

RCN

FINANCIAL PLANNING

Clarity. Confidence. Freedom.

Service Charter

V26 | February 2026

RCN Financial Planning Ltd
CKR House, Dartford, DA1 1RZ
020 3 971 8743 | robert@rcnfp.com | www.rcnfp.com

Date: _____

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WORKING WITH YOU

This document and the terms in it (the "Agreement") gives you an overview of our services, how we will deliver these services to you and how we can help you. It covers our process, an example of the fees we charge and the legal and regulatory requirements we need to disclose to you. If you have any questions about our services or anything in this Agreement, please do not hesitate to ask.

You can select the service that best suits your needs. We will discuss your options with you so that you understand them and how they can help you.

Your Advice Options

1. Full advice: A comprehensive financial review based on all aspects of financial planning
2. Focused advice: Single aspects of financial planning only, as specified and agreed with you
3. Execution only: for one-off transactions instructed by you

We'll confirm which of these options will be provided to you before we begin any services.

If you choose full advice, we'll provide comprehensive advice covering all aspects of financial planning. This means we will consider how all your plans and investments work together to create the most efficient strategy for your needs. We'll consider your pensions, savings, investment, taxation, trusts, and protection.

If you choose focused advice, we'll provide you with information on the areas of advice that we recommend for you.

WHAT YOU CAN EXPECT

Initial Discovery Meeting

We'll capture important information about your current circumstances. This helps us understand your priorities, goals, and aspirations. We'll discuss your attitude to investment risk and explain how this may affect you. This initial meeting will usually take between one to two hours; it can be face-to-face, a video meeting or a phone call.

In order to complete our discovery process, we may also need to request your permission to engage with third party product providers with whom you may hold current policies and investments.

There is no obligation to proceed at this stage and you will not incur any costs for the work we undertake in this part of the process. Once we have completed our discovery work, we will summarise what you have told us, our additional findings, and suggest our next steps towards a tailored solution for your individual needs.

If you do decide to proceed, this Agreement must be signed for us to begin chargeable work as set out below.

Research and Analysis

We'll begin by looking at your current position and researching potential solutions for your needs. If we need to consult with any professional advisers or financial service providers that you have existing agreements with, we'll ask for your written consent beforehand.

Your Personal Report

When we've all the information we need, we'll prepare a full Financial Planning Report for you. This will present a clear picture of your current position and outline our recommendations for you. We'll discuss these with you and guide you through the details. You're free to take the report away and familiarise yourself with our recommendations before agreeing to continue.

Implementation

When you're ready to make a fully informed decision to proceed, and you've given us your consent, we'll begin implementing our recommendations. We'll help you to complete all the relevant forms and make sure that any applications are processed by the relevant product providers.

Ongoing Services

Depending on the size and complexity of your requirements, you may or may not need ongoing services. We will discuss these services in our initial discovery meeting with you. These services are optional and can be cancelled if you decide you no longer need them. If we have not agreed with you to provide ongoing services, your portfolio will not be monitored unless you contact us to ask for a specific service.

If you choose to receive ongoing services, the below table explains which service you will qualify for (depending on the fees received by RCN) and what this will include:

