



Letter of Engagement



Letter of Engagement: Client Agreement

Introduction

The purpose of this document is to explain how Insight Financial Associates Ltd can help to provide solutions that meet your aims and objectives. In the early pages we set out how we work, the advice process, and later we outline the ongoing services enjoyed by clients to ensure the recommendations we make remain relevant as your circumstances may change in future years.

We recommend you use this information to decide if our services are right for you and that the remuneration package best suits your needs. We will discuss the options with you so that you fully understand what is offered and how it will benefit you. Should you have any questions on any element of this please do not hesitate to ask us.

The Advice Process

We offer **independent** investment advice. This means that we consider a wide range of financial strategies and products. We are constantly reviewing the market to ensure that the services and products we offer are appropriate for our clients.

Where we recommend particular investment strategies and products to you, these will be selected based on your personal circumstances, financial goals and objectives. We'll consider a number of factors, including the services you need, the cost of investing, how much risk you are prepared to accept in an investment product and how much of a drop in its value you could withstand.

The areas we can advise on include:

- Open ended investment companies
- Unit trusts
- ISAs
- Investment bonds
- Exchange traded funds
- Investment trusts
- Enterprise investment scheme
- Structured products, incl. structured deposits
- Venture capital trusts
- Pensions
- Annuities
- Equity Release
- Phased retirement & income drawdown
- Term assurance
- Critical illness cover
- Income protection
- Long term care

We don't provide advice in relation to individual share holdings. If this is something you need assistance with, we can refer you to a stockbroker.

We don't provide advice on options, futures and other derivative contracts as we believe that these are unlikely to be suitable for our clients.

For further details please refer to our client services brochure / website.

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.

What service will we provide you with?

Listen & Discover

We offer an initial discussion to explain our services and the payment options. Our advisers will introduce themselves and the firm, and provide a business card with their contact details. We will not undertake any chargeable work before agreeing the charges with you.

The main purpose of the initial meeting will be to obtain details of your financial circumstances and objectives. This information will typically be collated by the adviser on a Confidential Financial Planning Questionnaire Document. Amongst many key areas that the adviser will wish to fully understand is your 'Attitude to Risk' as this will impact significantly on the advice we may give. The impact that risk will have on your objectives will be discussed and recorded. Please note that your attitude to risk may vary depending on the time frame you are considering and your objectives.

Should you have any questions during the initial meeting please do not hesitate to ask our adviser who will be happy to discuss them with you. The adviser will then explain the next steps in the advice

process. If any fees are due at outset, they will be explained. We may also ask you to sign letters of authority enabling us to approach product providers on your behalf to gather further information.

Research and Report Preparation

The initial meeting typically takes one to two hours dependent on the complexity of your circumstances, aims and objectives.

Defining Goals

We will define your goals, objectives and agreed targets for the future. We will identify opportunities, strengths and evaluate risk. We will confirm with you the level of ongoing service that we can provide.

Explore

Using internal and external technical research, we will prepare recommendations to meet your objectives. The recommendations will include an assessment of your attitude to risk, affordability, tax implications, your time horizons, associated costs, and other related data. Please note that the Financial Conduct Authority does not regulate tax advice. We will then contact you to arrange a convenient date to present our findings.

Mutual Commitment (Presentation)

The purpose of this meeting is to present our findings and mutually agree on your financial plan to help meet your goals and objectives.

To start the implementation of your financial plan, we may recommend a change to your current financial arrangements. This meeting will be used to disclose the details of this recommendation, including the following:

- How this recommendation meets with your goals and objectives
- The full charges associated with this recommendation
- The tax implications
- How this recommendation meets with your financial circumstances, attitude to risk and capacity for loss
- The risks associated with this recommendation

If we have misunderstood any of your objectives, or should you have any questions on any of the elements of the meeting, please do contact us. It is important that we are working towards the same goals and that you understand the reasons for the recommendations and how the recommended product(s), if applicable, work.

