

Client Agreement

One+One

It's easy as...

The logo for 'one+one' is displayed within a dark blue rectangular box. The text 'one+one' is written in a white, lowercase, sans-serif font. The plus sign is a small, light blue color, while the 'one' words are white.

Advisory Services

Thompson & Richardson One+One is a trading name of Thompson & Richardson (Financial Services) Lincoln Ltd, 3, Oakwood Road, Lincoln, LN6 3LH.

We only offer investment services to help you fulfil your financial and personal ambitions.

We offer **restricted** investment advice. This means that we have chosen to limit the range of products to those offered by Parmenion Capital Partners LLP your Discretionary Fund Manager, before recommending a suitable solution for you. In our case we have chosen not to provide advice on certain types of investment because we believe that for the majority of our clients they are unlikely to be suitable. We offer advice on either General Investment Accounts (GIAs) and Individual Savings Accounts (ISAs).

Through the Thompson & Richardson One+One online service, we will obtain focused personal and financial information from you and assess this in conjunction with your objectives, attitude to risk and capacity for loss in order to determine whether our investment solution is suitable for you.

Our online service does not offer a complete financial planning assessment or take into account any existing assets that you may hold. Any recommendation we make will be restricted to the sums you wish to commit to savings or investment at this time unless we advise you otherwise.

If at any stage of the online advice process you require guidance or wish to discuss the suitability of this service for your needs, you can however speak to one of our qualified personal financial planners using the contact telephone number provided on our website.

Charges/Fees

All charges/fees will be fully disclosed to you. These will be identified in the Investment Management Report provided to you by the Thompson & Richardson One+One online system and e-mailed to you before you apply.

The precise charges relating to the recommendations made will be expressed in monetary terms in your suitability report or relevant product disclosure information that is provided to you.

Whether you invest by making a lump sum or a series of regular payments, our adviser charge to cover the cost of our advice will equate to 1.0% of the amount(s) you invest. This charge will be deducted from each lump sum or regular premium you make before the funds are invested.

Where the source of the funds is from an existing ISA we shall not take an adviser charge.

In addition to our implementation fee, we will charge you 0.50% p.a. of the value of the fund to cover the cost of ongoing service. This will be collected monthly at a rate of 0.042% of the value of your fund ($0.50\% / 12 = 0.042\%$). The table below sets out a series of example costs based on various lump sum and regular premium investments:

Sum Invested (Lump Sum)	Advice Charge (1%)	Ongoing Service Charge (0.5%)*	Sum invested less Charges after 1 year*
£ 5,000	£ 50.00	£ 25.00	£4925
£10,000	£100.00	£ 50.00	£9850
£25,000	£250.00	£125.00	£24625
£50,000	£500.00	£250.00	£49250

Sum Invested (Regular Savings)	Advice Charge (1%)	Ongoing Service Charge* after 1 year	Sum invested less Charges after 1 year*
£50 per month	£0.50 per month	£ 1.64	£592.36
£100 per month	£1.00 per month	£ 3.28	£1184.72
£250.00 per month	£2.50 per month	£ 8.20	£2961.80
£500.00per month	£5.00 per month	£16.40	£5923.60

*The Ongoing Service charge is charged from the end of Month1 of your investment and is shown assuming no growth in the investment. The actual amount of the monthly charge will vary in accordance with the changing value of your investment.

Aggregated costs and charges

Before we provide you with our advice we will add together all the costs and charges payable so that you are able to understand the overall costs of our services and recommendations. This is referred to as aggregated costs and charges information.

Any aggregated information on costs and charges will include our advice costs and the costs of the recommended solution/product. This will be provided to you when we present our recommendations, and before any agreement to proceed. A copy of this will be included in any suitability report you will receive.

Where we agree any ongoing advisory service, we shall provide you an annual aggregated overview of the actual costs and charges that you will have incurred for your service and recommended solution. This will be provided to you as part of an annual review, where we shall also provide you with a periodic assessment of suitability.

Paying for our Services

Advice Charges

The charges for the Thompson & Richardson One+One service are designed to be simple and straightforward, like the advice provided. You are only charged when you invest, either as a lump sum or on a regular basis. We simply charge you 1% of any amounts invested to cover the cost of our advice. This Advice charge does not provide or infer any entitlement to any ongoing advice or service.

