



## *Client Service Charter and Terms of Engagement*



*TRPP Wealth Management*

***Romsey office:-***

*Kestrel House*

*Alma Road*

*Romsey*

*Hampshire*

*SO51 8ED*

***Wimborne office:-***

*Communications House*

*23D West Street*

*Wimborne*

*Dorset*


*BH21 1JS*

*Tel: +44 (0)1794 517066*

*[www.trpp.co.uk](http://www.trpp.co.uk)*

*Email: [info@trpp.co.uk](mailto:info@trpp.co.uk)*

## Contents

<ul style="list-style-type: none"><li>1. <i>Examples of client profile</i></li><li>2. <i>How we work</i></li><li>3. <i>How we are paid</i></li><li>4. <i>Ongoing service levels</i></li></ul>	 <i>Service Proposition</i>
<ul style="list-style-type: none"><li>5. <i>Terms of engagement</i></li><li>6. <i>Client declaration</i></li></ul>	

## Introduction

In this document we aim to provide you with a brief overview of our firm and to introduce our services to you in more detail, from which you may then select the service and remuneration package that best suits your needs. We will discuss this 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.

## 1. Example Client Profiles

Our clients will often, but not exclusively, be defined in one of these broad areas, which are:

- *Planning for retirement*
- *Lump sum investment for Growth and/or Income*
- *Reducing Inheritance tax liability*
- *Divorce and Family Law*
- *Protection*

### *Planning for retirement*

- *Accumulation phase* – the main focus is to build wealth for income and capital needs at and in retirement
- *Focus on future* – clients between 45 and 50 and up to 5 years to planned retirement age, who are more serious about retirement planning, benefitting from cash flow modelling to determine future goals
- *Approach to retirement* – clients within 5 years of planned retirement age preparing to access retirement benefits and wanting to understand the options available to them
- *Retirement (Decumulation) phase* – client in partial or full retirement requiring guidance and advice about the most effective way to access income and capital to fulfil their retirement objectives

### *Lump sum investment for Growth and/or Income*

- *Individuals* – seeking to achieve growth and / or income based on agreed objectives and risk strategies
- *Trusts and Attorneys* – guidance and advice for trustees and attorneys about risk management and appropriate management of income and capital to satisfy the terms of the trust and requirements of beneficiaries or vulnerable individuals
- *Corporate* – assisting business owners in investing retained capital to achieve set objectives

### *Reduce Inheritance tax liability*

- *Inheritance tax planning service* – aimed to reduce a potential inheritance tax bill using exemptions, reliefs, trust planning or to set up Life Assurance to cover the liability

### *Divorce and Family Law*

- As one of the most experienced firms in family law in the area TRPP is a specialist in helping clients and lawyers through the divorce process in a fair, cost effective and straightforward manner, with particular expertise on sharing pension assets

### *Protection*

- Protection planning provides the foundation to financial planning whether that is protecting your family or business by insuring your lives against unforeseen events. We will make you aware of the appropriate cover you should consider having in place as part of our service to you

## 2. How we work

TRPP Wealth Management is a firm of Chartered Financial Planners offering independent financial advice.

This means we have the expertise to provide the right solution for you, and the scope to consider the whole of the financial market before making any recommendations.

As a result, you receive advice which is tailored to your requirements and is not limited to certain areas or influenced by the products from particular companies.

The areas we can advise on include Pensions, Investments, Protection, Long Term Care and Annuities.

For further details please refer to our website <https://www.trpp.co.uk/about-us/how-it-works/>

### *Initial discussion*

We start by offering an initial discussion, at our expense, about why you are seeking advice and how we might be able to help. During this discussion we take time to understand your needs and objective and explain our services to you, and you can ask questions and get to know us better.

We understand that trust is integral when you are choosing a financial adviser. You can be assured that TRPP is a friendly, professional team and we pride ourselves on great relationships and service for our clients.

This discussion and all of our meetings may be carried out face to face, via web meeting or telephone conference. All of our discussions and any information that you share with us is dealt with in the strictest of confidence.

### *Tailored advice*

If you wish to become a client of TRPP, our next step is to obtain detailed information about your financial and personal circumstances. This is vital to ensure that any advice we give is right for you and we are not overlooking anything of importance.

