



TERMS OF BUSINESS

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enquiries@addwealth.co.uk

Tel: 0845 270 3303

Fax: 0845 270 3304

Add Wealth
The Old Municipal Buildings
First Floor
19 East Street
Bromley
Kent,
BR1 1QE



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ABOUT US AND HOW WE WORK WITH YOU

Add Wealth Management Ltd is authorised and regulated by the Financial Conduct Authority. Financial Services Register Number 588163

You can check this on the Financial Services Register by visiting the website www.fca.org.uk or by contacting the FCA on 0800 111 6768.

Client Classification

Investment

Add Wealth Management 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.

Non – Investment and General Insurance

Add Wealth Management Ltd classifies all clients as 'consumers' for non-investment insurance business, which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA).

Should we need to classify you differently we will discuss this with you, however, you should be aware that you may lose a number of regulatory protections which will be outlined in that new agreement.

Mortgages

Add Wealth Management Ltd classifies all mortgage customers as 'clients', which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA).

Should we need to classify you differently we will discuss this with you, however, you should aware that you may lose a number of regulatory 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.

Add Wealth Management 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 or any other electronic system convenient to you.

Language

Please note that all communications and documents will be provided to you in English

Client Money

Add Wealth Management Ltd do 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 adviser.

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

Add Wealth Management Ltd is permitted to advise on and arrange (bring about) deals in investment contracts.

Transactional Only with regards 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.

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.

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.

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

Other Benefits We May Receive

We will not receive any financial inducement or gift that will in any way compromise our ability to provide you with suitable advice.

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

Introduction

To ensure that you are always fully aware of the cost of our advice and how and when you are going to be asked to pay for this, we will always confirm this to you, verbally and in writing. We will ask you to sign our Client Engagement Letter which will confirm the exact amount you will pay and your preferred payment method.

Generally, and depending on the area of advice, we will ask you to pay for our services at the start of the advice process (Mortgages including Equity Release) or before we have started our research process (Investments) and we will confirm this to you in our Client Engagement Letter.

Please note that if you have paid directly for our advice 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 you with the following service, the cost of which is covered by our implementation fee.

- A full explanation of our company, how we work and a written explanation of the services that our company offers, so that you will fully understand the level of services and advice you can expect from us
- 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 is confirmed in our Valued Service Proposition document.
- Where appropriate, 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 document(s) to you as required.

Lump Sum Investment Business

It is our company policy to offer you a choice on how we are paid for the Implementation Fee on any lump sum investment business. You may pay us for our initial advice by way of a percentage of the funds invested or a fixed fee.

Please note if you pay our fee directly, 100% of the investment amount will be invested.

Payment by Fee (Initial Advice)

You may pay us for our initial advice by way of a percentage of the funds invested or a fixed fee. Please note if you pay our fee directly, 100% of the investment amount will be invested. Please note that our minimum fee in all cases is £1,000.

Example of our implementation fee as a percentage of the funds invested (these are maximums)

Example Investment	Typical charge on the first £100,000 is 3%,	Typical charge from £100,001 to £250,000 is 1%	Typical charge from £250,001 to £500,000 is 0.5%	Typical charge from £500,001 is 0.25%	Total Fee	Amount Invested
£100,000	£3,000				£3,000	£97,000
£250,000	£3,000	£1,500			£4,500	£245,500
£500,000	£3,000	£1,500	£1,250		£5,750	£494,250
£750,000	£3,000	£1,500	£1,250	£625	£6,375	£743,625

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. Typically our fees come in below the examples shown above.

Focused Advice

The more time we spend researching & documenting information the more expensive it can become. This can be deemed to be unsuitable where you are merely seeking advice on a specific area or a smaller investment.

You can request focused advice where we will obtain limited information from you in order to concentrate on a specific area of financial planning. You should however be aware that the advice you receive may be different from advice given using the holistic approach.

Example of our focused advice fees

Work Undertaken	Typical fee
Investing for growth or income	£3,000
Retirement Planning	£3,000
Estate Planning (Wills, Power of Attorney, Inheritance Tax, Long Term Care, Trusts)	£5,000
SIPP's involving Property Purchase	£3,500

Implementation 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). We have two rates when arranging a regular premium investment.

