

Client Agreement

It is important you read this document as it sets out important information about us, our services, and the protections you have when engaging with us. If you are unsure about any of the information below you should contact us immediately for further guidance

The purpose of this Agreement

This agreement is intended to set out how we will work together. Our relationship will take effect from the moment you sign this agreement and will remain in place until cancelled by either you or us. We have tried to keep all the relevant details straightforward and easy to understand. However, if you are unsure of anything in this document then please talk it over with us. We want you to feel confident and comfortable with the decisions you take.

Our Services

We provide independent investment advice. We will consider a range of regulated products from the available market that can meet your investment objectives, but we will only provide a recommendation to you when we know the product is suitable for your personal circumstances.

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

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

Areas we cannot advise on include:

- | | | |
|------------------------------|---|------------------|
| * Individual share holdings | * Options | * Futures |
| * Other derivative contracts | * Defined Benefit (Final Salary Pensions) | * Cryptocurrency |

If you need assistance with any of the above, we can refer you to a third party.



Once we are clear about your requirements, we will issue you with our recommendation (referred to as a Suitability Report,) which will outline our advice and give you a breakdown of anticipated charges. If you then wish to proceed, we will act upon the recommendations and confirm this in writing to you.

Your right to cancel

We will inform you of your statutory right to cancel. You will normally be granted 30 days in which to cancel, yet there may be instances where this period is 14 days, or that no statutory rights are granted. This will be explained before any contract is concluded.

Our Ethical Policy

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

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

Communication channels

We will enter into communication with you through whatever means are convenient to you and us, including face-to-face, telephone, e-mail, in writing, text, screen-to-screen and other acceptable communication methods. We do prefer our clients to give us instructions in writing – paper or electronic. This aids clarification and avoids misunderstanding.

Your data

Your personal information is very important to us and the utmost care is taken to keep it confidential at all times. We will never pass your information on to third parties for marketing purposes. However, as part of our advice process some services are provided to Allied by third parties, which warrant the disclosure of more than just your basic contact details. You will be made aware if and when such an occasion arises.

We are registered under the Data Protection Act 2018 and adhere to the General Data Protection Regulation (GDPR). We maintain a privacy policy for our client data. This is shown on our website and a copy is available upon request.

Allied Financial Services are registered in England. Registered No. 05245856. Authorised and Regulated by the Financial Conduct Authority. Financial Conduct Authority number 458009.

Phone: 01942 403377 Email: enquiries@alliedfs.co.uk Website: www.alliedfs.com



Conflicts of interest

We will be mindful of any conflicts of interest and act accordingly.

We will act honestly, fairly and professionally in all our dealings. We are not connected to any product provider. In the unlikely event Allied or one of our clients has some form of interest in business we are carrying out with you then we will notify you immediately.

Extreme unforeseen circumstances

This is known in legal terms as 'Force Majeure'. It relates to an event outside the reasonable control of either party, affecting its liability to perform obligations. Examples could be fire, flood or an act of terrorism. Allied shall not be in breach of this Agreement and shall not incur any liability to you if such circumstances arise.

How you are protected

Allied Financial Services is authorised and regulated by the Financial Conduct Authority (FCA). You can check this by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768. Our Financial Services Register number is **458009**. The FCA address is 12 Endeavour Square, London, E20 1JN.

If you wish to register a complaint

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: 01942 403377

Email: amanda.taylor@alliedfs.co.uk

In writing: The Compliance Manager, Allied Financial Services, 98 Standishgate, Wigan, WN1 1XA

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. Full details are available at www.financial-ombudsman.org.uk.

Compensation

The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation fund for clients 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 related to most types of investment business are covered for 100% of a claim up to a maximum of £85,000 per person per firm.

Insurance – In most cases, eligible claims related to 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.

Verifying your identity

Allied has certain responsibilities to verify the identity and permanent address of our clients under UK anti-money laundering legislation. This may be required before any investment is made. We have a duty under the Proceeds of Crime Act 2002 to report to the National Crime Agency if we know, or have reasonable cause to suspect, that another person is involved in money laundering.

Your final steps

Consent to Allied holding, storing and processing my/our personal data. Information supplied may be stored on computer or paper records and may be used for Regulatory, record-keeping, contact and marketing purposes by Allied (not for third parties). Details may be passed to our Regulatory Authorities & Auditors for the purpose of compliance.

