



ASL Financial Planning Ltd
Unit 7, Moseleys Farm Business Centre
Fornham All Saints | Bury St Edmunds
Suffolk | IP28 6JY
Tel: 01284 703493
Fax: 01284 750254

CLIENT AGREEMENT

A S L Financial Planning Ltd is an appointed representative of Paradigm Financial Advisers Ltd, which is authorised and regulated by the Financial Services Authority. FSA Number 497604

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

The Financial Services Authority, 25 The North Colonnade, Canary Wharf, London E14 5HS

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. Any advice provided will be confirmed to you in writing.

Client Classification

A S L Financial Planning Ltd classifies all clients as 'retail clients' for investment business which means you are afforded all protections under the rules of the Financial Services Authority (FSA). Should you wish to be classified differently, please discuss this with your adviser.

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.

Language

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

Investment Services

A S L Financial Planning Ltd is permitted to advise on and arrange (bring about) deals in investments.

With regard to investments which we have arranged for you, these will not be kept under review unless we agree otherwise. However, we may contact you in the future by means of an unsolicited promotion should we wish to contact you to discuss the relative merits of an investment or service which we feel may be of interest to you.

A S L Financial Planning 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.

Scope of Advice

Investment

We offer products from the whole market.

Conflicts of Interest

Sometimes, we may have an interest in the business we are advising you on. If we find out that our interest in a matter clashes with yours, we will write and tell you immediately and ask for your permission to carry on with our service. Further details about how we treat conflicts of interest can be requested at any time.

Best Execution

It is our policy to transact your business in order to achieve the best possible results in terms of the nature and price of the products selected, transaction charges, administration and service excellence. Further details of our policy regarding this are attached to the back of this document.

Termination of our services

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 or by receiving commission from a provider, you will have to pay us for any work we have completed up to the date of termination.

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.

Payment for Services

Details of our payment for services are attached as an appendix to this agreement.

Payment for Services

Introduction

A S L Financial Planning Ltd offers you an initial meeting to understand in broad terms your needs and objectives and to agree with you that our services are right you going forward. The meeting usually lasts about 30 minutes, the cost of which is borne by our firm. Thereafter payment for our advice and services can be by a fee, by commission (paid by a product provider) or by a combination of both as described below.

Our firm does not charge VAT.

A S L Financial Planning Ltd offers 3 levels of service: 1) a transactional advice service; 2) a “regular” contact service and 3) a “priority” contact service for clients with assets of more than £100,000. We will agree which level of service is most appropriate to your needs.

In the transactional service process, we will provide the following:

- 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 financial review in order to understand and agree with you your needs and objectives, based on a comprehensive review of your current financial position.
- 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
- Your investments will NOT be kept under review, and we will not provide any ongoing advice. Of course you are welcome to ask us to provide further advice, but we will charge separately for this.

The “Regular” service includes the above, along with the offer of an annual review and an annual policy statement showing the value of any investments we have arranged for you and a review of your risk profile.

The “Priority” service includes all of the above but with quarterly contact, two of which will be face to face meetings. All will include a written report. This will only be available to clients who have more than £100,000 of assets for us to manage.

Not all firms charges for their services in the same way. The payment options we offer are shown below. We will not charge you for any service we provide until we have discussed your options and obligations with you and you have agreed how we will be paid.

Investment

Whether you buy a product or not after our initial meeting, you will pay us a fee for our advice and services. This will become payable on completion of our work. If we also receive commission from the product provider when you buy a product, we will pass on the value of that to you in one or more ways. For example, we could reduce our chargeable fee, or reduce your product charges, or increase your investment amount; or – in rare circumstances – we may refund the commission to you.

Paying by fee for initial advice

If you choose to pay for our work on an hourly basis, typical charges are based on a rate of £150 per hour for all planning, research and preparation of reports. Administration work is charged at £30 per hour.

If you choose to pay a fixed fee for a job, here are some typical examples:

For arranging an annuity, we charge 2% of the fund value or a minimum of £350, whichever is the greater. So, if you have a pension fund of £100,000 to use to purchase an annuity, we will charge you £2000

For arranging a regular premium pension, we charge a minimum of £270.