We will then set out the cost for our advice in writing to you, with full details of the services we will provide, before making recommendations on the matters you need our help with.

### *Research and Analysis*

Should you decide to proceed, further to our initial meeting, we will ask you to formalise your permission for us to commence chargeable work for you by signing **this Agreement**. At this stage, we will begin to undertake the process of thoroughly analysing your current position based on our extensive knowledge of financial markets, and diligently researching potential solutions for your needs.

Should we need to consult with any professional advisers or financial services providers with whom you have an agreement, we will ask for your express consent to do so.

### *Report Preparation*

When we have all the information we require, a Financial Planning Report will be compiled to paint a clear picture of your current position and outline a clear and thoroughly researched recommendation for the solution we believe to be in your best interests. We will arrange to meet with you to discuss our recommendations and fully explain our Report step-by-step. You are free to take the report away and give it due consideration before agreeing to move forward to the next stage.

## Implementation

Once you feel that you are in a position to make a fully informed decision to proceed, and you have given us your consent to do so, we will begin the process of implementing our recommendations. We will assist you in completing all of the relevant forms and ensuring your applications are processed by the relevant investment houses and providers in a timely manner.

## Keeping plans on track

Sometimes you may only need a one-off piece of advice. But if you need longer term advice, for example in relation to investments or pension planning, we will also agree with you the basis of our review service.

Importantly, all of our communications will be clear about the services we will deliver, the cost involved and why they are needed – so you can understand and assess the value of the advice you are receiving.

At TRPP we aim to become your primary source of professional advice. We have strong relationships with other professionals, such as solicitors and accountants, to whom we can refer you if you need advice which we are not able to provide.

## Discretionary Management Facility

Where suitable, we may recommend a third-party discretionary fund management (DFM) service to run your investments on a discretionary basis. This means that your portfolio will run in real time as there is no need to advise you every time an underlying change needs to be made. The obvious benefit of this approach is that trading can be done easily and efficiently and dealing charges will, in most cases be reduced.

Where our recommendation includes a DFM service we will inform you of the additional fees payable.

Our work typically includes:

- Undertaking appropriate due diligence and recommending a Discretionary Fund Manager (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.*

### 3. How we charge

We are fee-based financial advisers. This means we provide you with a costing for our services in much the same way as other professional services you might employ.

The amount we charge depends on a number of different factors such as the amount of time it will take to assess your circumstances and make our recommendations, the sum of money you are investing and the amount of research involved. The complexity of the area in which you are seeking our advice will influence these factors.

We will always be completely transparent about our fees and ensure that you are comfortable and in complete agreement before we proceed. You will not be surprised by any unexpected bills and we will explain the costs of any financial products in full, at outset, and on a regular basis after that.

#### *Initial advice service*

We charge fees for initial advice based either on a percentage of the amount invested, an hourly rate or a fixed amount. In certain circumstances it may be preferable to use one basis over another. We will discuss the most suitable solution for your needs.

#### **Percentage of investment capital involved, normally for new instructions which entail the use of financial products.**

This would be a one-off charge made at the point the new financial product is put in place. The percentage is rounded **up to 1 decimal place**.

<b>Band Value</b>	<b>Percentage Fee</b>
For the first £50,000	3%
£50,000 to £100,000	1%
£100,000 to £500,000	0.5%
£500,000 to £1,000,000	0.25%
Over £1,000,000	0.1%

In some circumstances it may be necessary to work on an hourly rate or fixed cost basis rather than this scale and you will be advised if this is the case.

*Example 1: If you invest a lump sum of £150,000, we would charge an initial 'adviser charge' of £2,250.*

*£50,000 x 3 % = £1,500*

*£50,000 x 1% = £500*

*£50,000 x 0.5% = £250.*

***Total £2,250 which equates to a blended initial charge of 1.5% of £150,000***

*Example 2: If you invest a lump sum of £500,000, we would charge an initial 'adviser charge' of £4,000.*

*£50,000 x 3 % = £1,500*

*£50,000 x 1% = £500*

*£400,000 x 0.5% = £2,000.*

**Total £4,000 which equates to a blended initial charge of 0.8% of £500,000**

*Example 3: If you invest a lump sum of £1,100,000, we would charge an initial 'adviser charge' of £5,500.*

*£50,000 x 3 % = £1,500*

*£50,000 x 1% = £500*

*£400,000 x 0.5% = £2,000*

*£500,000 x 0.25% = £1,250*

*£100,000 x 0.1% = £100*

**Total of £5,350 = which equates to a blended initial charge of 0.49% rounded up to 1 decimal place = 0.5% x £1,100,000 = £5,500**

### *Decency Charge*

Regardless of the investment holdings, we apply a cap to overall **initial** charges in any annual period of £25,000.