When we have received your instruction, the relevant paperwork is completed and processed at our head Office in Norwich by our administration support team. They in turn forward the paperwork to the relevant providers. Details of any transactions undertaken through Insight Financial Associates Ltd will be recorded on our secure back office system.

Implementation

Once you have agreed to the recommendation from your financial adviser, we will then implement this strategy for you.

Our highly professional support team will ensure that your recommendation is implemented effectively, and in a timely manner.

At this point, we will also produce a full financial report which lays out the discussions you have had with your adviser, and full details of the final recommendation given.

If there are any discrepancies or queries on the report you are provided with, please let your adviser know as soon as possible.

Documentation

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 as soon as practicable after we receive 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.

Service Standards

We offer bespoke advice according to your needs and requirements, so that you receive the most suitable service and advice. This broadly fits into three categories. Our commitment is to provide a level of service that exceeds your expectations and matches your requirements, whilst always ensuring the best financial solutions. Failure of financial plans can usually be attributed to a lack of, or inappropriate review.

We do not want this to happen to you, so we make sure that our service structure and standards match your needs and the plans we advise on today will continue to be appropriate for the rest of your life. We commit ourselves to reviewing your plans, giving you 100% piece of mind that you are well looked after. To facilitate this, we use some of the most cutting edge financial software and employ independent research from internationally recognised specialists.

1. Your Exclusive Wealth Management Service

Our Service and commitment to you

We always make it our priority to provide you with an informed and Personal Service, which includes regular reviews with your Financial Adviser to ensure that you are on track to achieve your short and long term financial goals and objectives.

Our Service Includes:

- The opportunity for meetings at least twice per year to review all aspects of your financial situation and investment portfolio.
- Preparation of a portfolio review report for discussion with you, covering all of your assets under management.
- You can choose to review your Cash Flow Life Plan or have the option to complete a Life Plan with your Financial Adviser.
- Using our expertise in this area, if required, we will discuss and agree required alterations to your assets and investment strategies.
- **Priority Response Service**
As a valued client, you can arrange additional face-to-face appointments with your adviser between review dates if required. We will respond to phone calls and emails within 48 hours Monday – Friday (72 hours over the weekend).
- **Portfolio Construction**
You have access to tried and tested investment portfolios.
Financial Analysis and investment planning, which includes risk profiling.
The creation of a suitable asset allocation in accordance with your objectives and investment risk tolerance.
- **Cash-flow Planning**
The cash flow process measures your income and expenditure both now and for your future. This takes into account not only your basic income and expenditure, but also factors in an analysis of your assets, including growth, acquisition of new assets and whether these assets would be needed to supplement income.

Most importantly, it is all about you... Your Life Events and Your Lifetime goals.

- **Professional Services**
We will liaise with your Accountant and provide any requested information to them, or any other professional advisers where required. We are also able to recommend suitable professionals.
- **Removing the Stress**
We take the complexity and stress away from you by managing your financial life, which enables you to focus on doing what you do best.
- **Tax Planning Service**
We work in conjunction with your Accountant, and other taxation advisers if required.
Provide Tax information for all of your investments under our control when required.
We offer Inheritance Tax advice in liaison with our legal professionals if required.
- **Regular Market Updates**
The opportunity to meet with Industry Professionals.
Monthly e-newsletters - providing information on both the Insight Group and the market.
Budget summaries to help you understand how changes in legislation may affect you.

- **The Benefits to You**
Peace of Mind - knowing that you have a trusted professional looking after your financial best interests.
- **A Personal and Individual service.**
Regular reviews of your investments and your lifetime goals.
Access to expertise and information.

Clarity out of complexity - helping you to be financially organised and on track to achieve your financial goals and dreams.

2. Personal Financial Planning Service

Our Service and Commitment to You

The opportunity for a face-to-face or a written review from your Financial Adviser once a year. This includes: A portfolio review report including all your assets under management.

Using our expertise in this area, if required, we would discuss and agree any required alterations to your assets and investment strategies.