1. For existing clients we charge a minimum of £500
2. For new clients we charge a minimum of £1,000

We would ask that you pay our fee on receipt of our invoice which will be raised upon completion of our work.

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.

Full details of our service are provided in our document titled Add Wealth Valued Service Proposition. I would also refer you to a document entitled The Added Value of Financial Advisors. These documents explain in some details the value of engaging an advisor over a long term period and the return of investment providing a greater rate of interest than managing investments yourself.

On-going Service Option

Once you have decided to implement your Financial Plan, it is recommended that you set up an on-going monitoring and review service. **Add Wealth Management Ltd** has created services tailored to suit each client and an in-house team that will be able to assist you in achieving your identified goals. We have set these out within the attached document 'Add Wealth Valued Service Proposition'.

Full details of our financial review service are contained in our Valued Service Proposition document. We will agree with you the frequency of these meetings and the service you will receive. Once we have agreed the service you will receive we will confirm this in our Letter of Engagement.

Example of Ongoing Annual Advice Charges

Service Category	Investment Amount	Service Charge	Service Fee	Minimum Annual Fee
Wealth Management +	£300,000 +	1.00%		£3,000*
Wealth Management	£100,000 +	1.00%		£1,000*
Advice on Demand	<£100,000	N/A	N/A	N/A

*In all cases there is a minimum fee of £1,000 per annum

Termination of Our Services (On-going Advice)

You have the right to cancel payment for our on-going services by giving a 30 day notice period.

Where you hold assets on a Platform, 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.

NON – INVESTMENT AND GENERAL INSURANCE SERVICES

Non-Investment and General Insurance Permissions

Add Wealth Management Ltd is permitted to advise on and arrange (bring about) deals in non-investment and General insurance contracts.

How Will You Pay Us For This Service?

Payment can be made by fee, commission or a combination of both. You will receive a Client Specific Illustration which will detail any other fees relating to your particular insurance policy.

Non-Investment Insurance

We offer products from a range of insurers on the basis of a fair analysis of the market, for example; for Term Assurance, Critical Illness and Income Protection Policies.

Which Service Will We Provide You With?

We will advise and make a recommendation for you after we have assessed your needs.

MORTGAGE SERVICES

Whose Products We Offer

We are independent mortgage advisers and offer a comprehensive range of first & second charge mortgages from across the market, but not deals that you can only obtain by going direct to a lender.

Alternative Finance Options

We offer the following alternative finance options:

- A further advance from an existing lender
- Equity Release / Lifetime Mortgages
- Consumer buy to let mortgage
- A second charge mortgage
- A re-mortgage
- An unsecured loan
- Bridging finance

Which Service Will We Provide You With?

We will advise and make a recommendation for you after we have assessed your needs.

What Will You Have To Pay Us for This Service?

A fee of £399 when you apply for a mortgage. You can pay this in two instalments the first being £199 and a further £200 on completion. We will also be paid a commission from the lender and we will advise you of the amount.

You will receive an illustration when considering a particular mortgage, which will tell you about any fees relating to it.

Refund of Mortgage Fees

If we charge you a fee, and your mortgage does not go ahead, you will receive no refund of our upfront fee as this will cover our administration costs

EQUITY RELEASE SERVICES

Equity release products are either lifetime mortgages or home reversion plans.

Whose Products We Offer

We offer lifetime mortgages but not home reversion plans.

We are independent mortgage advisers and offer a comprehensive range of equity release mortgages from across the market, but not deals that you can only obtain by going direct to a lender.

Which Service Will We Provide You With?

We will advise and make a recommendation for you after we have assessed your needs.

You may request an illustration from your adviser whenever our firm provides you with information specific to the amount of your equity release requirement following assessment of your needs and circumstances.

What Will You Have to Pay Us for This Service?

A fee of £699 when you apply for an equity release product, we will also be paid a commission from the lender. We will confirm the total fee payable to you in our Client Engagement Letter.

Refund of Equity Release Fees

If we charge you a fee, and your equity release product does not go ahead, you will receive:

- No refund of our fee if the lender rejects your application, this will cover our administration costs.
- No refund of our fee if you decide not to proceed, this will cover our administration costs.