Service	Perpetual <i>Fee above £5k</i>	Prominent <i>£1k-£4,999</i>	Primary <i>Up to £1k</i>
Review Meetings	Two per year	Annually	Annually (remote)
Financial Coaching	Ongoing	Ongoing	At reviews
Investment Performance & Benchmarking	Annually	Annually	Annually
Investment Performance Commentary	Annually	Annually	Annually
Reviewing ATR & Capacity for Loss	Every 2 years	Every 2 years	Every 2 years
Review Suitability Report	Annually	Annually	Annually
Extraordinary Annual Review	On request	Charged	Charged
Aim to Respond to Enquiries	Within 24 hours	Within 48 hours	Within 48 hours
Access to Wealth Platform	Yes	Yes	Yes
Investment Strategy	Bespoke/DFM/Model	DFM or Model	Model Portfolios
Bespoke Investment Strategy	Yes	Charged	No
RCN Newsletter	Quarterly	Quarterly	No
Cashflow Modelling	On request	Once/year	Charged
Tax Harvesting	On request	On request	Charged
Other Advice	On request	Charged	Charged
Retirement Plan	On request	Once at retirement	Charged
Estate Preservation Plan & Gifting Strategy	On request	Charged	Charged
Top-ups or Consolidation	On request	Charged	Charged
Education Planning	On request	On request	Charged
ISA & GIA	Yes	Yes	Yes
Investment Bond	Yes	Yes	Yes
Offshore Bond	Yes	Yes	No
EIS, VCT & Specialist	Yes	Yes	No
SIPP	Yes	Yes	Yes
SSAS	Yes	Yes	No
Trusts	Yes	Yes	No

Cancellation of Ongoing Services

If you have selected an ongoing service, you can cancel at any time if you decide you no longer need this. If you are considering cancelling an ongoing service, please consider the following:

- If your financial circumstances, objectives and attitude to risk change over time, the structure of your investment portfolio may become less suitable

- As financial markets fluctuate, the composition of your portfolio may become unbalanced and ultimately expose you to more risk than you wish to accept
- Any negotiated discounts may stop

Should you cancel, you may choose to receive ongoing services again at any time.

Communications

Our default method of communication is by electronic means, but if you prefer to receive communications in other formats, including paper, please inform us.

WHO WE ARE

RCN Financial Planning Ltd is a firm of financial planners (we, our or us) and an appointed representative of Best Practice IFA Group Limited, a network that promotes a high level of market standards through the provision of resources, technology, training and support. Best Practice IFA Group Limited is authorised and regulated by the Financial Conduct Authority. The registration number is 223112 and a full list of its appointed representatives can be found on the FCA register www.fca.org.uk/firms/systems-reporting/register.

UNDERSTANDING THE COST OF OUR SERVICES

Working with a professional financial planner provides expertise and peace of mind. We build long-term trusted relationships with our clients and their families. We need to understand what really matters most to you and your family, what you are trying to achieve in life and how we can help you to reach your goals.

We've a transparent charging structure. We're committed to making sure that our services represent excellent value for money, and you'll always know what our fees are before you decide to proceed with any chargeable work.

Our fees are based wholly upon the provision of our highly qualified and professional expertise, the time taken to analyse your circumstances, prepare an appropriate plan, and the completion of a report that explains our recommendations.

If you agree to proceed, you can choose if your fees are deducted from your investment amount at the outset, as long as the recommended product provider can facilitate this, or you can make your payment by cheque or bank transfer. Any cheques should be made payable to Best Practice IFA Group Limited.

Should we undertake chargeable work, but you subsequently do not proceed with our recommendations, we will invoice you for the agreed amount as set out in this document or a Fee Agreement if the fee is to be paid on an hourly rate basis. This payment will need to be made by cheque or bank transfer.

Protection Planning

With protection planning, we may receive a commission payment from a product provider. The commission payment can be offset against the fees you pay us for our services. If we do receive a commission payment above the agreed fee, no additional fees will be payable by you in relation to this service. If the commission payment relates to a regular contribution policy and you stop paying

premiums on that policy, we may need to refund the commission received back to the product provider and we reserve the right to request from you the payment of any outstanding balance of fees for our services.