Our Services include:

- **Portfolio Construction**
You have access to tried and tested investment portfolios.
Financial Analysis and investment planning, which includes risk profiling.
The creation of a suitable asset allocation in accordance with your objectives and investment risk tolerance.
- **Removing the Stress**
We take the complexity and stress away from you by managing your financial life, which enables you to focus on doing what you do best.
- **Tax Planning Service**
We work in conjunction with your Accountant, and other taxation advisers if required.
Providing Tax information for all of your investments under our control when required.
Inheritance Tax advice in liaison with our legal professionals if required.
- **Regular Market Updates**
The opportunity to meet with Industry Professionals.
Monthly e-newsletters – providing information on both the Insight Group and the market.
Budget summaries to help you understand how changes in legislation may affect you.
- **Professional Services**
Providing requested information to your accountant or other professional advisers where necessary.

The Benefits to You

- Peace of Mind – knowing that you have a trusted professional looking after your financial best interests.
- A tailored investment solution.
- An annual review of your investments. Access to expertise and information.
- Enables you to make informed financial decisions about your future.

3. Single Need / Transactional Service

Our Commitment to You

Access to tried and tested investment portfolios; Financial Analysis and investment planning, including risk profiling.

Design of suitable asset allocation in accordance to your needs, objectives and investment risk tolerance.
Telephone and email access to a company representative.

Our Services to You:

- **Removing the stress** - Taking the complexity and hassle out of administering your financial life.
- **Professional Services** – We provide requested information to your accountant or other professional advisers where necessary.
Recommending suitable professionals as other needs arise.

The Benefits to You

- Peace of Mind – knowing that you have a trusted professional looking after your financial best interests.
- A tailored investment solution. Access to expertise and information.
- Empowering and educating you to make positive financial decisions.

Remuneration for Advice

What will you have to pay us for our services?

We are predominately a fee/adviser charging based service, but also have the option to operate on a commission basis with certain products.

We will discuss your payment options with you and answer any questions you have. We will not charge you anything until you have agreed how we are to be paid. You can choose between paying a fee, adviser charging or for us to receive remuneration via the provider. We can offset remuneration received against your fee if you choose a fee basis.

You will receive an illustration which will tell you about any other fees relating to any particular insurance policy. We will tell you the amount of remuneration payable to us on any such investment and if agreed in advance, we can arrange for it to be used to offset fees. We may at our discretion use ongoing remuneration from a plan (such as renewal payments, trail payments, remuneration earned as a result of plans having automatic increases, or cost of living increases or even a proportion of initial remuneration) to reduce future fees. However, until such times as any such payment or remuneration is used in this way, it is considered to be the property of **Insight Financial Associates**.

Investment and Pension Advice

Initial Advice Charges

The charges for the initial advice we provide are payable to cover two key areas of our service:

1. Building your financial plan

The initial part of our advice process is to learn about your financial circumstances, but more importantly to understand your goals and objectives both now and for the future.

This process involves us understanding many key areas important to financial goal setting:

- Your existing financial arrangements
- Your current tax positions and whether they are effective
- Your attitude to risk and capacity for loss
- Momentous time horizons, including your retirement targets
- What your key financial objectives are and most importantly, understanding what goals you have both now, and in the future

Once we have collected all this key information about you, we then analyse these areas in comparison with your goals and objectives. Our assessment will be aided using technical research tools.

After this assessment and research has been completed, it's important for us to take the time to meet with you to present our findings, and to help you understand how we will work together on building your financial plan.

There may be a recommendation to change your existing arrangements to help implement your financial plan, and at this meeting, we fully explain the impact of this change. This would include key details on charges/costs associated, how it meets with your attitude to risk, tax implications, the risks associated, and importantly, how it meets with your goals and objectives.

If you mutually agree with the plan we have recommended, we will then start the implementation process of this.

2. Implementation

We have a highly professional support team, who will ensure that all the recommendations you have agreed with your adviser are implemented in an efficient and timely manner.

