

# OUR CLIENT AGREEMENT

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## Disclosure

1. Following our initial discussions with you, we must now provide you with the details of the service we are to provide and the costs of this service. We need to obtain your agreement to proceed before we undertake any work that will attract any cost. This document sets out the agreement between us and the costs of our services in monetary terms or where a monetary value cannot be given, the basis of its calculation.

## Level of Service

2. We have agreed that the level of service we are being engaged to provide is:

Level of service	Investments	Non-Investment Protection	General Insurance
We will advise and make a recommendation for you after we have assessed your needs			
You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.			
We will provide basic advice on a limited range of stakeholder products and in order to do this we will ask some questions about your income, savings and other circumstances but will not conduct a full assessment of your needs or offer advice on whether a non-stakeholder product maybe more suitable.			

## Range of Products

3. We have agreed that the range of products that we are being engaged to advice upon is:

Range of Products	Investments	Non-Investment Protection	General Insurance
Products from the whole market			
We only offer products from a limited number of companies. You can ask us for a list of the companies whose products we offer.			
We only offer product[s] from Legal & General Insurance Limited in relation to Home Insurance, Mortgage Payment Protection Insurance and Buy to Let Insurance products.			

## Remuneration

4. You have agreed that our remuneration should be:

- By a Fee
- By Commission (through product charges)
- By a combination of a Fee and Commission (through product charges)

## Paying by a Fee or a Combination of Commission (through product charges) and a Fee

5. If you make the decision to pay for our services by way of a fee or combination of commission and fee, the amounts of the fee that we would ask you to pay are set out below.

	Hourly Rate	Fixed Fee Amount	Fund Based Fee Amounts
Principal/Specialist Adviser			
Administrator			

6. Example of Fund Based fee: If you invest (£ ) we will receive (£ ) as an initial payment then, ignoring any investment growth, (£ ) in year two and (£ ) in year three and so on.
7. Where the fee is to be paid directly by you and not through the product, we will issue you with an invoice at the completion of the work, detailing the breakdown of the costs incurred.

## By Commission (through product charges)

8. If you make the decision to pay any part of our costs by commission (through product charges) we will inform you in writing of the amount of commission we will receive before you complete any application form.
9. The following table gives details of our normal commission levels in relation to some of the product areas we are able to advise upon. The actual amount of commission received may be higher or lower than these figures.

Product	Example term or age	Normal Commission Levels	Normal Amount of Commission
<b>This shows the normal amount of commission in relation to a monthly investment or premium of £100</b>			
Collective Investments	Any	3% of all premiums	£3 per month
Whole of Life assurance	Age 40	155% of the first 12 months premiums	£1,800 initially
Pensions	20 years	50% of first 12 months premiums	£600 initially
<b>This shows the normal amount of commission in relation to lump sum investments of £10,000</b>			
Collective Investments	Any	3% of the amount invested	£300
Investment Bonds	Any	5% of the amount invested	£500
Pensions	Any	5% of the amount invested	£500

10. Should you decide not to proceed with the transaction that would otherwise have generated the commission intended to cover agreed costs, we reserve the right to charge you a fee at our standard hourly rate for the chargeable work we have completed.

## Commission liability

11. If you agree to pay our costs by using commission only and we are required to pay all or part of this amount back because you have cancelled or otherwise ended the policy, we reserve the right to require you to reimburse any money we have to repay. Examples of the amounts we can ask you to pay are set out below.

### Examples of commission liability

Liability Period	1 month	3 months	5 months	12 months	20 months	30 months	40 months
24 months	96%	87%	80%	50%	17%	N/A	N/A
36 months	97%	91%	86%	66%	44%	16%	N/A
48 months	98%	93%	90%	75%	58%	<b>38%</b>	17%

12. As an example if a policy has a 48 month liability and is cancelled after 30 months and the initial commission was £500 the approximate amount that will be payable will be £190.

## When our remuneration is payable

13. Unless otherwise agreed with you in writing, all fees become payable at the point that a transaction is completed or where no transaction is made, at the point that we provide you with details of our recommendation. Commissions are payable on completion of the transaction.

### Ongoing Service Proposition

14. You have agreed to engage us to provide you with the following level of ongoing service under our client service proposition:

- Crystal Financial Advice Service - no ongoing reviews unless instigated by clients at their request
- Crystal Financial Planning Service – Annual Reviews
- Crystal Wealth Management Service – Half Yearly Reviews (or more frequently if desired)

15. You have agreed to remunerate us for this ongoing service as set out below:

Description of Service Level	Initial Registration Cost	Ongoing Cost	Frequency of Billing	Payment Method

### Financial Promotions

16. We may become aware of an opportunity arising from a new product being launched that we may consider would interest you. If this happens, we would like to write to you or phone you with some details. We may also give you a written recommendation about that opportunity. If you want to receive this type of contact, you should let us know by inserting a 'tick' in this box.

### Law

17. The law applicable to this agreement is English Law.

### Warning Notice

18. **This document is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.**

Name	
Signature	
Date	

Name	
Signature	
Date	

### Adviser's declaration

19. I confirm that I have issued the above named client with a copy of the **About Us** document and that I have discussed both the **About Us** document and this **Our Client Agreement** with the client/s and that I have given the client an opportunity to ask any questions or receive further explanation.

Adviser's Name	
Position	
Date	
Signature	