Cost of Initial Services

Initial consultation (1st meeting)	At no cost to you.
Fees for research, analysis and implementing advice	<p>There are 2 options available to you:</p> <p>Percentage Based Charge Calculated at between 2% sliding down to 0.5% of value of funds invested, subject to maximum fees — see tiered scales and cash examples below. This offers you a known percentage charge at outset.</p> <p>Hourly Based Charge Calculated on hours estimated and you are updated if this changes — see rates and cash examples below. This is open ended up to a set value or fee cap but does offer you an estimated charge at outset.</p> <p>Whichever route you decide to use RCN will never charge you more than our decency fee of £20,000.</p>

Percentage Basis Option

Tier 1 £100,000	Tier 2 £100,001–£750,000	Tier 3 £750,001–£1.5m	Tier 4 £1.5m+
2%	1%	0.75%	0.5%

A sliding scale of fees applies, meaning that the relevant fee percentage is applied progressively. Examples as follows:

<p>Example 1 — Investment of £100,000 Tier 1 fee (£100k x 2%) = £2,000 Total fee: £2,000</p>	<p>Example 2 — Investment of £500,000 Tier 1 fee (£100k x 2%) = £2,000 Tier 2 fee (£400k x 1%) = £4,000 Total fee: £6,000</p>	<p>Example 3 — Investment of £3m Tier 1 fee (£100k x 2%) = £2,000 Tier 2 fee (£650k x 1%) = £6,500 Tier 3 fee (£750k x 0.75%) = £5,625 Tier 4 fee (£1m x 0.5%) = £7,500 Total fee: £21,625 but decency fee restricts fee to £20,000.</p>
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Hourly Rate Option

Where hourly fees are payable these will be based on the time required (based on the complexity of the work). I will allocate fees as follows:

Advising, Research and Report Writing	£250 per hour
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Administration Work	£100 per hour
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Should we undertake research and analysis work on your behalf, but you decide not to take up our recommendations, we reserve the right to charge you a fee to cover our time, typically represented by the hourly rate above.

Hourly Rate Examples

Example — Advising, Research and Report Writing: 6 hours x £250 = £1,500. Administration Work: 2 hours x £100 = £200. Total fee: £1,700.

A typical non-complex investment or retirement report may take up to 15 hours (12 advising/writing + 3 administration), incurring a fee of £2,700. We will estimate the total cost before commencing work if you wish. You may ask us not to exceed a specified amount. Where hourly fees are to be charged, a separate fee agreement will be issued.

Invoice Procedure

Invoices are issued within 10 business days of either an advice service being finalised and/or presented, or in the case of implementation fees, within 10 business days of your initial investments being purchased.

A business day means a day which is not a Saturday, Sunday or a public holiday in the United Kingdom.

What is Not Included in Our Fees?

Additional services such as advice on trusts and complex tax advice will be charged separately. In addition, we will pass on any third-party costs to you such as capital gains tax reporting or third-party discretionary management fees. If we do need to charge you for any of these services, a fee will be agreed with you in writing in advance.

We do not provide legal or accounting advice and cannot prepare any legal or accounting documents for you. For this, you will need to engage a solicitor or accountant as relevant.

Refunds and Cancellation Policy

Fees become payable after our services have been provided, so refunds are not normally available. Fees paid in respect of regular or annual services are not refundable. However, any ongoing services may be cancelled upon request, and fees will be payable up to the date of termination. Please also see the 'Right to cancel for third party products' section below, in relation to cancelling individual products or policies.

If you are dissatisfied with our services, please let us know under our UK complaints procedure. We will try to resolve the issue to your satisfaction, which may include offering a refund at our discretion.

Cost of Ongoing Services

We can provide ongoing review services designed to maintain and monitor your portfolio and to ensure your financial plans remain on track to achieve your goals. Your financial arrangements can change over time, including your goals and risk profile, and our ongoing service helps to ensure your financial plans evolve to reflect such changes.

The availability of some services is dependent upon the type of financial plan we implement for you. Our typical fee is shown below:

Assets Under Management	Tier 1 Up to £500,000	Tier 2 £500,001–£750,000	Tier 3 £750,001–£1m	Tier 4 £1,000,001–£1,250,000	Tier 5 £1,250,001+	Fee Cap target*
RCN Charge %	1.00%	0.80%	0.60%	0.50%	0.35%	£15,000

*Please note the actual fee cap target of £15,000 may be exceeded in the year as the cost is charged in percentage terms and if the holding grows in the year this will not be corrected until the following year's annual review.