We will also provide you with a full financial report, which discloses all the discussions you have had with your financial adviser and the recommendation they have made.

Charges

Our standard charge for this full process is 3% of the investment amount, this charge may change dependent on the level of factfinding required and the complexity of the case, however your financial adviser will confirm this. All charges will be agreed with your adviser prior to commencing work.

We will quote separate fees for advice on and the arrangement of insurance policies and advanced tax planning strategies and obtain your agreement prior to commencing any work.

Payment of initial Charges

We predominantly charge for our initial advice on an adviser charging basis. This option allows for our fee to be paid directly from your investment amount.

However, we are happy to accept this payment in the form a client fee. This type of fee is paid directly by you. This can be via cheque or BACS.

Both of these options will be discussed in full with you before proceeding, and we do accept payment as a combination of both of these methods.

Example of our standard charging structure:

Investment Amount	Initial Charge (3%)	Reduction in Investment Amount
£100,000	£3,000	£97,000

Ongoing Service Charges

After taking so much care and attention to implement a financial plan to help you achieve your goals and objectives, it is imperative to review it regularly to ensure that you are on track to hit these.

At our initial meeting, we will put in place your service level agreement (a full list of services for each level of service are detailed in this document). One of the key services is the review process.

Reviewing your financial plan

Initially, our highly experienced support team prepare your full portfolio report which helps demonstrate the current position of your financial arrangements.

Your adviser will then need to check on your current personal and financial circumstances and your attitude to risk, as changes to these areas can have a significant effect on your financial plan.

We then revisit the financial plan we built together, to see whether there have been any changes to your goals and objectives.

If there have been changes, we can then take the time to fully discuss these and if necessary, amend your plan and implement any changes at this point.

Charges

Annual fees will normally be charged at 1% of portfolio value, dependant on your selected service level. The charge will be based on all cash and investments that are being used to satisfy your capital and income requirements. This excludes cash held in your day-to-day current bank account.

As with our Initial Advice charges, you can utilise either payment method of; Adviser Charging or a client fee.

Example of our standard charging structure:

Investment Amount	Ongoing Adviser Charge (1%)	Reduction in Investment Amount
£100,000	£1,000	£99,000

Non-Investment Advice

For products that pay commission, i.e. protection or deposit-based accounts, if you buy a financial product, we will normally receive commission on the sale from the product provider. Although you 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. 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 conclude a contract, but you may ask for this information earlier.

The amounts vary according to the type of product. We will confirm the actual amount to you before your contract is concluded.

Not all products now offer a commission option, however this will be discussed with you at your recommendation meeting.

(Before we start advising you, we will inform you of how much we could be paid if we do recommend one of these products to you. You can also ask us about any other remuneration we might receive on underlying investments we recommend you hold, if not contained in the information above).

Mortgage Advice (Lifetime Mortgages)

Payment for this advice is taken as a combination of commission, payable by your recommended provider and a client fee payable by you.

Your adviser will provide a separate fee agreement for any advice given.

Client money

Insight Financial Associates is not permitted to handle client money and therefore we cannot accept cash or cheques made out to us (unless it is in respect of an item for which we have sent you an invoice).

Disclosure of charges / fees

All charges/fees will be fully disclosed to you. These will be disclosed in summary form before we undertake any work for you. The precise charges relating to any recommendations we make will be confirmed to you via a report or relevant product disclosure information.

In respect of any regular premium policy which we have arranged for you, should you subsequently cease to pay premiums on the policy we are obliged to refund the plan provider's payment that has been made to us. We reserve the right to charge you a fee representing the amount we have to repay, for a period of up to five years after commencement of the policy. We will not charge any such fee if you exercise your right to cancel in accordance with any cancellation notice sent to you by the life insurance company. If we recommend to you any policy to which this paragraph applies, we will at the same time inform you in writing of the maximum amount of any such fee, and of the latest time at which we would charge it.

