

## Client Agreement

**Argyle Financial Group is independent and will act on your behalf in advising you on life assurance, investment in pensions or unit trust products. Independence allows Argyle to make use of the entire financial market place to advise its clients.**

### **Client Monies**

WE DO NOT HANDLE CLIENT MONIES. All cheques, premiums, investment monies of any kind and valuation fees etc., must be payable to Life Office, Investment Operator or relevant Companies and not Argyle Financial Group.

### **Regulatory Introduction**

Argyle Financial Management Ltd is authorised by Financial Services Authority (FSA). Argyle Financial Management Ltd is authorised to carry out the following classes of business for clients: Pensions, Unit Trusts, ISAs, Life Insurance Contracts.

### **Client Relations**

We are bound by the rules of FSA and Professional Indemnity Insurance is maintained for the protection of clients.

### **Complaints**

If you should have any complaint about the advice you receive or a product which you have bought please write to Compliance Officer at the address shown above. If you make a valid claim against us in respect of the investments arranged by us for you and we are unable to meet our liabilities in full, you may be entitled to redress from the Investor Compensation Scheme: Details of the cover provided by the scheme are given in the leaflet which we will send you at your request. Further information is available from the Financial Services Authority and the Investors Compensation Scheme.

### **Advice and Instructions**

Any advice given to you by us shall be in writing, we prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing. We may at our discretion refuse to accept instructions although such discretion shall not be exercised unreasonably.

We will record all transactions on our files, which along with copies or relevant documentation, will be retained by us for a period of not less than six years. You have a right to inspect copies of contract notes, vouchers and entries in our books or computerised records relating to your transactions. We reserve the right to provide you with copies of these records if information pertaining to other parties would be disclosed.

### **Remuneration**

No charge will be made to you for our services without prior notice and agreement with you. If we propose to make a charge, the basis will be explained, agreed with and by you and confirmed in writing before we carry out any chargeable work.

Our charges will normally take either of two distinct forms. We may be paid a commission for arranging Life Insurance products on your behalf. We shall tell you the amount of any such commission payable to us.

For investment advice Argyle will make a charge to your portfolio in accordance with the scales which follow. Argyle will not receive any commissions when investments are purchased.

### **Investment Portfolio Charges**

Argyle will make an agreed initial establishment charge of up to 1% of the client portfolio.

Argyle will make an annual investment charge of 1.00% of the average value of the portfolio during the quarter. This will be deducted directly from your portfolio on a monthly basis.

Any charges made by our Wrap administrator- Transact, Argyle or any other party involved, will be notified to you before any are incurred by you.

### **Investment Service**

Argyle will review each client portfolio every 12 months to ensure that the portfolio asset allocation continues to meet both the client's attitude to risk and investment objectives.

This review will be conducted even if information requested from the client is not forthcoming to ensure that the initial basic asset allocation remains effective.

Argyle will maintain a system to continually monitor the investment markets and will as appropriate communicate any relevant observations to clients.

Regular Bulletins will be issues to clients to provide topical information and an understanding of market trends.

**Registration of Investments**

Investments within the Argyle Wrap are registered with Integrated Financial Arrangements plc.- the Wrap administrator . **Any other products will be registered in clients' own names.**

**Termination**

The authority to act on your behalf may be terminated without penalty by either party giving seven days notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion or any period charges for services shall be settled to that date.

New instructions could be executed following the completion of a new Terms of Business.

**Law**

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

Signed (Client).....(Print Name).....

Signed (Client).....(Print Name).....

Signed on behalf of Argyle Financial Management Ltd

.....Date.....