As not all providers allow for a truly tiered charging structure and to treat all RCN clients the same an aggregated ongoing fee percentage is calculated at the start of the review period using the table above and this percentage is used as the ongoing charge for the entirety of that review period.

Ongoing Charge Examples

Example 1: Portfolio Value £100,000 — charged entirely in Tier 1 at 1% = £1,000. Effective charge set at 1% for the year.

Example 2: Portfolio Value £500,000 — charged entirely in Tier 1 at 1% = £5,000. Effective charge set at 1% for the year.

Example 3: Portfolio Value £1,250,000 — Tier 1 (£500k x 1%) = £5,000 + Tier 2 (£250k x 0.8%) = £2,000 + Tier 3 (£250k x 0.6%) = £1,500 + Tier 4 (£250k x 0.5%) = £1,250. Total: £9,750. Effective charge set at 0.78% for the year.

Example 4: Portfolio Value £3,000,000 — Tier 1 = £5,000 + Tier 2 = £2,000 + Tier 3 = £1,500 + Tier 4 = £1,000 + Tier 5 (£1,750,000 x 0.35%) = £6,125. Total: £15,625 — but fee cap means only £15,000 agreed. Effective charge set at 0.5% for the year.

Example First Year Combined Fees

Example 1	Example 2	Example 3
<i>Portfolio value £100,000</i>	<i>Portfolio value £500,000</i>	<i>Portfolio value £2,000,000</i>
Initial fee 2% = £2,000	Initial fee (see tiering) = £6,000	Initial fee (see tiering) = £16,125
Ongoing fee = £1,000 per year	Ongoing fee = £5,000 per year	Ongoing fee = £12,375 per year
Total first year fees = £3,000	Total first year fees = £11,000	Total first year fees = £28,500

*Please note the actual amount payable each year will fluctuate as the value of your portfolio changes.

Charges for regular premium contracts

In cases where a recommendation is made for a regular contribution contract – such as a Personal Pension, an ISA, or another investment vehicle into which monthly contributions are made – our fees may be deducted at a rate of 10% of each contribution over the first 12 months of the plan. Charges calculated on regular premiums are levied at our discretion depending on your individual circumstances and the recommendations made. We will tell you if and when any such charges are going to be combined with other fees, reduced, or waived. Examples as follows:

Example 1	Example 2	Example 3
Monthly contributions of £50pm.	Monthly contributions of £200pm.	Monthly contributions of £300pm.
Total fee £60 (£5pm for 12 months)	Total fee £240 (£20pm for 12 months)	Total fee £360 (£30pm for 12 months)

Therefore, for the first 12 months the amount invested will be £45 per month.	
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Other Charges

Depending on the services we provide, there may be costs and charges (including taxes) related to the financial products and/or services we arrange for you that are charged by third parties. These may be one-off and payable up front or payable on an ongoing basis. For example:

- Service costs: If your investments are held on a platform (an online investment administration service) or managed by a discretionary fund manager (DFM), the platform provider or DFM will charge for administering and/or managing your investments
- Investment costs: These are the costs relating to the managing of your investments – for example fees charged by the investment fund manager or costs relating to investment transactions.

We will always disclose any third-party costs and charges when making our recommendations.

Aggregated Costs Disclosure

Before we provide you with our advice, we will add together all the costs and charges payable so that you are able to understand the overall cost of our services and recommendations. This is referred to as 'aggregated costs and charges information'.

Tax Efficient Fee Collection

We will advise you about the most tax efficient way of paying our fees.

Value Added Tax (VAT)

As we act on your behalf as an intermediary and intend to implement financial solutions, our fees are currently exempt from VAT, which means we do not usually have to make an additional charge of 20%. If we do have to charge you for a service which is subject to VAT, we will inform you in advance.