Treatment of Remuneration

Fees may be abated to the extent of any remuneration that we receive from third parties in connection with any transaction arranged by us for you. Where we receive such remuneration, which exceeds the fees payable by you at any time, we retain that excess remuneration. In the event that we carry out further work for you in respect of which we would charge fees, we will take the amount of the excess remuneration we have retained into account when determining such future fees.

If we receive remuneration from the provider and the relevant policy is surrendered, lapsed or altered by you, so that the full or partial remuneration from the provider is then repayable by us to a third party

and we have used, the remuneration to reduce our fee to you, or otherwise set it against our charges, we reserve the right to re-invoice you for the shortfall (this will only be relevant to certain contracts).

Payment of Fees

Initial Financial Planning fees will be due on presentation of the initial report and invoiced accordingly. Implementation fees will be due for settlement when the initial actions agreed have been completed. Annual fees will accrue from the inception of the implementation phase.

Adviser Charging

Where you have agreed for charges based on a percentage of the value to be paid to **Insight Financial Associates** by the provider, the fees will be paid monthly based upon the portfolio value at the platform valuation date. The notional account will assume that the amount received equals the amount due for the purposes of the notional account.

If this account is in debit, we may forward an invoice for settlement of the outstanding balance. This invoice will be due for settlement immediately and you agree to pay interest on any sums not paid within thirty days of the invoice date; such interest to be at a rate equivalent to the base rate set by the Bank of England plus four percent.

Remuneration for ongoing services

Three tiers of service are offered to meet your ongoing financial planning requirements. These are Transactional, Financial Planning and Wealth Management. The typical cost of these services will be 1% of the value of the investments. The exact costs and services will be agreed between you and your Consultant. We will tell you if you have to pay any VAT.

Services	Wealth Management	Financial Planning	Transactional	
Market Commentary and Information	<p>Typically, a Wealth Management Client would benefit from all of the Insight Financial Associates Services plus additional reviews together with other services agreed on an individual basis</p>			
Monthly e-newsletter and Market Updates			✓	
Opportunity to meet industry professionals				
Opportunity for a full Cashflow Life Plan to be implemented			✓	
Opportunity for a shortened Cashflow plan – advice type specific				✓
Administrative Services				
Change to personal details			✓	✓
Access to Insight Financial Associates Ltd investment strategies which include: - <ul style="list-style-type: none"> • Full Discretionary Fund Management • Alternative investment propositions 			✓	
Handling of surrenders, partial encashment and fund switches (Additional costs/fees may apply where recommendations or advice is sought)			✓	✓
Approval and delivery of Policy Documents, Trust Documents and Contract Notes			✓	✓
Regular Market Updates			✓	
Individual Annual Report				
Auto Rebalancing of Asset Allocation – dependant on the investment solution			✓	✓
Web Based Services				
Website membership to our investment solution Platforms, to include: <ul style="list-style-type: none"> • Portfolio Valuations • Investment History • Personal Financial Profiling • Portfolio Analysis Reports 			✓	
			✓	
			✓	
			✓	
			✓	
			✓	
Consultant Contact and Services				
Telephone and email access to Adviser			✓	✓
Access to a Priority Response Service				
Professional Services – we liaise with your other professional advisers when required				
Offer of two reviews a year (to include the Financial Review Services)				
Offer of Annual review to include the below Financial Review Services. (The meeting may be subject to additional costs/fees) <ul style="list-style-type: none"> • Profile Update • Objectives and Priorities Analysis • Portfolio Valuation Review • Rebalancing of Asset Allocation • Risk Management Assessment • Tax Planning 			✓	
			✓	
		✓		
		✓		
		✓		
		✓		
		✓		
Typical Fund Based Fee	1%	<1%	<0.25%	