You will normally have a choice as to how you pay the initial fee.

It is possible for our fees to be covered by way of integrating them into the charging structure of a financial product, in the form of a management fee. However, this option can only be considered at a time when the use of a financial product is deemed suitable for your needs, and it must be in accordance with your instructions.

If this option is not available to you, then our fees would need to be settled by way of an invoice, which would be sent to you after the completion of our work. Regardless of the advice we give you, you can always choose to pay for our advice in this manner rather than as part of your investments, if you prefer.

### *For Protection / Annuity plans*

When arranging protection or annuity policies we will be paid commission by the product provider. The payment amount will be disclosed on a personalised illustration provided to you before the plan is set up.

### *Regular contributions*

When you wish to pay regular contributions, we will arrange this on a time costed basis.

## Covering the cost of our time

Should we undertake research and analysis work on your behalf it may be appropriate, or you may opt to pay us by hourly rate. Also, if we conduct research and analysis and you decide not to take up our recommendations, we reserve the right to charge you a fee to cover our time. This will typically be represented by a rate of £220 per hour for a Financial Adviser and £140 for a Paraplanner. Additionally, the involvement of administrative staff is represented by a rate of £80 per hour.

The time taken to conduct research and analysis will vary and below we have set out some examples ranging from less complex to more complex. These are a guide, but should you wish to us to work in this way we will estimate the total cost for you in advance of commencing work if you wish. You may ask us not to exceed a specified amount.

### Hourly rates

Financial adviser	£220 per hour
Paraplanner	£140 per hour
Administration	£80 per hour

### Examples of Hourly Fees

#### Example 1:

*For a straightforward, non-complex investment recommendation such as contributing the annual allowance into a stocks and shares ISA, the costs may typically be as follows:*

<i>Financial Adviser:</i>	<i>2 hours at £220 per hour</i>
<i>Paraplanning work:</i>	<i>1 hour at £140 per hour</i>
<i>Administrator work:</i>	<i>1 hour at £80 per hour</i>

**Total: £660.00**

#### Example 2:

*For a more complex review and recommendations encompassing several existing pensions and investments, the costs may typically be as follows:*

<i>Financial Adviser:</i>	<i>10 hours at £220 per hour</i>
<i>Paraplanning work:</i>	<i>5 hours at £140 per hour</i>
<i>Administrator work:</i>	<i>6 hours at £80 per hour</i>

**Total: £3,380**

#### Example 3:

*For a very complex review and recommendations encompassing several existing pensions and investments, consideration of issues such as the Annual and Lifetime Allowance, inheritance tax planning and working with other professionals, the costs may typically be as follows:*

<i>Financial Adviser:</i>	<i>30 hours at £220 per hour</i>
<i>Paraplanning work:</i>	<i>8 hours at £140 per hour</i>
<i>Administrator work:</i>	<i>20 hours at £80 per hour</i>

**Total: £9,320**



## Ongoing advice and review service

We like to work with clients on a long-term basis.

Following the completion of our initial advice, we will provide you with a level of ongoing service which will depend on the complexity of your affairs and the contact you require.

Whether you have a sizable and complex portfolio of products, or one or two modest investments, it is important to consider how these should be managed going forward.

We can provide an ongoing review service designed to expertly maintain and monitor your portfolio. The benefit of this is to ensure that your objectives and attitude to risk are correctly aligned with your holdings over an extended period of time.

In addition, ongoing advice services ensure that developing and future financial objectives are considered. Furthermore, aspects of your financial arrangements can change over time, including your goals and risk profile as well as the underlying asset's risk characteristics. Our ongoing review service can help adapt and position your arrangements to manage such changes and influencing factors.

