

Client Agreement – Investment & Protection – What we do & how we charge

We are a financial planning business, focused on helping you understand and plan for your financial future. This information is designed to give you an idea of:

- **What we do and how we do it (our services)**
- **What it's likely to cost and how you can pay us**

This document provides details about our services to you and how we charge, so it's important that you read it fully. If there is something you don't understand please ask us to explain it. More detailed information is available on our website at www.johnsonflemingflp.com and in our client services brochure which can be downloaded from our website at www.johnsonflemingflp.com.

1. Our services

Whatever financial decisions you have to make, the first step towards making the right decisions is to establish a clear understanding of your financial needs.

People seek financial advice for many different reasons so it's important that we understand exactly who you are and what you want to achieve. At our first meeting we'll gather information about you to help define your needs and priorities.



Our services include:

- **Financial planning:** It's important to identify what you might want to achieve and how you can do this. We can help you to identify your goals and create a plan for your finances to help you achieve them.
- **Investment & Retirement planning:** It's important to know whether the money you are saving towards retirement will provide you with sufficient funds to meet your retirement objectives. We can work with you to proactively plan for your retirement and help you decide on the options available once at retirement.
- **Protection planning:** Most of us want to protect the things that are important to us, our family, business and quality of life. Protection planning can help to provide peace of mind in the event of your income changing due to unexpected events. We can help you plan for the best way to protect you, your family or your business.

We'll only start work once we have agreed our services and charges with you. We'll give you a copy of our **Client Agreement – Investment and Protection Terms and Conditions** which will set out the services we have agreed to provide and confirm how much this will cost.

2. Our advice

We offer **restricted** investment advice. This means that we have chosen to limit the range of products and/or providers that we will consider 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 likely to be unsuitable. The investments on which we will not advise include (but may not be limited to): Structured Products, Venture Capital Trusts (VCTs), Enterprise Investment Schemes (EISs) and Unregulated Collective Investment Schemes (UCIS). You may ask us for a full list of the types of products we do advise on.

Where we provide protection planning services we are an insurance intermediary and will provide advice which is based on a fair and personal analysis of the market.

3. Our charges

The way we are paid for our services may depend on the type of advice given. Typically this will be:

- **Investment business:** fees agreed and paid by you
- **Protection business:** fees agreed and paid by you or commission payable by the insurance provider, which is a percentage of the total annual premium

More details on these options and how they are paid are found in the following sections on initial and ongoing charges. Your adviser may be paid bonuses related to the remuneration that Johnson Fleming receives following the advice provided to you only where the adviser meets quality based key performance indicators.

Our charges fall into the following categories:

- a) **Initial charges:** these are the upfront costs of our services. We offer several types of initial service depending on your needs.
- b) **Ongoing charges:** once your financial plan is in place it is important to keep it under review so it can be adapted, where necessary, as your circumstances change. Our ongoing services are designed to do this.
- c) **Other charges:** it's possible that there may be additional costs and charges (including taxes) related to the business we arrange. We'll tell you if this is the case.

All actual charges and fees (in pounds and pence) will be agreed with you before we do any work and we'll explain your payment options too. Generally, our fees will be taken directly from any investments we recommend. If this is the case, our fees will be VAT exempt. We'll let you know where any fees are subject to VAT.

Initial charges

Service description	Charges
<p>Master Plan:</p> <ul style="list-style-type: none"> • An initial face to face consultation at our cost • A review of your financial goals and objectives • An up to date valuation of your current investments • A review of how your investments are invested • Initial risk profiling analysis • Creation of your personalised MasterPlan • Financial planning overview and recommendation report • Implementation of recommendations • This plan is designed for investments over £125,000 	<p>Charges vary depending on the value of the fund invested and range from 1.6% to 2% of the fund invested.</p> <p>(e.g. £150,000 x 2% =£3,000 charge)</p>
<p>Advised Plan:</p> <ul style="list-style-type: none"> • An initial meeting at our cost with an adviser to find out about your retirement goals and investment needs, conducted by telephone or video conference • Initial risk profiling analysis • A review of your financial goals and objectives • Financial planning overview and recommendation report • Implementation of recommendations • This plan is designed for investments of between £50,000 and £125,000 	<p>2% of funds invested</p> <p>(e.g. £100,000 invested x 2% =£2,000 charge)</p>
<p>Protection Advice:</p> <ul style="list-style-type: none"> • An initial meeting at our cost with an adviser conducted by telephone or video conference • A review of your financial goals and objectives • Financial planning overview and recommendation report • Implementation of recommendations • Protection advice typically considers products such as: life assurance; income protection and critical illness cover 	<p>For protection advice we will typically be paid a commission by the product provider which will vary by provider. Where we are paid by commission, we will tell you the amount before we carry out any business for you.</p>

