

Lincolnshire Independent Financial Advisers Ltd

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Information about our Investment Services

Date Issued: _____

CONTENTS

<u>OUR STANDARD AGREEMENT: ABOUT US AND HOW WE WORK WITH YOU</u>	2
<u>CLIENT CLASSIFICATION</u>	2
<u>OUR COMMITMENT TO YOU</u>	2
<u>METHODS OF COMMUNICATION</u>	2
<u>CLIENT MONEY</u>	2
<u>DATA PROTECTION</u>	3
<u>INVESTMENT SERVICES</u>	3
<u>INVESTMENT PERMISSIONS</u>	3
<u>SCOPE OF ADVICE</u>	3
<u>CONFLICTS OF INTEREST</u>	3
<u>BEST EXECUTION</u>	3
OUR SERVICE LEVELS, INITIAL FEES AND ONGOING PAYMENT OF SERVICES.....	4-6
<u>IMPORTANT INFORMATION</u>	7
<u>ACCOUNTING TO YOU</u>	7
<u>COMPLAINTS</u>	7
<u>COMPENSATION ARRANGEMENTS</u>	7
<u>CLIENTS CONSENT</u>	8

OUR STANDARD AGREEMENT: ABOUT US AND HOW WE WORK WITH YOU

Lincolnshire Independent Financial Advisers Ltd, 6 Fountain Court, Epworth, Doncaster, South Yorkshire. DN9 1EG is authorised and regulated by the Financial Conduct Authority. FCA Number 472637

You can check this on the FCA's Register by visiting the website <http://www.fsa.gov.uk/fsaregister> or by contacting the FCA on 0800 111 6768.

Client Classification

Investment

Lincolnshire Independent Financial Advisers Ltd classifies all clients as 'retail clients' for investment business, which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA).

Should you wish to be classified differently for investment business, please discuss this with your adviser. Please note that should you wish to be considered as a different category of customer for investment business, such as a professional client or eligible counterparty you must inform us in writing. We will provide you with a new client agreement and you may lose a number of protections which will be outlined in that new agreement.

Our Commitment to You

Prior to providing you with any advice we will take time to understand your current needs, circumstances and attitude to risk (where applicable). Any advice provided will be confirmed to you in writing.

Lincolnshire Independent Financial Advisers Ltd takes all our regulatory responsibilities very seriously and we ensure that all our staff are required to demonstrate their competence to undertake their role and our business is structured in a manner that is designed to meet in full all the requirements set by our regulator, the Financial Conduct Authority, and under European Securities and Market Authority rules.

Methods of Communication

Unless you advise us otherwise, we will communicate with you via the following methods of communication, Face to Face, E-mail, Telephone, Letter & Fax

Client Money

Lincolnshire Independent Financial Advisers Ltd **does not handle clients' money**. We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

Introductions to a Third Party

We may receive a fee for making introductions to third party product or service providers. Should we receive a fee we will confirm in writing to you what that fee will be.

When acting as an introducer, marketer or promoter of a scheme, no responsibility is accepted for any matters arising from the referral to the scheme product provider. It is your responsibility to ensure that you enter into separate Terms & Conditions with the third-party advisor.

Data Protection

For details of our Data Protection statement and policy, please see our separate Data Protection Statement and consent form, which will be provided separately to you.

INVESTMENT SERVICES

Investment Permissions

Lincolnshire Independent Financial Advisers Ltd is permitted to advise on and arrange (bring about) deals in investment contracts.

With regard to investments contracts which we have arranged for you, these will not be kept under review unless we agree otherwise with you; but we will advise you upon your request.

With our service provision, we will provide services to you as more fully outlined below in the section titled 'Our ongoing service option'.

Scope of Advice

Independent Advice

We will only provide advice and make a recommendation to you having fully assessed your financial needs and objectives.

This means that we will spend some time discussing with you: what you want to achieve financially and see if the advice and services that we offer are going to be appropriate to address them.

It is important to us that you fully understand how we go about doing this, so please do ask us for more detail if anything is unclear to you.

Our Investment proposition

We have constructed an investment proposition that has been designed over time to meet many of our client's needs. Often our clients share common characteristics in terms of their financial circumstances and financial objectives. Where our investment proposition is not going to be suitable to meet your needs, we will look outside of this to find a bespoke solution that will.