Our charges			
	Your Exclusive Wealth Management Service	Your Personal Financial Planning Service	Your Single Need/ Transactional Service
	Our charges are always agreed with you in advance of any chargeable work being completed on your behalf		
Initial financial review, cashflow forecast and objective setting	This is built into the implementation charge	This is built into the implementation charge	This is built into the implementation charge
Personalised research & recommendation report	This is built into the implementation charge	This is built into the implementation charge	This is built into the implementation charge
Implementation charge	Standard of 3%	Standard of 3%	Standard of 3%
Annual service fee	Maximum 1.0% Subject to a minimum of £1,000 pa	Maximum 1.0% Subject to a minimum of £300 pa	We may receive a small renewal fee from your investment providers. This is retained by us in order that we are able to maintain an open file on your behalf, and deal with administration queries you may have as they arise

Please tick the Service Option you wish to select

- Wealth Management
- Financial Planning
- Transactional

Please tick the Payment Option you wish to select

- Fee
- Adviser Charging
- Commission (only available with certain products)
- Combination of the above

Terms and Conditions

Our obligations

- Before providing advice, we will assess your needs, consider your financial objectives and assess your attitude to any risks that may be involved. If you do not wish to discuss a particular area of financial planning and that area should not form part of the advice given, we can exclude it, if you instruct us to do so. This may have a bearing on the advice that might have been given.
- Before making any recommendations, we will carry out a suitability assessment so that we are able to act in your best interests.
- We will confirm any recommendations we make in writing (our suitability report), along with details of any special risks that may be associated with the products or investment strategies we've recommended.
- Please be aware that investments can fall, as well as rise, and that you may not get back the full amount invested. The price of investments we may recommend may depend on fluctuations in the financial markets, or other economic factors, which are outside our control. Past performance is not necessarily a guide to future performance.
- Specific warnings relevant to the investments, investment strategies or other products we arrange are provided in the relevant product literature provided.
- We may, where appropriate, recommend holding some, or all of your investments with a discretionary fund manager (DFM), a professional investment manager appointed to monitor your portfolio and make investment decisions on your behalf. In such cases we will explain the respective responsibilities of ourselves and the DFM in relation to your investments.
- In some circumstances we may need to act as your 'agent' in relation to the part of your portfolio held with a DFM. This means that you will not have a direct contractual relationship with the DFM and the DFM will instead treat our firm as its client. Before setting up this type of arrangement we will explain the implications to you.
- We may occasionally recommend investments that are not readily realisable. We will only do this where appropriate but, if we do, we will draw your attention to the risks associated with the investments in our suitability report. There is a restricted market for such investments and in some circumstances, it may not be possible to deal in the investment or obtain reliable information about its value.

Financial crime

- We are obliged to put in place controls to prevent our business from being used for money laundering and other forms of financial crime.
- We will verify your identity before undertaking any business with you. To do this 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. The check may leave a 'footprint' on your credit file but it will not affect your credit rating.

Best execution

- Where we send investment applications on your behalf to third parties (e.g. to put an investment into force), we will take all sufficient steps to ensure that we obtain the best possible result for you. This is referred to as 'best execution'.
- We have a best execution policy. If you want to see a copy of it please ask us.

Conflicts of interest

- Although we will always try to act in your best interests there may be situations where we or one of our other clients has some form of interest in the business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your own interests, we will write to you and ask for your consent to proceed before we carry out any business for you. We will also let you know the steps we will take to make sure you are treated fairly.
- We have a conflicts of interest policy. If you want to see a copy of it please ask us.

Communicating with you

- Our normal ways of communicating with you are by telephone, post, e-mail, SMS text message or in person. Our communications will be in English.
- We may ask you to confirm your instructions to us in writing as this helps to avoid any future misunderstandings.

Recording telephone calls

- To ensure we carry out your instructions accurately, to help us to continually improve our service and in the interests of security, we will record and may monitor your telephone communications or conversations with us.
- Copies of our telephone recordings will be available on request, for a period of 5 years after the recording was made.

Your obligations

This section sets out your obligations in agreeing to receive our services.