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

### Service Charge

0.75% or 0.5% per annum, based upon the prevailing value of your portfolio. Examples as follows:

<p><i>Example 1:</i></p> <p>Portfolio value &lt; £500k fee is 0.75% per year</p> <p>Portfolio value of £150k = £1,125 per year, normally payable monthly</p>	<p><i>Example 2:</i></p> <p>Portfolio value &gt; £500k fee reduces to 0.5% per year</p> <p>Portfolio value £610k = £3,050 per year, normally payable monthly</p>
--	--

The **Decency Charge** referred to earlier also applies separately to annual fees which will be capped at £25,000 per annum.

The ongoing services which we will provide are set out in the following table together with the cost of the different service levels which are categorised based on the level of funds being managed.

You will be provided with details of the ongoing costs of our service together with any product and investment charges and costs in percentage and monetary terms before you proceed with any investment.

There may be circumstances where we need to charge a higher fee to cover the cost of the time to do the work involve and we will let you know the options should this need arise.

**NOTE: TRPP Wealth Management (TRPP) is a firm of Chartered Financial Planners and an Appointed Representative of Best Practice IFA Group Limited.**

**Currently neither our initial or ongoing fees are subject to VAT. Best Practice is VAT registered and therefore any services provided which do not result in a financial product will be subject to VAT.**

## 4. Our Ongoing Service Levels

<b>Ongoing Service Levels</b>	<b>Reactive (A) Transactional service</b>	<b>Annual review (C) Up to £500,000</b>	<b>Optimal (D) £500,000 plus</b>
Unlimited Access to Adviser / Support Team	N	Y	Y
You will be able to call us for advice on your investments or other financial matters at any time	N	Y	Y
Valuation of your investments	On request	Annually	6 Monthly
Invitation to review meeting	On request	Annually	Annually
Updating of fact find and reviewing existing products / services to assess they are still suitable.	On request	Y	Y
We will review your attitude to risk to confirm the ongoing appropriateness of your portfolio	On request	Y	Y
Recommend changes to underlying investments as part of the review as and when appropriate	On request	Y	Y
Ongoing tailoring to specific financial goals and objectives to reflect any changes in your needs	On request	Y	Y
Maintaining tax efficiency within your investments where possible	On request	Y	Y
Access to the TRPP Wealth Platform	N	Y	Y
Choice of investment approach - Access to Discretionary Managed strategies or advised investment portfolio based on TRPP approved fund list	Initial input	Y	Y
Referral to 3rd parties services- solicitors / accountants / mortgage advice	N	Y	Y
Cashflow modelling and lifestyle planning	N	Y	Y
Provision of relevant information for self-assessment tax returns if required	By agreement	Y	Y
Percentage cost of funds under management per annum	Time costed based on hourly rates	0.75% *	0.50%
<i>*If this percentage is not sufficient to cover the time for the work involved you will be told what the extra cost will be before work commences</i>			

## Examples of first year combined fees

<p><b>Example 1:</b></p> <p>Portfolio value of £350k initial fee 1% = £3,500</p> <p>Portfolio value Ongoing fee £2,625 per year</p> <p>Total fees for first year £6,125</p>	<p><b>Example 2:</b></p> <p>Portfolio value of £100k initial fee 2% = £2,000</p> <p>Portfolio value Ongoing fee £750 per year</p> <p>Total fees for first year £2,750</p>	<p><b>Example 3:</b></p> <p>Portfolio value of £1.2M initial fee 0.5% = £6,000</p> <p>Portfolio value Ongoing fee £6,000 per year</p> <p>Total fees for first year £12,000</p>
---	---	--

\*Please note that funds under management will fluctuate and the fees payable will change, depending on the value of your investment.

## Opting Out

You may decide to “opt-out” of any ongoing review service. Fees will continue to be applied up to the day that we receive your written or verbal confirmation that our ongoing service is no longer required. From this point on we will no longer provide the services detailed under the “Ongoing review service” section of this agreement.

You are free to do so, however, please take note of the following important points:

- If your financial circumstances, objectives, or attitude to risk change over time, the structure of your investment portfolio may no longer remain suitable
- As financial markets fluctuate, the way your assets are allocated in your portfolio may become unbalanced and ultimately expose you to more equity risk than you wish to accept
- Any negotiated discounts may cease should you opt out of ongoing services.

You may opt back into ongoing review services at any time.