Consent to Allied contacting me/us

Allied may wish to contact you in the future (including by telephone & email) for ongoing services and marketing purposes – for example, with valuations, details of products or promotions.

Fees and charges

Our charges

The way we are paid for our services may depend on the type of advice given. Typically, this will be:

- **Investment business:** Fees agreed and paid by you (either directly or via your plan).
- **Insurance business:** Fees agreed and paid by you or commission payable by the insurance provider, which is a percentage of the total annual premium.

Our charges fall into two categories:

- **Initial charges:** These are the upfront costs of our services.
- **Ongoing charges:** Once your financial plan is in place it is important to keep it under review so it can be adapted, where necessary, as your circumstances change. Our ongoing services are designed to do this.

Service description	Initial Charges										
Financial Planning This service includes a full analysis of your current plans, investments and assets, providing a personalised report and recommendations. We will then implement any agreed recommendation with a view to you receiving our ongoing review service.	Our charges work like tax bands, and are calculated based on how much you look to invest/transfer: <table><tr><th>Total Amount Invested (£)</th><th>Initial Adviser Charge (%)</th></tr><tr><td>First £100,000</td><td>3.00%</td></tr><tr><td>From £100,001 – £250,000</td><td>1.50%</td></tr><tr><td>From £250,001 – £500,000</td><td>0.50%</td></tr><tr><td>More than £500,000</td><td>0.00%</td></tr></table>	Total Amount Invested (£)	Initial Adviser Charge (%)	First £100,000	3.00%	From £100,001 – £250,000	1.50%	From £250,001 – £500,000	0.50%	More than £500,000	0.00%
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Retirement Planning This service is as above, but with a focus on retirement planning. This can include assessing the potential impact of key events on your plans using cashflow modelling.	For example, if you have £50,000 to invest, the cost will be £1,500. If you have £200,000 to invest, the cost of our service will be £4,500 this is calculated as follows: - The first £100,000 x 3% = £3,000 - The next £100,000 x 1.5% = £1,500										

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Protection Planning This service is as above, but with a focus on protection planning.	If we are paid by commission; we will tell you the amount before we carry out any business for you. Any commission we received from the product provider can be used to offset the agreed fee. If the protection plan is cancelled within a certain time frame, we reserve the right to invoice you for any commission clawed back by the provider.
Report Fee/Additional Services Fee This fee is levied should you receive our advice and not proceed with implementing our recommendation. This fee may also be applicable for additional services, such as handling death claims and full surrender of policies.	Our charge for this is £350 and will be invoiced to you directly. This is waived if you proceed with our recommendation and implementation of our recommendation as the above initial fee will be payable.

Review service This service provides you with a comprehensive review document, detailing up to date information on your policies prior to your annual review with your adviser, who will discuss this with you in detail. Whilst the above review document is provided once a year, we understand that additional support and advice may be required between reviews and we are available to support all clients all year round as part of our review service. Your ongoing review service can be cancelled at any time.	Ongoing Charges Our annual ongoing charge for this service is 0.60% of funds under management subject to a minimum fee of £500 per annum. • For a fund of £150,000, our fee would = £900 per annum If additional services (which are largely associated with Income Drawdown) are required, such as regular cashflow modelling, our annual ongoing charge for this service is 0.75% of funds under management subject to a minimum fee of £500 per annum. • For a fund of £150,000, our fee would be = £1,125 per annum
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Payment options:

- Cheque or electronic transfer (unfortunately, we cannot accept payments by cash or card).
- Payment via deductions from the financial product(s) you invest in. Most product providers offer this facility and it can be used for both initial and ongoing fees.
- If you take out a regular contribution product where investments are made on a monthly, quarterly, or annual basis, we will invoice you directly for our service. It may be possible to have our initial charges deducted from the product in instalments, spread over a maximum of 12 months.

Other Charges

Depending on the service 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:

- **Plan/Product charges:** If your investments are held on a platform (an online investment administration service) or held with a Discretionary Fund Manager, the platform provider / DFM will make a charge for administering / managing your investments.
- **Investment charges:** 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 will always disclose any third-party costs as part of our recommendations and will provide confirmation of total costs and charges before proceeding with any recommendations.

Our actual charges and fees will be agreed with you before we do any work, and we will explain your payment options.

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