Our advice charge only applies as and when you make investments or contributions. Therefore, if you decide to invest regularly, our advice charge will be applied to each payment made. If you stop your contributions or do not add any further lump sums, no further advice charges will be applied

Ongoing Service

Payments for our ongoing services are applied to your investment portfolio to provide an ongoing review service of your investment to ensure it still meets your needs. As the service is online, it will require your ongoing input to re-assess your circumstances. The cost of this is 0.5% p.a. of your investment. You can speak to one of our qualified advisers, by telephone if you require further help at any point.

Our Relationship

- Before providing advice, we will analyse your needs, consider your financial objectives and assess your attitude to any risks that may be involved.
- So that we can recommend suitable products or services for you, it is important for us to gather information that is up to date, accurate and complete. Prior to making any recommendations, we will undertake a suitability assessment to enable us to act in your best interest.
- We will confirm any recommendations we make in writing (our suitability report) along with details of any special risks that may be associated with the products or investments strategies we have recommended.
- Please be aware that investments can fall, as well as rise, and that you may not get back the full amount invested. The price of investments we may recommend may depend on fluctuations in the financial markets, or other economic factors, which are outside our control. Past performance is not necessarily a guide to future performance. Specific warnings relevant to the investments, investment strategies or other products we arrange are provided in the relevant product literature provided.
- We will recommend holding your investments with a discretionary fund manager (DFM), Parmenion Capital Partners LLP, a professional investment manager appointed to monitor your portfolio and make investment decisions on your behalf. In such cases we will explain the respective responsibilities of ourselves and the DFM in relation to your investments. In some circumstances, we may need to act as your 'agent' in relation to the part of your portfolio held with a DFM. This means that you won't have a direct contractual relationship with the DFM and the DFM will instead treat our firm as its client.
- Where we agree to provide you with a service that includes an ongoing review of the suitability of the investments we have recommended, we'll carry out this review at least annually. To do this you will need to review the information we hold about you remains accurate and up to date. We will issue you with a report setting out the results of our assessment, and if relevant, any updated recommendations.

Best Execution

- Where we send investment applications on your behalf to third parties (e.g. to put an investment into force), we will take all sufficient steps to ensure that we obtain the best possible result for you. This is referred to as 'best execution'.
- We have a 'best execution policy'. If you want to see a copy of it please ask us.

Processing your personal data

- Processing of your personal data is necessary for the performance of our contract for services with you and in meeting our obligations to preventing money laundering or terrorist financing. Generally, this is the lawful basis on which we intend to rely for the processing of your data. Our policy is to gather and process only that personal data which is necessary for us to conduct our services appropriately with you and to prevent money laundering or terrorist financing

Useful information about our services

Who authorises us to advise you?

- Thompson & Richardson is authorised and regulated by the Financial Conduct Authority ('FCA'), 12 Endeavour Square, Stratford, London. E20 1JN. Our Financial Services Register number is 136254.
- Our permitted business is advising on and arranging pensions, savings and investment products, non-investment insurance contracts and mortgages.
- You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0800 111 6768.
- Unless we tell you otherwise, we will treat you as a **retail client** for investment business. This means that you are given the highest level of protection available under the UK's regulatory system.

What if things go wrong?

- 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:** 01522 513191
 - **Email:** support@trfs.co.uk
 - **In writing:** Mr S Straw, Thompson & Richardson (Financial Services) Lincoln Ltd, Ambition House, 3 Oakwood Road, Lincoln LN6 3LH.
- 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 Services (FOS) may be able to help. The FOS settles disputes between financial services business and their clients. Full details are available at www.financial-ombudsman.org.uk.
- If your complaint relates to products or services you bought from us online, or by other electronic means such as by email, you may refer your complaint to the online dispute resolution (ODR) platform at <http://ec.europa.eu/odr>.

Additional peace of mind

- The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation fund for clients of authorised financial service 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 for most types of investment business are covered for up to a maximum of £85,000.

Insurance – in the majority of cases, eligible claims about the advising and arranging of protection products are covered for 90% of the claim, without any upper limit.

Mortgages – advising and arranging is covered up to a maximum limit of £85,000.

- Further information is available from the FSCS at www.fscs.org.uk.