## Other Charges

Depending on the services we provide, there may be costs and charges (including taxes), not charged by us, but related to the financial products we arrange for you. These charges may be one-off charges (payable up front) or charges payable on an ongoing basis. For example:

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

**We'll always disclose any third-party costs as part of making our recommendations.**

### Aggregated costs and charges

*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 costs of our services and recommendations. This is referred to as aggregated costs and charges information.*

*We will confirm the actual aggregated costs and charges based on our recommendations within our suitability report or state name of other document where aggregated costs and charges information will be provided.*

## *Refunds and Cancellation Policy*

Fees are payable subsequent to our Professional Advice Services being provided, and therefore refunds are not available in normal circumstances. Fees paid in respect of regular or annual services are not refundable. However, any ongoing services may be cancelled upon request. Please also see “Right to Cancel” in the **Terms of Engagement**, in respect of cancelling individual products or policies.

Should a refund be required due to any element of dissatisfaction on your part, this should be approached via our normal Complaints procedure as outlined in the **Terms of Engagement**. We will try to resolve the issue to your satisfaction, which may include offering a discretionary refund.

### *What is not included in our fees?*

Will Writing, advice on trusts outside of a product and complex tax calculations/advice. In addition, we will pass on any third-party expense such as Capital Gains Tax (CGT) reporting or third-party discretionary management fees which we may be invoiced on your behalf.

If we do need to charge you for any of these services a fee will be agreed with you in advance. Neither our firm nor our employees are qualified to render legal or accounting advice or to prepare any legal or accounting documents. It is hereby understood and agreed that the onus is on you, the client, to refer to a solicitor or accountant any point of law or accountancy that may arise during the course of discussions with us.

## 5. Terms of Engagement

TRPP Wealth Management (TRPP) is a firm of Chartered Financial Planners and an Appointed Representative of Best Practice IFA Group Limited, which is a network that promotes a high level of market standards through the provision of back-up resource, 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 Appointed Representatives can be found on the FCA register.

### *Advice Services*

The firm is authorised to advise on and arrange Life Assurance, Pensions and Investments. We are bound by the rules of the FCA.

TRPP are authorised to provide products and services to UK residents, whilst on UK soil.

The definition used of a “UK resident” is very simply, based on “habitual residency”, which will be achieved if the individual has been in the UK 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’ll 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.

### *Investment Objectives and Restrictions*

Following the issue of this document, any subsequent advice or recommendation offered to you will be based on your stated objectives, acceptable level of risk and any restrictions you wish to place on the type of investments, policies, or companies you are willing to consider. Details of your stated restrictions and objectives will be included in the Suitability Report we will issue to you to confirm our recommendation. Unless confirmed in our initial discussion, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

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

### *Call recording*

All telephone calls are recorded for regulatory and training purposes and these will be referred to as part of our advice records. All call recordings will be used to minimise ambiguity in our discussions or instructions received and are encrypted for security and integrity purposes. These records will be kept in line with regulatory and statutory requirements and will be retained for a period of at least 6 years.

In order to meet our regulatory obligations; calls concerning advice and transactions may not be carried out via our adviser’s mobile phone number, and any such calls will need to be conducted through the recorded office number stipulated.

## *Advice options*

We offer three advice options:

- Full Advice (Full Financial Review based on all aspects of financial planning)
- Focused Advice (approaching limited aspects of financial planning only)
- Execution only (for one-off transactions instructed by you)

We will confirm which of these advice options will be provided prior to your agreement to proceed and where you have elected for a Focused Advice service; we will provide information about the types of product and areas of advice that we will consider for our recommendation.

## *Transacting business*

By signing these terms of business, you are giving your adviser permission to accept paper, electronic and verbal\* 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.

\*[Verbal instructions will only be taken where call recording is in place and a copy of the call recording must be retained for record purposes.]

## *Termination*

You or we may terminate our authority to act on your behalf at any time without penalty. Notice of this termination must be given in writing. The termination will be without prejudice to the completion of transactions already initiated if this is the case.

Any transactions effected before termination are due a proportion of any charges for services accrued and shall be settled to the date of notification. Once signed, this agreement shall apply until such time as it is superseded, replaced, or terminated.

## *Client Money*

The firm does not handle clients' money. We never accept a cheque made out to us (unless it is a cheque in settlement of fees, charges, or disbursements for which we have sent you an invoice, which would be made payable to Best Practice IFA Group Ltd) or handle cash.