Think carefully about the product and services you need. If you want information or advice on standard mortgages, please ask.

Consumer Credit

Where we provide advice to you in relation to Consumer Credit, our fee for this will be charged at a rate of £150 per hour and we will seek your agreement using our Client Engagement Letter.

Typically, if it is appropriate and we spend 1 hour on such activities, a fee of £150 would be payable.

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 020 3236 0921. Please address or ask for the compliance officer.

We will endeavour to resolve the complaint between us however 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.

Protection, Non-Investment Insurance Mediation

Protection is at 100% without limit, where the claim is in relation to a long-term care insurance contract that is a pure protection contract, or the claim is in respect of a liability subject to compulsory insurance.

Mortgages

For claims against companies declared in default from 1st January 2010. Mortgage advising and arranging is covered for 100% of the first £50,000 so the maximum compensation is £50,000 per person per firm.

DECLARATION

Client Declaration

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 1 Name X _____ X

Client 1 Signature X _____ X

Date of receipt and Signature X _____ X

Client 2 Name X _____ X

Client 2 Signature X _____ X

Date of receipt and signature X _____ X

Add Wealth Management Ltd - Data Protection Declaration for Retail Clients

We confirm that, when processing data on your behalf, we will comply with the relevant provisions of the Data Protection Act 1998 and the General Data Protection Regulation (GDPR - Regulation (EU) 2016/679)

Your personal information is very important to us. We will endeavour to take all due care to protect this information. We would like to highlight certain points relating to your information that you should be aware of. Some services are provided to Add Wealth Management Ltd by third parties (such as processing business or obtaining compliance or regulatory advice), which warrant the disclosure of more than just your basic contact details. You agree that personal information held by Add Wealth Management Ltd may be disclosed on a confidential basis, and in accordance with the Data Protection Act 1998, to any such third parties. You also agree that this information may be transferred electronically, e.g. by email and you agree that Add Wealth Management Ltd, or any such third party, may contact you in future by any means of communication which we consider appropriate at the time.

Product Providers and Investment Management companies may administer policies & plans you have with them and provide other services, from locations in countries outside Europe (such as India and the USA) that do not always have the same standard of Data Protection laws as the UK. However, they are required to put controls in place to ensure that your information is adequately protected and they undertake to be bound by the obligations under the Data Protection Act even when your personal information is processed outside Europe.

To enable us to provide the services we have agreed and for other related purposes – including updating and enhancing customer records, analysis for management purposes and statutory returns, crime prevention and legal & regulatory compliance – we may obtain, use, process and disclose personal data about you.

CONSENT to hold, store and process your Personal Data

Information supplied may be stored on computer or paper records and may be used for Regulatory, record-keeping, contact and marketing purposes by Add Wealth Management Ltd. Details may be passed to our Regulatory Authorities & Auditors for the purpose of compliance. **We will NOT pass on your data to third parties for any marketing purposes.**

Do you consent to this? YES Client 1 signature to confirm Date.....
.....Name

Do you consent to this? YES Client 2 signature to confirm Date.....
..... Name

CONSENT for Add Wealth Management Ltd to contact you

Add Wealth Management Ltd wish to gain your agreement, so we may contact you at any point in the future (including by telephone, SMS or email) for ongoing services & marketing purposes – for example, with valuations, details of products, services or promotions we think you might be interested in.

Do you consent to this? YES Client 1 signature to confirm Date
.....Name

Do you consent to this? YES Client 2 signature to confirm Date
.....Name

(*N.B. If a client does not wish for their data to be stored on computer records, we may be unable to act for them.)

WITHDRAWAL OF CONSENT - If at any time you wish us – or any company associated with us – to cease obtaining, using, processing and disclosing personal data about you (including contacting you for marketing purposes), please contact us to withdraw your consent:

In writing: Add Wealth Management Ltd, The Old Municipal Buildings, First Floor, 19 East Street, Bromley, Kent, BR1 1QE
By phone: Telephone – 020 3236 0921
By email: enquiries@addwealth.co.uk