Providing information about your circumstances

- Our advice will be based on the information that you give. It is important that you provide us with accurate and up to date information when we request details about your circumstances and objectives. This will allow us to provide you with suitable advice. If the information you provide is inaccurate or you limit the information provided, this could affect the suitability of the advice we give.

Payment for services

- By signing this agreement, you are agreeing to pay the charges for our services that will be agreed with your Financial Adviser. Your Financial Adviser will also confirm the payment method. We will tell you if any payments are subject to VAT.
- If you are paying our **initial charges** by instalment (only applies when you have taken out a regular contribution contract), it is important that you make payments as agreed. Where you miss a payment or cancel the contract from where the payments are coming from, we have the discretion to request the remainder of the payment from you.
- In some limited circumstances (for protection planning business only) we may receive a commission payment from a product provider. If the commission payment relates to a regular contribution policy and you stop paying premiums on that policy, we may be obliged to refund the commission received back to the policy provider. In such cases, we reserve the right to request the full payment of any outstanding balance of charges for our services.
- Any products we have arranged for you will only be kept under review as part of an ongoing service for which have agreed to pay. Our ongoing services are optional, but if you agree to purchase an ongoing service, unless otherwise agreed, the ongoing service will be provided as a follow up to the initial service.
- **Ongoing** services can be cancelled at any time by informing us in writing (see section 3 – Cancellation and amendments) but please note that we do reserve the right to charge you for services we have provided before cancellation.
- Where our charges are based on a percentage of your investments, the amount of our **ongoing** charges may increase as the size of your fund grows.

Legal and accounting advice

- We are not qualified to provide legal or accounting advice or to prepare any legal or accounting documents. This means that the onus is on you to refer any point of law or accountancy that may arise during the course of discussions with us, to a solicitor or accountant. We do however have links to these services which will be able to aid you in these areas.

Cancellation and amendments

Ending this agreement

- You or we may terminate this agreement at any time, without penalty.
- Notice of termination must be given in writing and will take effect from the date of receipt.
- 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.

Amendments

- From time to time it may be necessary to amend the terms set out in this agreement, but it is not required to issue a new agreement. If this is the case, we will write to you with details of the changes.

Product cancellation rights

- Full details of any financial products we recommend to you will be provided in the relevant product information you will receive. This will include information about any product cancellation rights, along with any other early termination rights and penalties.

Useful information about our services

Who authorises us to advise you?

- We are authorised and regulated by the Financial Conduct Authority (FCA), 25 The North Colonnade, Canary Wharf, London, E14 5HS. www.fca.org.uk. Our firm reference number is 458421.
- Our permitted business is advising on and arranging [pensions, savings and investment products, non-investment insurance contracts and mortgages].
- You can check our details on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.
- Unless we tell you otherwise, we will treat you as a **retail client** for investment business. This means that you are given the highest level of protection available under the UK's regulatory system.

What if things go wrong?

- If you are unhappy with our advice or any aspect of our services, we encourage you to contact us as soon as possible. We will do our best to resolve your concerns.
 - **Telephone:** 01603 268080
 - **Email:** antony.howard@insightifa.com
 - **In writing:** Antony Howard, Insight Financial Associates Ltd, Insight House, 7a Alkmaar Way, Norwich International Business Park, Norwich, NR6 6BF
- We have a complaints procedure and we can provide further details on request. If you do have a complaint, and you are not happy with our response, the Financial Ombudsman Service (FOS) may be able to help. The FOS settles disputes between financial services businesses and their clients. Full details are available at www.financial-ombudsman.org.uk.

Additional peace of mind

- The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation fund for customers of authorised financial services firms who are unable to pay claims against them, usually because they have gone out of business.
- You may be able to claim compensation from the FSCS if we cannot meet our obligations. 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:

Investments - eligible claims for most types of investment business are covered for up to a maximum of £50,000.

Insurance - 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 is available from the FSCS at www.fscs.org.uk.