## *Client Classification*

Each client with whom the firm does business is categorised to identify the level of regulatory protection applied. We believe in providing our clients with full regulatory protection and we propose to classify you as a 'Retail Client' for investment purposes. Where you have been classified as anything other than Retail, this may affect the level of protection available to yourself from the Financial Ombudsman Service, though these restrictions will be highlighted to you at the time of classification.

## *Data Protection*

We collect and process your personal data (as such term is defined in the UK General Data Protection Regulation ("GDPR")) in the course of providing our services. We are a data controller (as the term is defined in the GDPR) of such personal data. Full details of how we process personal data can be found in our Privacy Notice, at <https://www.trpp.co.uk/trpp-document-library> OR which is provided with this Service Charter.

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 also pass this data to Best Practice IFA Group Limited and third-party service providers so that they may carry out the services that they provide to us. In order to collect and process this data, we require your consent by signing this agreement, or the separate GDPR Consent Form provided to you. This consent can be withdrawn at any time. **Please note that we cannot provide a full range of services without such consent, and withdrawal of consent is likely to require us to cease providing our services to you.**

**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 Best Practice IFA Group Limited and third-party service providers.** \* Health information is typically required for mortgage and protection advice, along with some investment advice areas such as pensions.



From time to time we send our clients information promoting our services, or other similar services in which we believe you might be interested. If you would prefer not to receive this information, please tick the box below. Alternatively, please contact The Data Protection Officer on 01403 334455 or in writing at Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP.

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



**\*where client is under the age of 16 consent must be given by either the parent or legal guardian for this data to be processed.**

### *Material Interest*

Occasions can arise where we, or one of our customers, will have some form of interest in business that we are transacting for you. If this happens, or we become aware that our interests or those of one of our other customers conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions and detail the steps 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 the risks. You may ask for a copy of this policy at any time. This is intended to operate, monitor and maintain effective organisational and administrative arrangements with a view to taking all reasonable steps to prevent conflicts of interest.

### *Benchmark Capital*

Best Practice IFA Group, of which we are a member, is a subsidiary of Benchmark Capital Ltd which is wholly owned by Schroder plc. In the interest of disclosure, the companies that fall under Benchmark Capital Limited include Fusion Wealth Limited, Fusion Funds Limited and Bright Square Pensions which may feature in recommendations made to you. Additionally, as Benchmark Capital is associated with Schroders, you may receive advice recommendations for funds that are managed by Schroders (including Cazenove Capital Management). Benchmark Capital also have investments in other financial services firms, such as Rayner Spencer Mills Research (RSMR).

Fusion Wealth offer a discretionary fund management investment solution which may be recommended if it is suitable, this service consumes research services from RSMR. The Fusion Wealth discretionary fund management investment solution may contain funds associated to the Schroders Group where the funds help to meet the objectives of the model, Fusion Wealth also offer a range of investment funds. For clarity the use of Fusion Wealth or its investment solutions, Fusion Funds, Bright Square Pensions, Schroders or Cazenove funds is not mandated and would only be used where it is a suitable solution to meet your financial objectives. All recommendations are made for the best interest of our clients, not the business, and Benchmark Capital group aims to create cost effective solutions and efficiencies which can benefit both consumers and our members. A board of directors have been appointed to maintain oversight and control of the companies within Benchmark Capital, and procedures are in place to monitor and safeguard our consumer's best interests.

TRPP is majority owned by Benchmark Capital Limited. This connection will in no way influence our recommendations made to you from our group of companies, and we have procedures in place to maintain our independent status.

### *Right to Cancel*

We will inform you of your statutory right to cancel and the timeframes applicable in which to cancel, for life or pension contracts this is usually 30 days. However, there will be occasions where no statutory rights are granted, although this will be explained before any contract is concluded.

### *Complaints*

Our complaints procedures are available on request. If you wish to register a complaint, please contact us in writing or e-mail to the "Complaints Manager" [complaints@benchmarkcapital.co.uk](mailto:complaints@benchmarkcapital.co.uk) Benchmark Capital Limited, Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP. Alternatively, you can telephone 01403 334455. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (FOS) further details of the FOS can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 023 4 567.

### *Compensation Scheme*

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business, 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 this compensation scheme arrangement and limits that apply to the various types of business can be found on the FSCS website - [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting them on 0800 678 1100.