THE AGREEMENT — YOUR DECLARATION

This Agreement represents our standard terms of engagement. For your own benefit and protection, you should read this Agreement carefully before signing below. If you do not understand any point, please ask for further information.

Our typical charges are based on the fees outlined above. This Agreement is designed to confirm and formalise our discussion regarding the services we provide and the fee that will be payable once you have agreed to engage our services. Where our charges are based upon a percentage of the initial investment amount and/or ongoing contract value, we will confirm the fee in specific monetary terms. For funds under management with an agreed percentage-based charge, please be aware that as the fund grows the charge will increase. Where our charges are defined by an hourly rate, we will provide an estimate of the overall cost to you before proceeding.

You hereby make the following choices and agree to pay the agreed fee(s) for the services selected:

Agreed Basis of Fee Payment

Initial, % of investment	<input type="checkbox"/>
Hourly rate * See separate fee agreement	<input type="checkbox"/>
On-going	<input type="checkbox"/>

Initial Fees (please select one of the following options)

Initial fees to be deducted from the initial investment amount	<input type="checkbox"/>
Initial fees to be paid by cheque/bank transfer	<input type="checkbox"/>

Ongoing Services (if you would like ongoing services, please select one of the following options)

Ongoing services with the agreed fee to be deducted annually/monthly from the investment amount, subject to availability from the provider(s)	<input type="checkbox"/>
Ongoing services with the agreed fee paid to be paid by cheque/bank transfer	<input type="checkbox"/>

Pensions with Safeguarded Benefits (please select one of the following options)

Review of pension arrangements with safeguarded benefits <i>(if this box is ticked you will be, if necessary, referred to an alternative adviser that specialises in this area and a separate service charter addendum may be required)</i>	<input type="checkbox"/>
No advice or review of pension arrangements with safeguarded benefits.	<input type="checkbox"/>

Your Confirmations

You hereby confirm that:

- You acknowledge that the Agreement will come into effect once it has been signed by you and will remain in force until terminated by you or us in accordance with this Agreement
- You are a UK resident and that all advice given by RCN Financial Planning Ltd will be given whilst you are physically in the United Kingdom

- You will notify RCN Financial Planning Ltd immediately, if there are any changes to your residential address

Data Processing

By signing this Agreement, you acknowledge that we may collect and process your personal data as described in the 'Legal and Regulatory' section below. You also consent to us processing your health data. This consent may be withdrawn at any time by contacting us at the address set out at the top of this Agreement but please note that we cannot provide a full range of services without this consent and withdrawal of consent is likely to result in us having to cease providing our services to you.

<p>Please tick this box to confirm you understand and consent to our processing of personal data relating to your health and our passing such special category data to third-party service providers such as provider sourcing services, product and service providers. (Health information is important for most financial planning, and in some areas such as mortgage, protection and drawing pensions benefits, it is necessary.)</p>	<input type="checkbox"/>
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From time to time, we send our clients information promoting our services, or other similar services which we believe you may be interested in. If you would prefer not to receive this information, please tick the box below. Alternatively, please contact us using the address at the top of this Agreement.

<p>Please tick this box if you do not wish for us to contact you for marketing purposes by e-mail, telephone, post or SMS¹</p>	<input type="checkbox"/>
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¹Where client is under the age of 16 consent must be given by either the parent or legal guardian for this data to be processed.

Communications

<p>By default, our communications are sent electronically (where possible), unless you opt for communications through another means. If you want communications in another form please inform us. For paper communications, please tick here. (You will need to maintain a current email address for electronic communications and notify us promptly of any change.)</p>	<input type="checkbox"/>
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<p>Customer name(s):</p>		
<p>Customer signature(s):</p>		
<p>Date:</p>		

THE AGREEMENT — LEGAL AND REGULATORY INFORMATION

What Can We Advise On?

RCN Financial Planning Ltd is authorised to advise on and arrange Life Assurance, Pensions and Investments. We are bound by the rules of the Financial Conduct Authority (FCA). Our regulatory permissions allow us to provide products and services to UK residents who are physically in the UK.