Payment options

Initial charges can be paid in a number of ways:

- Payment via deductions from the financial product(s) you invest in or (if relevant) deductions from the amount invested with a discretionary fund manager (DFM). Most product providers / DFMs offer this facility but using it will reduce the amount you have left to invest and may, depending on your circumstances, have other consequences (we'll discuss this with you beforehand).
- For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable.
- If, as a result of our recommendations, you take out a **regular contribution product** (where investments are made on a monthly, quarterly or annual basis), it may be possible to have our initial charges deducted from the product in instalments (where the provider is able to offer this facility). In such cases, our normal approach will be for the payment to be spread over a maximum of 12 months. Here's an example to show how this could work based on a £300 per month policy:
 - The initial charge for our service **£240**.
 - The monthly charge over 12 months is **£240** divided by 12 = **£20** per month
 - Each month you pay your contribution of £300 but for the first 12 months your product provider pays us **£20** of that **£300** (i.e. For the first 12 months - **£280** is invested / **£20** pays our charge each month)
- In some limited circumstances (for protection planning only) we may receive commission from a product provider in relation to a financial product we have arranged for you. If we are paid by commission we'll tell you the amount before we carry out business for you.
- Cheque or electronic transfer (unfortunately, we cannot accept payments by cash).

Ongoing charges

Our ongoing services are optional. If you agree to purchase an ongoing service, unless otherwise agreed, the service will be provided as a follow up to the initial service.

Ongoing service	Ongoing charges
<p>Master Plan:</p> <ul style="list-style-type: none"> • Annual one to one meeting to review your MasterPlan and investments to get answers to the questions that matter most • Personal access to our dedicated team providing expert advice and support • Half-yearly conversation to review funds and the MasterPlan • A review of your financial goals and objectives • An up to date valuation of your current investments • A review of how your investments are invested • Assessing the potential impact of key events on your plans • Implementation of agreed changes • Virtual consolidator – view all your finances in one place; analyse how you spend your money and better plan for the future 	<p>Charges vary depending on the value of the fund invested and range from 0.65% to 1%</p> <p>(e.g. £150,000 x 1% =£1,500 charge)</p>
<p>Advised Plan:</p> <ul style="list-style-type: none"> • Telephone access to our dedicated team, providing expert advice and support • Online annual review • Access to webinars providing up to date information and support on relevant topics • Access to our thought leadership pieces 	<p>1% of funds invested</p> <p>(e.g. £100,000 invested x 1% =£1,000 charge)</p>
Payment options	
<p>Ongoing charges can be paid in a number of ways:</p> <ul style="list-style-type: none"> • By deduction from your investment(s) on a monthly, quarterly, six-monthly or annual basis, where the product / platform provider or DFM is able to offer this facility • For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable. • A regular fee, paid by standing order 	

The above are examples of our typical charges and exclude VAT and any relevant expenses/disbursements. In addition to the services highlighted above, various additional advice services can be arranged either as a one-off or on an ongoing basis and the content and charges of these services will always be communicated to you prior to your agreement to commence with these services.

4. Other charges

Depending on the services we provide, there may be costs and charges (including taxes), not charged by us, but related to the financial products we arrange for you. These charges may be one-off charges (payable up front) or charges payable on an ongoing basis. For example:

- **Service costs:** If your investments are held on a platform (an online investment administration service) or held with a DFM, the platform provider / DFM will make a charge for administering / managing your investments.
- **Investment costs:** These are the costs relating to the manufacturing and managing of your investments – for example, fees charged by the investment fund manager, costs relating to investment transactions.
- We'll always disclose any third party costs as part of making our recommendations.

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.

Appendix A - 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. 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.
- 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 which 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.

Consent

Personal data and sensitive personal data

The primary basis on which we intend to process your personal data is for the performance of our contract with you. In the case where we need to process special category (sensitive) data as described above we require your consent by indicating your agreement to the following statement:

I / we consent to the processing of personal data and sensitive personal data as far as it is necessary for the services I / we require from Johnson Fleming Future Life Planning Limited

Client name(s):	
Client signature(s):	
Date:	

Please note that you may withdraw this consent at any time by notifying us at our main business address.

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.

Marketing

From time to time we may wish to contact you to offer additional products or services which may be of interest to you. In order to do this we require your consent by agreeing to one or all of the options:

I / we consent to be contacted for marketing purposes by:

Email Telephone Text message Post

Client name(s):	
Client signature(s):	
Date:	

Please note that you may withdraw this consent at any time by notifying us at our main business address.