Benefits we may receive

- Under the rules of our regulator, the FCA, as a firm providing independent advice, we are unable to accept or retain payments or benefits from other firms (e.g. product providers) as this would conflict with our independent status.
- From time to time we may attend training events funded and /or delivered by product providers, fund managers and investment platforms. These events are designed to enhance our knowledge and enhance the quality of service we provide to our clients. As such this does not affect our obligation to act in your best interests. Please ask us if you want further details.

Your Consent

This is our standard Letter of Engagement 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 mentioned, please ask for further information. I hereby authorise the transfer of information, as described above on a confidential basis when warranted between such third parties. I agree that the Letter of Engagement will come into effect from the date of issue.

Adviser Name:	INSIGHT FINANCIAL ASSOCIATES LTD
Signed:	Dated:

	Client 1	Client 2
Customer/Trustee name(s)		
Customer/Trustee signature(s)		
Date signed		

I/we confirm that details of my/our policies arranged through or serviced by **Insight Financial Associates** may be disclosed to either party named above until such time as written instruction is received from the policy holder to the contrary.

	Client 1	Client 2
Customer name		
Customer signature(s)		
Date signed		

Insight Financial Associates Ltd
7a Alkmaar Way
Norwich International Business Park
Norwich
NR6 6BF

Appendix A - Protecting your personal information

- To provide our services properly, we will need to collect information about your personal and financial circumstances. We take your privacy seriously and will only use your personal information to deliver our services.
- Processing of your personal data is necessary for the performance of our contract for services with you. Generally, this is the lawful basis on which we intend to rely for the processing of your data. (Please see the reference to special categories of data below). Our policy is to gather and process only that personal data which is necessary for us to conduct our services appropriately with you.
- We adopt a transparent approach to the processing of your personal data. Sometimes, we may need to pass your personal information to other organisations. If you apply to take out a financial product or service, we will need to pass certain personal details to the product or service provider.
- We may engage the services of third party providers of professional services in order to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. Your personal information may be transferred electronically (e.g. by email or over the internet) and we, or any relevant third party, may contact you in future by what we believe to be the most appropriate means of communication at the time (e.g. telephone/ email /letter etc.).
- The organisations to whom we may pass your details also have their own obligations to deal with your personal information appropriately. Sometimes a product or service may be administered from a country outside Europe. If this is the case, the firm must put a contract in place to ensure that your information is adequately protected.
- We will issue you with our Privacy Notice. This is a separate document which provides more information about the nature of our personal data processing activities, and includes details of our retention and deletion policies, as well as your rights of access to the personal information that we hold on you.
- As part of this agreement we will ask you to consent to the transfer of personal information in accordance with the protections outlined above.
- **Special categories of personal data**
There are certain categories of personal data that are sensitive by nature. The categories include: data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership and data concerning health. Depending on the nature of the products and services that you engage us for, we may need to obtain your sensitive personal data particularly in relation to health. Our policy is that should we require any special category of personal data, we will only gather this with your explicit consent.
- If you are concerned about any aspect of our privacy arrangements, please speak to us.

Consent

Sensitive personal data

The primary basis on which we intend to process your personal data is for the performance of our contract with you. In the case where we need to process special category (sensitive) data as described above we require your consent by indicating your agreement to the following statement:

I / we consent to the processing of sensitive personal data as far as it is necessary for the services I / we require from Insight Financial Associates

	Client 1	Client 2
Customer name		
Customer signature(s)		
Date signed		

Please note that you may withdraw this consent at any time by notifying us at our main business address.

We may also engage the services of third party providers of professional services in order to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. If you wish to know the names of these third parties please contact us for further information.

Marketing

From time to time we may wish to contact you to offer additional products or services which may be of interest to you. In order to do this we require your consent by agreeing to one or all of the options:

I / we consent to be contacted for marketing purposes by:

Email Telephone Text message Post

	Client 1	Client 2
Customer name		
Customer signature(s)		
Date signed		

Please note that you may withdraw this consent at any time by notifying us at our main business address.