A UK resident means an individual who has been in the United Kingdom for 183 or more days in the previous 12 months.

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 will consider a number of factors, including the services you need, your investment experience, the cost of investing, how much risk you are prepared to accept, how much risk you need to take in an investment product and how much of a drop in its value you could withstand.

The areas we can advise on are:

- Pensions
- Investments
- Protection
- Annuities

Our Services Include:

- **Financial Planning:** It is important to identify what you might want to achieve and how you can do this. We can help you to identify your goals and create a plan for your finances to help you achieve them.
- **Retirement Planning:** It is important to know whether the money you are saving towards retirement will provide you with sufficient funds to meet your retirement objectives. We can work with you to proactively plan for your retirement and help you decide on the options available once you reach retirement.
- **Protection Planning:** Most of us want to protect the things that are important to us, our family, business, and quality of life. Protection planning can help to provide peace of mind in the event of your income changing due to unexpected events. We can help you plan for the best way to protect you, your family, or your business.

What Can We Not Advise On?

We do not provide advice in relation to individual share holdings. If this is something you need assistance with, we can refer you to a stockbroker. We do not provide advice on options, futures, and other derivative contracts as we believe that these are unlikely to be suitable for our clients. We do not refer or provide advice about debt packages.

Benchmark Capital

We are an appointed representative of Best Practice IFA Group, which is a subsidiary of Benchmark Capital Limited (Benchmark). Benchmark is wholly owned by Schroders plc (and together with its affiliates, the Schroders Group). In the interests of disclosure, the companies that fall under Benchmark also include Fusion Wealth Limited and Bright Square Pensions Limited which may feature in recommendations made to you. Additionally, as Benchmark is associated with the

Schroders Group, you may receive advice recommendations for funds that are managed by the Schroders Group.

Companies within the Schroders Group provide discretionary fund management investment solutions which may contain funds managed by the Schroders Group. These solutions may be recommended to you if these are suitable to meet your financial objectives. None of the connections disclosed above has an influence on our recommendations or advice.

Any product or services will only feature in recommendations made to you if they are suitable to meet your needs and objectives. A board of directors has been appointed to maintain oversight and control of the companies within Benchmark and their procedures are in place to monitor and safeguard our clients' best interests

Call Recording

Our calls are not recorded. This means that, in line with our regulatory and legal obligations, no advice or instruction can be given or received over the phone, and we cannot discuss any of our recommendations to you over the phone, even if you have already received them in a written report or in a face-to-face meeting. Any call received about your products or the advice that you have received will be brought to an end, as we are unable to discuss them over the phone. All advice, recommendations and instructions will need to be given and will only be provided in writing or face-to-face.

Client Classification

We will classify you as a retail client, which will provide you with the highest degree of regulatory protection. If you believe a different classification may be more appropriate for you, please discuss this with us, but please note that this may affect the level of regulatory protection available to you.

Client Money

We do not handle clients' money. We cannot accept a cheque made out to us or handle cash.

Where you wish to use a cheque to pay any fees, charges, or disbursements where we have sent you an invoice, this should be made payable to Best Practice IFA Group Limited.

Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS) if we cannot meet our obligations. The extent of cover may be dependent upon the type of business, the circumstances of the claim and the eligibility of the claimant. Most types of investment, insurance, pension business and mortgages are covered by the FSCS up to specific limits. Generally, these limits are:

- Investments — most types of investment business are covered for up to a maximum of £85,000
- Pensions — most types of pension business are covered for up to a maximum of £85,000
- Insurance — most types of insurance contracts are covered for 90% of the claim, without any upper limit
- Mortgages — advising and arranging is covered up to a maximum of £85,000

Further information about the FSCS and the limits that apply to the various types of business can be found on the [FSCS website](#) or by contacting them on 0800 678 1100.