For arranging a lump sum investment (including a pension transfer), we charge

£1 - £349,999	3% or a maximum of £3500
£350,001-£1,000,000	1% subject to a maximum of £10000
£1,000,000+	0.75% subject to a maximum of £15000

Please note that the above fees are for guidance only. You may be asked to pay more or less depending on our assessment of the work involved. With your prior permission, we reserve the right to charge up to a maximum of 1% per annum of your investment or fund value to meet the costs of ongoing policy servicing.

Sometimes we may also earn a small ongoing commission which we will normally arrange not to receive. Where it is not possible to stop this due to providers systems, we will factor this into the cost of providing you with ongoing service items such as annual statements. We will confirm to you how much we will receive in your quotation, which will tell you about any other fees relating to any particular insurance policy as well.

Paying by fee for ongoing service

If you have selected our “Priority” service we will charge you the equivalent to 1.25% of your funds under management. For example, this means that if you have a portfolio valued at £250,000, we will be paid £3125 over the course of a year.

If you have selected our “Regular” service, we will charge you the equivalent to .75% of your funds under management. For example, this means that if you have a portfolio valued at £50,000, we will be paid £375 over the course of a year.

Paying by commission

If you buy a financial product, we can receive commission on the sale from the product provider. Although you pay nothing to us up front, that does NOT mean that our service is free. You still pay us indirectly through product charges. Product charges pay for the product provider’s own costs and any commission. These charges reduce the amount left for investment. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower.

The amount of commission we receive will vary depending on the amount you invest and (sometime) how long you invest, or your age.

For example:

If you invest £1000 into an Individual Savings Account (ISA) we would receive commission of 3% of the amount invested (£30) and .75% of the value of the fund (approximately £7.50) every year.

If you invest £200,000 into an Investment Bond we would receive commission of up to 3% of the amount invested (£6000) and 1.25% of the value of the fund (approximately £2500) every year.

If you pay £200 a month into a personal or stakeholder pension (with a term of 25 years) then we would receive a maximum of £864

We will tell you how much the commission will be before you complete any investment but you may ask for this information earlier.

Paying by a combination of fee and commission

We will charge you a combination of fees and commission. The actual amounts will depend on the service provided to you, but will be in line with the arrangements set out in the sections headed "Paying by fee" and "Paying by commission (through product charges)". All fees will be due on completion of our work.

Other Benefits We May Receive

We advise on a range of products from a variety of firms; some of these firms provide us with annual training, which allows us to offer you a better service. This year we expect to receive training from a variety of firms. Some of the cost of this training may be passed to you as part of the total charges you pay should you choose a product provided by one of these firms. Further information regarding these arrangements is available on request.

Firms may provide us with a specialised software CD-ROM and accompanying amount of training per annum. We use this software in processing your details when you apply for an investment product. Some of the cost of this software may be passed on to you as part of the total charges you pay to the firm. Further information regarding this arrangement is available on request.

General

Please note that there is a possibility that other costs, including taxes, could be incurred related to transactions in connection with investment business that are not paid via the firm or imposed by it.

For certain transactions that we recommend to you, A S L Financial Planning Ltd will accrue a notional entitlement under a Discretionary settlement. The value of this entitlement does not impact on the overall charges applied to your investment, and the actual cost to you will be disclosed as required by the Financial Services Authority.

In addition to the above, for certain transactions that we recommend to you, we will also receive a royalty payment from the provider as part of the annual management charge. This payment will be made on an annual basis and again will not affect the charges applied to your contract as disclosed to you at the point of application. We will be happy to provide you with details of the payments as they relate to your investment should you request these.

Complaints

If you wish to register a complaint, please contact Paradigm Financial Advisers Ltd in writing at Paradigm House, Brooke Court, Wilmslow, Cheshire, SK9 3ND or telephone us on 0845 303 6333. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

Compensation Arrangements

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

Most types of investment business are covered for 100% of the first £50,000, so the maximum compensation is £50,000.

