

Client Agreement

incorporating service & costs disclosure document

Park Investments (Leicester) Ltd
97 Dunton Road
Broughton Astley
Leicestershire
LE9 6NA
Tel: 01455 284528
Email: admin@parkinvestments.co.uk

1. Who Regulates Us?

Park Investments (Leicester) Limited, are Authorised and Regulated by the Financial Conduct Authority. Our Financial Services Register Number is 231706. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on 0800 111 6768.

2. Client Classification

Each client with whom the firm does business is categorised to identify the level of regulatory protection. We propose to classify you as 'Retail Client' with the highest level of protection.

3. Whose products do we offer?

- **Investment:** We offer products from the whole of market for all types of investments we deal with.
- **Insurance:** We offer products from the whole of market for Life Assurance, Critical Illness Cover and Income Protection. We only offer products from a limited number of insurers for Buildings & Contents Insurance and Accident, Sickness & Redundancy Insurance. Ask us for a list of the insurers we offer insurance from.
- **Mortgages:** We offer mortgages from the whole market.

4. What services do you require and how will you pay us for our services?

Investment Option 1

Our Investment Management Service. e.g. A pension with a single managed fund reviewed annually. Our charge is 0.5% per annum of the advised investments.

Example: You invest £75,000. Our charge is £375 per annum. If the investment grows to £90,000 our charge becomes £450 per annum.

Investment Option 2

Our Portfolio Management Service. e.g. A Self Invested Pension Plan with multiple investments and/or property reviewed annually.

Our charges are:-

Initial Investment	1%
Investment switch	0.8%
Annual charges	
£0 - £300,000	0.5%
£300,001 - £1,000,000	0.4%
£1,000,000 +	0.3%
Minimum £500.	

For example you invest £200,000. Our charges are £2,000 initial and £1,000 per annum. If the investment grows to £250,000 our charge becomes £1,250 per annum. If you switch £20,000 of your portfolio our charge is £160.

Park Investments (Leicester) Ltd is registered in England & Wales at Tanglewood, 97 Dunton Road, Broughton Astley, Leicestershire LE9 6NA. Company Reg No. 4996401. Authorised and Regulated by the Financial Conduct Authority.

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You may ask us instead for a fixed charge quotation. For example advising a new client on a Pension Annuity our standard charge is £800.

We reserve the right to charge more than our standard fees for complicated cases. If so this will be notified to you in a separate Fee Agreement that you will sign before any such fees are incurred.

Do you require advice on investments?

YES	NO
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If Yes:

Management Service?

Investment	Portfolio
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Would you prefer to pay our fees?

Cheque or BACS	Deduct from investment
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Insurance

You have the option of us working on a fee or commission basis.

Our standard fee for arranging a protection policy is £800.

Do you require advice on Insurance?

YES	NO
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If Yes would you prefer to pay us

A fee	Commission
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Mortgages

You have the option of us working on a fee or a reduced fee and commission basis.

Our standard fee for arranging a mortgage is £1,000. We will refund any commission received from the lender to you.

Our standard fee for arranging a mortgage where we will also receive any commission payable by the lender is £250. If we arrange a product switch with your current lender our fee is £150. We may offer discounts for multiple buy-to-let applications.

Our fee is payable on the lenders issue of an offer of mortgage letter.

Do you require mortgage advice?

YES	NO
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If Yes would you prefer to pay us?

A fee	A reduced fee plus commission
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5. Services to be provided

Any advice or recommendation that we offer to you, will be based on your stated objectives, circumstances and take into account any restrictions that you wish to place on the type of products you would be willing to consider.

With very few exceptions, we will confirm to you in writing the basis of our reason for recommending the products arranged on your behalf.

Your stated objectives will be reiterated in the Suitability Letter, which we will issue to you following our recommendation, along with details of any special risks associated with the product recommended. Unless confirmed in writing, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

Full details of the products we may recommend to you including, for example, the minimum duration of the product, information on the right to cancel or whether no right to cancel arises, and any other early termination rights and penalties, will be covered in the relevant product disclosure information you will receive before conclusion of any contract.

All Investment, Insurance and Lender’s Offer Documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you.

We will not provide any advice other than on the selections you make above. We do not provide legal advice and will not review past advice that you may have received.

Investment Advice

Any products we have arranged for you, will not be kept under review unless you opt for one of our ‘Management Services’.

We may contact you in the future by means of an unsolicited promotion should we wish to contact you to discuss the relative merits of an investment or service which we feel may be of interest to you.

On issue of this letter any subsequent advice or recommendation offered to you will be based upon your stated investment objectives, acceptable level of risk and any restrictions you wish to

place on the type of investments or policies you are willing to consider. We will issue you a suitability letter to confirm our recommendation. Unless confirmed we will not place any restrictions on our recommendations.

We will also make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing.

Mortgage & Insurance Advice

Any products we have arranged for you, will not be kept under review but we will advise you upon your request. However, we may contact you in the future by means of an unsolicited promotion should we wish to discuss the relative merits of a particular product or service which we feel may be of interest to you.

6. Communications

We will communicate with you in English both verbally and written for the sending and reception of orders. We will confirm emails with you by telephone.

7. Client Money

Park Investments (Leicester) Limited is not permitted to handle client money. We cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

8. Services which are not regulated by the Financial Conduct Authority

Some of the services provided by us may be not regulated by FCA since they are not included within the Financial Services and Markets Act 2000. These include most Buy to Let and Commercial mortgages.

9. Material Interest

We will act honestly, fairly and professionally known as conducting business in 'Clients best interest' regulations. Occasionally situations may arise where we or one of our other clients have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

10. Rights to Cancel

We will inform you of your statutory right to cancel. There will be occasions where no statutory rights are granted, however this will be explained before any contract is concluded.

In general terms you will have a 30 day cancellation period for a pure protection policy and a 14 day cancellation period for a general insurance policy. Please note that in most instances you will not be able to exercise a right to cancel a mortgage contract, unless the contract is concluded at a distance with no face to face advice, at which point you will have a 14 day cancellation period.

The start of the cancellation period will normally begin, for pure protection policies, when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you.

11. What to do if you have a complaint

If you wish to register a complaint, please contact us. Write to:

Park Investments (Leicester) Ltd
Complaints Department
97 Dunton Road
Broughton Astley
Leicestershire
LE9 6NA.

Telephone: 01455 284528.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

12. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Most types of investment, pension and mortgage business are covered for 100% of the first £50,000.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Compulsory classes of insurance, professional insurance and certain claims for injury, sickness or infirmity of the policyholder are covered for 100% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

13. 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.

14. Termination

The authority to act on your behalf may be terminated at any time 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 of any period charges for services shall be settled to that date.

Client Consent Declaration

I understand and consent to the above terms and I hereby authorise the transfer of information, as described above on a confidential basis when warranted between such third parties. I agree that the Client Agreement will come into effect from the date of issue.

Client Name

Client Signature

Date

Partner Name

Partner Signature

Date