Complaints

We're highly committed to conducting business fairly, professionally and to a high standard. We always aim to deliver the best possible service to you. However, we acknowledge that sometimes

things may go wrong, and there may be occasions when you wish to complain. If you wish to make a complaint, please contact us:

- By telephone on 01403 334455
- By email to complaints@benchmarkcapital.co.uk
- By post to The Complaints Manager, Benchmark Capital, Broadlands Business Campus, Langhurst Wood Road, Horsham, West Sussex, RH12 4QP

If you are unhappy with our response, you may be able to refer your complaint to the Financial Ombudsman Service (FOS). Further details of the FOS can be found at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

Consumer Duty and Fair Value

Our recommendations will be made after completing due diligence in the target market of the products and services involved and in line with your attitude to risk, investment objectives and your current circumstances. We will clearly present the value of the products and services recommended to you.

We will discuss our 'Fair Value Statement' with you and provide you with a copy – it gives you a brief overview of our firm and introduces our services, explaining the value we add and benefits you can expect by engaging with us.

Data Protection

We collect and process your personal data (as defined in the UK General Data Protection Regulation (UK GDPR)) in the course of providing our services. We are a data controller (as defined in the UK GDPR) of such personal data, which means we decide the purposes and means of the processing of personal data. Full details of how we process personal data can be found in our privacy notice at www.rcnfp.com.

In particular, we draw your attention to the fact that we may collect and process personal data in relation to your health where you provide this either in a written application or by speaking with an adviser. This data will be collected and processed in accordance with our privacy notice and used solely for the purpose of researching and advising on one or more products to suit your needs and assisting you with the application for and ongoing management of such products. We may therefore have to pass your health data to third party organisations such as Best Practice IFA Group Limited, financial service providers and/or financial product providers in relation to your application or ongoing management of such services or products (as applicable).

We may also have to share your health data with relevant regulators as required by law or regulation.

Any such sharing of health data is expressly for the aim of providing you with the best possible advice and financial outcomes. We do not pass your data to third party organisations for marketing purposes.

You have already provided us with your consent to the above processing and sharing of your health data. We may not be able to provide a full range of services without such consent, and withdrawal of consent may require us to stop providing our services to you.

Discretionary Management

We may recommend a third-party discretionary fund management service to manage your investments. This means that your portfolio can be maintained in real time without receiving any instructions from you each time an investment decision is made and implemented. The benefit of this approach is that portfolio transactions can be implemented quickly and efficiently, and dealing charges will, in most cases, be reduced.

We have agreements in place with selected discretionary fund managers (DFMs) and their products operate on an 'agent as client' basis.

If we recommend you use a DFM that operate on an agent as client basis, you agree by signing this agreement that you authorise us to act as your agent and on your behalf in implementing an agreed discretionary management service. This means you will have no direct contractual relationship with the DFM and your key point of contact for this service will be with us. As a result, you may have no direct recourse against the DFM in the event of a complaint. This does not remove your right to refer complaints to the Financial Ombudsman, but it does affect how you pursue the complaint.

If we make a recommendation for a DFM service, we will confirm which of the above arrangements apply and inform you of any additional fees.

Our work typically includes:

- Undertaking appropriate due diligence and recommending a DFM service that we believe best meets your needs and objectives
- Where applicable, attending initial meetings with you and the DFM and ensuring that your relationship with the DFM is established correctly (*this will not be applicable where the service offered is a model portfolio service*)

Financial Crime and Fraud Prevention

We are committed to upholding the highest standards to identify and prevent money laundering, fraud, corruption, and all other financial crime from occurring. We adhere to the standards required by the UK Bribery Act 2010, Money Laundering, Terrorist Financing and Transfer of Funds Regulations 2017 and Proceeds of Crime Act 2002. To achieve this, we have developed and will maintain effective controls to prevent financial crime and will take all such matters extremely seriously.

