing holdings.
- **Preparation of our recommendations to you.**
- **Cashflow Modelling session, where applicable, to build powerful lifetime cashflow plans.**
- **Arranging a second appointment to explain and discuss our recommendations.**

Our charge for this service is a **fixed fee, with a minimum £995 and maximum £2,500**. This fee is based on the complexity of the advice and will be confirmed before any work commences. Our fee is payable before work commences.



Step 2 - Policy Arrangement & Implementation – Lump Sum Investments or Transfers

Should you instruct us to proceed with (any of) our recommendation(s) we will act for you in the following ways:

- Handle all fund and policy administration on your behalf.
- Provide regular updates to keep you informed of the progress.
- Ensure all your documents are issued in line with your expectations.
- Provide confirmation of all actions taken on your behalf in writing.

Our charge for this service is dependent on the complexity of the advice you require and the amount invested. These charges are applied as follows:

- **4% on the funds up to £50,000**
- **3% up to £250,000**
- **0% above £250,000**
- **Implementation fees are capped at £7,500**

This payment can either be facilitated by the product provider when they receive your funds or be paid directly by you.

There may be situations where we agree a different fee structure. This will be at the discretion of the directors of Engage Wealth Management and confirmed to you before proceeding.



Step 3 - Ongoing Services

It is important to review every investment you hold and at regular intervals. At the time of, or prior to, our recommendation to you we will discuss our ongoing service proposition. Below we set out the ongoing services we provide and the associated cost to you.

An annual financial review will give you access to a qualified financial adviser to assist you with any queries or advice at your request and includes:

- Your needs and objectives
- Changes in your personal circumstances
- Your attitude to risk and capacity for loss
- Update any cashflow modelling forecasts
- Impact of tax and legislative changes
- Your will and personal estate
- Review of the suitability of your investments
- Provision of a personal recommendation
- Ongoing administration support
- Client newsletters, investment market updates and budget updates.

The cost of this service is based on the value of your investment(s) held with us and is charged at a rate of 0.75% of their value per annum. Our ongoing service charge is capped for funds over £2,000,000 held with us. The minimum fund value for our ongoing service is **£200,000 or a minimum fee of £1,500pa.**



Policy Arrangement & Implementation – Regular Savings / Investment

Our charge for implementing a regular contribution savings or investment plan is:

- £750 for an ISA or General Investment Account
- £1,250 for pension set-up

Hourly Charges

We may agree hourly fees. These will be agreed in advance and may include VAT.



Non-Investment Protection Contracts

When we arrange the sale of a protection or insurance contract, we will not charge you a fee, as we will receive a commission from the provider/insurer. The amount of this will be disclosed to you in the product literature. There may be occasions when the anticipated commission is below our minimum, so a fee will be agreed before proceeding.



Client Money

We are 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.



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.



Whose name will everything be in?

We will endeavour to 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 immediately after we have received them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you. We will issue all communications in English, unless agreed otherwise.

Are you acting in my best wishes?

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 obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment. Where this cannot be achieved, we will not conduct the business.

What if things go wrong?

If you wish to register a complaint, please write to Engage Wealth Management, 1st Floor, 26 Stroudley Road, Brighton, BN1 4BH, telephone 01273 076587 or email hello@engagewm.co.uk

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, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.



Is my money safe if a bank or institution fails?

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 (FSCS). The amount of compensation available will depend on the type of business and the circumstances of the claim. We can provide more specific information on request, but as a guide:

- For investment Products: you will be covered up to a maximum of £85,000 per person per firm.
- For Insurance Products: in the majority of cases, eligible claims about the advising and arranging of protection products are covered for 90% of the claim, without any 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>

Why do you need to verify my identity?

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, not just at the beginning.



What if I change my mind?

In most cases you can exercise a right to cancel by withdrawing from the contract. In general terms you will normally 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 investments this will typically start when funds are invested and for pure protection policies this will normally begin when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product information issued to you.

If you cancel a single premium contract, you may incur a loss due to market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

What if I change advisers?

The authority to act on your behalf may be terminated at any time without penalty by either party giving at least seven days written notice in writing. Any transactions already initiated will be completed according to this agreement unless otherwise agreed in writing. You will be liable to pay for any services we have provided before cancellation and any outstanding fees, if applicable.

What else should I be aware of?

Engage Wealth Management shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Who governs you?

This client agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

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