## Law

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

## Regulation

MIFID II has introduced the requirement for Legal Entity Identifier's (LEIs) to be obtained for clients who are **companies, charities or trusts**. If you are a client who is a legal entity or structure, including a **company, charity or trust**, you will need to make arrangements to obtain a LEI code if you want the firm to continue to act on your instructions or make a decision to trade on your behalf from 3 January 2018 onwards. Your adviser will be able to provide further guidance on the application process.

## Target Market

At TRPP any recommendation made by an adviser will be after completing the appropriate product governance in relation to target market of funds and is conducive to your attitude to risk and in line with your current circumstances and objectives.

## Fraud Prevention

TRPP is committed to upholding the highest standards to preventing fraud and corruption from occurring and to developing an anti-fraud culture and adhering to the standards as required by the UK Bribery Act 2010 and Proceeds of Crime Act 2002. To achieve this the TRPP will develop and maintain effective controls to prevent bribery, corruption and fraud and will take all such matters extremely seriously.

Sophisticated fraud attempts via email are notoriously hard to detect and ever-increasing in complexity. TRPP will always remain vigilant and exercise caution whilst communicating with clients and 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.

TRPP 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.

## 6. Client Declaration

**This document represents our standard Terms of Engagement, upon which we intend to rely. For your own benefit and protection, you should read these terms carefully before signing below. If you do not understand any point please ask for further information.**

Our typical charges are based on the fees detailed in the 'Section 3 - How we charge' of this Agreement. This Agreement is designed to confirm and formalise our discussion regarding the services we provide.

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 should seek legal advice in respect of your own specific requirements to ensure the validity of this agreement.

An invoice in respect of Professional Advice Fees will be raised upon completion of the initial service, or upon completion of any associated transaction/s or product/s, to meet the cost of our services to you.

**Initial fees;** please select one of the following options:

Tick this box if you agree that our initial Fees are to be deducted from your investment	<input type="checkbox"/>
Tick this box if you agree to pay our initial Fees by invoice using cheque/bank transfer	<input type="checkbox"/>

**Ongoing Review Services;** please opt in or out of ongoing services below:

Tick this box if you agree to pay our agreed fee for ongoing review services, by annual/monthly deduction from your investment, subject to availability from the provider(s)	<input type="checkbox"/>
Tick this box if you agree to pay our agreed fee for ongoing review services, by regular invoice using cheque/bank transfer	<input type="checkbox"/>
Tick this box if you do <b>not</b> require any ongoing services. Your investments will not be kept under review, and any services you request in future may be subject to further charges	<input type="checkbox"/>

**Pensions with safeguarded benefits** (please select one of the following options)

Tick this box if you would like to review any pension arrangements with safeguarded benefits (if this box is ticked you will be, if necessary, referred to an alternative adviser, to advise you in this area who will also provide and talk you through the Service Charter Addendum).	<input type="checkbox"/>
Tick this box if either you have no pensions with safeguarded benefits, or you do have but do not require any advice on these arrangements.	<input type="checkbox"/>

**Communications**

Tick this box if you would like to use our 'Go Green' paperless service (you will need to maintain a current email address and notify us of any change)	<input type="checkbox"/>
---	--------------------------

### Agreed basis of fee payment

Initial, % of Investment	<input type="checkbox"/>
Fixed	<input type="checkbox"/>
Hourly rate * See separate fee agreement	<input type="checkbox"/>
Ongoing	<input type="checkbox"/>

<b>Customer Name(s)</b>		
<b>Customer signature(s)</b>		
<b>Date</b>		

I/We acknowledge that the client agreement will come into effect once it has been signed by all parties and will remain in force until terminated.

I/We confirm that I/We are UK resident, and that all advice given by TRPP Wealth Management on their products and services will be given whilst on UK soil.

I/We also confirm that I/We will also notify TRPP Wealth Management immediately, if there are any change to my/our residential address.

Any ongoing service has been agreed whilst you remain a UK Resident. I/We confirm that should I/We become a resident of any other country in the future that I/We will need to inform TRPP Wealth Management as soon as this happens if I/We wish to continue to engage your services.

This agreement is governed and shall be interpreted in accordance with English law and both parties shall submit to the exclusive jurisdiction of the English Courts.