Sophisticated fraud attempts via email are notoriously hard to detect and ever-increasing in complexity. We will never send bank details or payment instructions via email, as it is not a secure medium. Should you ever receive such a request or instruction, please notify us immediately via telephone on 020 3971 8743.

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. These checks may leave a 'footprint' on your credit file, but it will not affect your credit rating.

Governing Law

This agreement will be governed by English law, and the English courts have exclusive jurisdiction to settle any disputes or claims.

Investment Objectives and Restrictions

Once you have signed this Agreement, any subsequent advice or recommendation offered to you will be based on your stated objectives, your agreed level of risk tolerance and any restrictions you wish to place on the type of investments, policies, or companies you are willing to consider. Details of any stated restrictions and your objectives will be included in a suitability report that we will issue to confirm our recommendations. Unless confirmed in our initial discussion, we will assume that you do not wish to place any restrictions on the advice we give you.

Legal Entity Identifiers ("LEI") and Registration of UK Trusts

For clients other than individuals (for example if you are a company, charity, or trust) you will need to make arrangements to obtain and maintain a LEI code in order for us to act on your behalf. Your adviser will be able to provide further guidance on the application process.

If you are a trust established in the United Kingdom, you must also be registered with HM Revenue and Customs.

Material Interest

Occasions can arise where we, or one of our clients, will have some form of interest in business that we're transacting for you. If this happens, or we become aware that our interests, or those of one of our other clients, conflict with your interests, we'll inform you in writing and obtain your consent before we carry out your instructions and detail the steps that we will take to ensure fair treatment.

We have arrangements in place to ensure our clients are treated fairly, and we have a conflict of interest policy in place to help us manage any risks that may arise. This is intended to ensure that effective organisational and administrative arrangements are always in place so that we can take all reasonable steps to prevent conflicts of interest. You may ask for a copy of this policy at any time.

Right to Cancel Third Party Products

We will inform you of your statutory right to cancel and the timeframes applicable; for life or pension contracts this is usually 30 calendar days. However, there may be occasions where no statutory rights are granted, and we will inform you of this before any contract is initiated and completed.

Transacting Business

By signing this Agreement, you give us and your adviser permission to accept paper and electronic instructions to transact business on your behalf. This will be especially relevant to switching investment funds. Any instruction received will be considered genuinely given and duly authorised.

Termination

You may terminate this Agreement at any time for any reason and without penalty. Notice of this termination must be given in writing.

Please bear in mind that if you give us notice to end these terms with immediate effect and ask us to sell your investments, this could result in losses and tax consequences for which you are responsible, and it may take some time to sell certain assets.

Any pending transactions when notice has been given may not be able to be cancelled and will need to be complete and settled even if this occurs after the date of the notice of termination.

You will need to pay any outstanding amounts owed to us including our fees and any additional expenses incurred by us as a result of the termination up to the date of termination.

We may terminate this agreement on 14 calendar days' notice to you without having to give you a reason.

We may also terminate this agreement or suspend the services being provided to you immediately in the following circumstances:

- If you fail to respond to our demands for payment or you do not pay us any money you owe us within 7 calendar days of our reminder
- If you breach any terms of this Agreement and you do not correct this within 5 calendar days' notice to do so or such breach cannot be corrected
- You are unable to pay your debts as they become due, or you undergo an insolvency process that affects you or your property
- If we need to do so for legal, regulatory or operational reasons or where we suspect fraud, money laundering or other crime
- You do not provide, when requested, information which we may reasonably request under this Agreement or if you provide us with false, incomplete, inaccurate or misleading information
- We reasonably believe that providing services to you might expose us to action or censure from any government, regulator or law enforcement agency
- We reasonably believe that providing services to you might damage our reputation

Please note that we may give you the reason for ending this Agreement immediately, but we do not have to.

Termination will not affect accrued rights, responsibilities, existing commitments or any contractual provisions intended to survive termination. This Agreement will continue to govern the legal rights and obligations that arose under this Agreement, or which arise due to the ending of this Agreement.