It is important to note that we have chosen to work with these parties because they offer products that are from across the whole of the market and are not selected unless they meet a rigorous selection process.

Financial Products

In respect of the financial products that we use, we do not restrict ourselves to certain types of products. We will look across a range of products which are called Retail Investment Products, we will also look at Cash ISAs, National Savings Products and structured products as well. We use research tools to select these products using criteria set to meet your needs and will not use pre-determined lists or only a small range of preferred providers. We aim to find the right product to meet your needs on each and every occasion.

Product Providers

In respect of the product providers that we use: we do not restrict our advice to certain companies. Instead, we use research tools to help us find the company that provides the right products to meet your needs.

Conflicts of Interest

We have a legal and regulatory obligation to take all appropriate steps to identify and to prevent or manage conflicts of interest from arising. In the event of any of our business interests or activities creating a potential conflict of interest we will ensure that we take all appropriate steps to manage the potential conflict by maintaining robust systems, controls and staff training. In the unlikely event that we are unable to prevent the potential conflict, we will fully disclose to you, the general nature and/or sources of conflicts of interest and the steps taken to mitigate those risks.

Further details of our conflict of interest policy are available upon request.

Best Execution

It is our policy to transact your business in order to achieve the best possible results in terms of the:

- Price of products, providers and services
- Cost of advice
- Speed
- Size and Nature of the transaction
- Effectiveness of the Platform/ Provider/ Service Provider

CONSUMER CREDIT

We make no charge for any advice in relation to consumer credit activities.

OUR SERVICE LEVELS, INITIAL FEES AND ON-GOING PAYMENT OF SERVICES

Introduction

Before recommending a product, we will make suitability checks to ascertain your relevant knowledge, experience, objectives, financial situation and your ability to bear losses.

Prior to any transaction we will provide you with a suitability report outlining any recommendations we have made including the selling, holding or buying of investments.

To ensure that you are always fully aware of our advice costs and how and when you are going to be asked to pay for this, we will always confirm this verbally and in writing asking for your consent by signing our client engagement letter we will confirm the exact amount and your preferred payment method.

Generally, we will ask you to pay for our services at the end of the advice process and we will confirm this to you in our client engagement letter.

Please note that if you have paid for our advice by way of a cheque, and you subsequently cancel the policy within the statutory cooling off period, we will not refund the fee received.

Payment for Services

We will provide with the following service, the cost of which is covered by our initial plan fee.

- A full financial review will always be offered in order to understand and agree with you; your needs and objectives based on a comprehensive review of your current financial position. Full details of our financial review service are confirmed in our client engagement letter.
- Completion of a detailed risk analysis assessment to fully understand your attitude and tolerance to risk
- Research of the market place to ensure the most appropriate provider is recommended
- All our advice will be confirmed in writing
- We will forward any policy documents(s) to you as required.

Our charge for this service is a fixed fee of £250 for a single area of advice or, £395 if multiple advice areas of advice are required. This is payable on provision of the suitability report containing our recommendations to you. This fee will be waived wholly or in part should you decide to implement any of our recommendations.

Lump Sum Investment Business

It is our company policy to charge for our advice on lump sum investment business as a percentage of the amount to be invested.

Please note if you pay our fee by way of a separate cheque 100% of the investment amount will be invested.

Example of our implementation fee as a percentage of the funds invested

Example Investment	Typical charge on the first £50,000 is 3%,	Typical charge from £50,000 to £100,000 is 2%	Typical charge from £100,001 +% is 1%	Total Fee	Amount Invested
£50,000	£1,500			£1,500	£48,500
£100,000+	£1,500	£1,000		£2,500	£97,500
£200,000	£1,500	£1,000	£1,000	£3,500	£196,500

All figures quoted are purely for example, the actual fee paid will depend on the complexity of the work undertaken and will be confirmed to you in our client engagement letter prior to any work being undertaken.

Advice Fees – Regular Premium Investment

It will always be our policy to provide you with a separate quote for work when considering regular premium investment (excluding phased investment).

Our charge for advising on a regular premium policy/policies is a fixed fee of £250 for a single area of advice or, £395 if multiple advice areas of advice are required. This is payable on provision of the suitability report containing our recommendations to you.