Further information about compensation scheme arrangements is available from the FSCS

Accounting to You

We will forward to you all documents showing ownership of your investments as soon as practicable after we receive them; 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.

How to contact us and Paradigm Financial Advisers Limited

You can contact us by phone, fax, e-mail or by writing to us.

	Our details	Paradigm Financial Advisers Ltd
Phone:	01284 703493	0844 209 8451
Fax:	01284 750254	0845 303 8333
E-mail:	info@aslfp.co.uk	Helpdesk@paradigmfinancialadvisers.co.uk
Address:	Unit 7, Moseleys Farm Business Centre, Fornham All Saints, Bury St Edmunds, Suffolk IP28 6JY	Paradigm House Brooke Court Wilmslow Cheshire SK9 3ND
FSA registration number:	532442	497604

Clients Consent

This 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.

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

Client Name(s) X-----

X-----

Client Signature(s) X-----

X-----

Date of Issue X-----

'BEST EXECUTION' POLICY

Scope

All clients of A S L Financial Planning Ltd are automatically classified as Retail clients. This policy is applicable when we are receiving and carrying out your instructions.

The objective of this document is to inform you about our Best Execution policy and to obtain your consent to it.

Our policy and factors which affect your business

Policy

It is our policy to transact your business in order to achieve the best possible results in terms of the price, nature of the products selected, transaction charges, administration and service excellence.

Factors we consider

In doing so we consider the various factors outlined below in order of precedence;

- Price to you
- Reasonable costs and charges to you
- Speed of service and execution of your business
- Effective administration of where we place your business
- Size and nature of the transaction
- The nature and procedures of the provider chosen and
- Any other factors relevant to the execution of your transaction.

We will only override the price and cost factors mentioned above if it may assist in delivering the best possible result for your specific current needs and circumstances.

In addition we will also take into consideration;

- Your client categorisation and how this effects you
- The nature and characteristics of your transaction
- Where your transaction can be directed and
- Any specific instructions you give us, whether received on an individual basis or as a general instruction to be applied to all your transactions

Where we place your business

Under our policy we will provide you with details, within a suitability report, of where we place your business. This is known as an execution venue and can be, for example, a regulated market such as an investment fund or funds, a wrap or a company or an organisation where your business is placed.

Business can be placed into three trading areas;

1. - Through an appropriate third party business (which may or may not be a subsidiary or group company) such as a fund manager or a firm regulated by the Financial Services Authority
2. - Directly on a Regulated market such as the stock exchange

3. - Where you have provided your express consent, outside of a regulated market, such as specialist unregulated investments

Where your orders are transferred to another business for completion, we shall select such businesses according to our execution policy with a view to achieving the best possible result for you.

In applying our execution policy we may transact business with one or more companies and markets. A list of who we deal with for your business is available to you upon request. We monitor firms and organisations on an ongoing basis to assess their effectiveness.

In the event that we believe an alternative company, fund or market may be more suitable in achieving the best outcome for you, but is not already included within our list of execution venues, we will use such venues on either an occasional or permanent basis, as appropriate, to ensure you achieve the best possible outcome.

Specific Instructions from you

When you give us one or more specific instructions relating to a transaction we shall execute your order according to your instructions. We will need your instructions confirmed in writing or e-mail should this apply.

In this situation, we can only apply our execution policy with a view to achieving the best possible result in respect of those areas where you have not provided us with specific instructions.

Warnings

It should be noted that your specific instructions may contradict our execution policy and may not necessarily lead to the best possible result for you.

We will need your express prior consent in the event that you want us to place business outside of a regulated market. Your consent may be given to us in writing or by email.

You should be aware that some of our services by their very nature may not allow us to exercise any discretion over the execution of your transaction. In such situations we may not be able to apply this execution policy to any aspect of your instructions.

Monitoring and Reviewing

Where we need to update or amend this policy we shall do so immediately. In addition, we will formally review this execution policy no less than once a year to assess its effectiveness in achieving the best possible result for you.

Where we make a material change, this shall be notified to you the next time we conduct business together.