Benefits we may receive

- Under the rules of our regulator the FCA, we cannot accept payments or benefits from other firms (e.g. product providers) that may conflict with our duty to act in our clients' best interests.
- From time to time we may attend training events funded and /or delivered by product providers, fund managers and investment platforms. These events are designed to enhance our knowledge and ultimately therefore enhance the quality of service we provide to our clients. Please ask us if you want further details.

Cancellation and Amendments

Ending this agreement

- You or we may terminate this agreement at any time, without penalty.
- Notice of termination must be given in writing and will take effect from the date of receipt.
- Any transactions already initiated will be completed according to this agreement unless otherwise agreed in writing.

Amendments

- From time to time it may be necessary to amend the terms set out in this agreement where it is not necessary to issue a new agreement. If this is the case we will write to you with details of the changes at least twenty-eight business days before they are due to take effect.

Product cancellation rights

- Full details of any financial products we recommend to you will be provided in the relevant product information you will receive. This will include information about any product cancellation rights along with any other early termination rights and penalties.

Conflicts of Interests

- Although we will always try to act in your best interests there may be situations where we or one of our other clients has some form of interest in the business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your own interests, we will write to you and ask for your consent before we carry out business for you. We will also let you know the steps we will take to make sure you are treated fairly.
- We have a conflicts of interest policy. If you want to see a copy of it please ask us.

Financial Crime

- We are obliged to put in place controls to prevent our business from being used for money laundering and other forms of financial crime.
- We will verify your identity before undertaking any business with you. To do this we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning. The check may leave a 'footprint' on your credit file but it will not affect your credit rating.

Communicating with you

- Our normal ways of communicating with you are by telephone, post, email, SMS text message or in person. Our communications will be in English.
- We may ask you to confirm your instructions to us in writing as this helps to avoid any future misunderstandings.

Your Consent

This is our standard Client Agreement for the Thompson & Richardson One+One service, upon which we intend to rely. For your own benefit and protection, you should read these terms carefully before commencing the online advice process. If you do not understand any point please ask for further information.

This agreement is governed, and shall be interpreted in accordance with English law and both parties shall submit to the exclusive jurisdiction of the English Courts

I authorise the transfer of information, on a confidential basis when warranted between any such third parties.

I acknowledge that the Client Agreement will come into effect from the date of issue and I acknowledge receipt of the Client Agreement document.

Protecting your personal information

- To provide our services properly we'll need to collect information about your personal and financial circumstances. We take your privacy seriously and will only use your personal information to deliver our services.
- Processing of your personal data is necessary for the performance of our contract for services with you and in meeting our obligations to preventing money laundering or terrorist financing. Generally, this is the lawful basis on which we intend to rely for the processing of your data. (Please see the reference to special categories of data below). Our policy is to gather and process only that personal data which is necessary for us to conduct our services appropriately with you and to prevent money laundering or terrorist financing.
- We adopt a transparent approach to the processing of your personal data. Sometimes, we may need to pass your personal information to other organisations. If you apply to take out a financial product or service we'll need to pass certain personal details to the product or service provider.
- We may engage the services of third party providers of professional services in order to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. Your personal information may be transferred electronically (e.g. by email or over the internet) and we, or any relevant third party, may contact you in future by what we believe to be the most appropriate means of communication at the time (e.g. telephone/ email /letter etc.).
- The organisations to whom we may pass your details also have their own obligations to deal with your personal information appropriately. Sometimes a product or service may be administered from a country outside Europe. If this is the case, the firm must put a contract in place to ensure that your information is adequately protected.
- We will issue you with our Privacy Notice. This is a separate document which provides more information about the nature of our personal data processing activities and includes details of our retention and deletion policies as well as your rights of access to the personal information that we hold on you.
- As part of this agreement we'll ask you to consent to the transfer of personal information in accordance with the protections outlined above.
- **Special categories of personal data:** there are certain categories of personal data that are sensitive by nature. The categories include: data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership and data concerning health. Depending on the nature of the products and services that you engage us for we may need to obtain your sensitive personal data particularly in relation to health. Our policy is that should we require any special category of personal data we will only gather this with your explicit consent.
- If you are concerned about any aspect of our privacy arrangements please speak to us.
- We may also engage the services of third party providers of professional services in order to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. If you wish to know the names of these third parties please contact us for further information.