Termination of Our Services (Initial Advice)

You or we may terminate our authority to act on your behalf at any time. You will be liable to pay for any advice or services that you have received prior to the date of termination. This means that where we have agreed the advice and services that we will provide for you and we have agreed to receive payment for these, either by means of a fee for investment business or by receiving commission from a provider for non-investment business you will have to pay us for any work we have completed up to the date of termination.

On-going Service Option

Once you have decided to implement your Financial Plan it is recommended to benefit from on-going monitoring and review. Lincolnshire Independent Advisers Ltd has created an on-going service proposition tailored to look after the needs of its Investment Clients over the long term assisting in making sure that your long-term plans and objectives are met.

Our ongoing service option incorporates a periodic suitability review of the investments we have recommended, this is to ensure the original recommendation remains suitable. This periodic assessment will be completed at least annually, however, the frequency may be increased when taking into account your risk profile and the types of financial products that have been recommended.

Our on-going review service offers:

- 24 Hour access to your portfolio via your own personal client website
- A structured annual review including an annual statement of holdings, assessment of your current circumstances, objectives, knowledge and experience, attitude to risk and capacity for loss and any changes to your plans that are needed
- Regular updates and information regarding your investments
- On-going access to your adviser by phone and email with face to face appointments by appointment
- On-going support with correspondence and administration issues

It should be noted that it is not compulsory for you to sign up to one of our services and we do offer a transactional only service.

Example of ongoing advice charges

Service Category	Example Investment Amount	Annual Service Charge	Example Annual Service Fee
Valued Service Proposition	£75,000	0.5%	£375
	£150,000	0.5%	£750

The actual fee charged will vary depending upon how the investment performs and it will increase as the fund grows.

We will provide you with information regarding the costs at least annually to help you understand the overall cost and the cumulative effect on the return of the investment.

Termination of Our Services (On-going Advice)

You, or we, have the right to cancel payment for our ongoing services

We would give you 30 days' notice and, upon request, could signpost you to alternative sources of financial advice. We will terminate any on-going payments to be received from product or service providers.

You are asked to give 30 days' notice and we will terminate any on-going payments to be received from product or service providers.

Where you hold assets within a WRAP, you need to be aware that there will be terms and conditions applicable, such as your agreement with the wrap provider in respect to

facilitating our fees, which means you may need to instruct the wrap provider directly and arrange for the removal of assets from the WRAP or appoint another adviser who will be able to access your assets and provide further on-going advice to you. We will be pleased to assist you at this time in cancelling our service to you, making sure that any WRAP provider is informed of this cancellation.

IMPORTANT INFORMATION

Accounting to You

We will forward to you any documents we receive in relation to business transacted as soon as practicable; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.

Complaints

If you wish to register a complaint, please contact us in writing at address at the front of this agreement or telephone us on 01427 872718

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. <http://www.financial-ombudsman.org.uk>.

Compensation Arrangements

We have briefly set out some information about the Financial Services Compensation Scheme (FSCS) below. If you would like further information about compensation scheme arrangements, details are available at www.fscs.org.uk or call 0800 678 1100.

Most of the products we advise on are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if product providers or we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

The actual level of compensation you receive will depend on the basis of your claim. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category (listed below).

Investment

Most types of investment business are covered for 100% of the first £85,000 per person per firm, so the maximum compensation is £85,000 per person per firm.

Deposits

Money in accounts like current and savings accounts, including cash Individual Savings Accounts (ISAs) are covered up to £85,000 per authorised firm (£170,000 for a joint account). It should be noted that 'authorised firms' may have different brands. The FSCS will provide a £1million protection limit for temporary high balances held with your bank, building society or credit union if it fails. A temporary high balance would apply when payments have been received in respect of specified life events, details of which can be obtained from FSCS.

Clients Consent

This is our standard 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.

I/We agree that this standard agreement will come into effect from the date of issue.

Client Name(s)	X-----
	X-----
Client Signature(s)	X-----
	X-----
Date of receipt	X-----

Clients Consent – Office

This is our standard 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.

I/We agree that we have received and read the document "Information about our services V10.0(1018)" and this standard agreement will come into effect from the date of issue.

Client Name(s)	X-----
	X-----
Client Signature(s)	X-----
	X-----
Date of receipt	X-----

