

GRS Financial Consultants

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CM3 5XB



Client Agreement

When we meet with you, we will explain how we work on your behalf. This will include discussing your current situation, your financial and personal objectives, and obtaining relevant information from you to enable us to then proceed to making a recommendation to meet your objectives. We will also discuss with you the options for payment (see "How we are Remunerated").

Our firm is regulated by the Financial Services Authority: please feel free to check the FSA Register (our number is 198023) which you can access at www.fsa.gov.uk/register or by telephoning 0845 606 1234.

Restricted Advice

We will advise and make a recommendation for you after we have assessed your needs but we only offer advice on limited types of products. For example, we do not recommend Exchange Traded Funds, Venture Capital Trusts, Enterprise Investment Schemes. For a full list of the products that we do not advise upon, please ask. However we still have access to the whole of the market in terms of finding the most suitable provider to meet your needs.

How We Are Remunerated - Retail Investment Products

We charge 'Adviser Charges' for the advice and assistance in implementing any recommendation provided by GRS Financial Consultants only. We do not include custodian fees or provider charges. Following the initial meeting we will confirm the next steps of our advice process and provide an estimate of the fees payable. Where VAT is applicable, we will highlight this to you before any fee is charged.

The Adviser Charge is to be paid directly to GRS Financial Consultants. However some providers may facilitate the payment of the fee from products we recommend.

The fees that you pay for investment and pension advice is dependent upon the area of advice that you require and the client proposition that you select for on-going advice and servicing – please refer to the Client Proposition document. The charges that we will apply for the advice that we provide to you will be set out in a fee agreement which you will need to sign. No chargeable work will be conducted until this fee agreement has been signed by you.

Client Classification

As a client of GRS Financial Consultants we will classify you as a 'retail client'. This will provide you with the maximum regulatory protection available to you. Should your classification change in the future, we will advise you accordingly in writing and obtain your agreement before proceeding with any financial planning advice.

How We Act for You

The company will exercise due care and diligence in conducting their business, but will not be liable for any depreciation of investments arranged by them.

We prefer our clients to give us instructions in writing to avoid possible disputes. We will, however, accept oral instructions providing they are subsequently confirmed in writing.

Any advice we give you will normally be in writing, but if given orally will be recorded on your file. Where any recommendation we make, or transaction we undertake for you, results in a right to cancel the policy under certain conditions, we will advise you of these rights. We will also tell you if you do not have a right to cancel the arrangement.

There may be occasions where we, or one of our customers, will have some form of interest in business that we are transacting for you. If this happens, or we become aware that our interests or those of one of our other customers conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions. If we can continue to act for you, we will tell you how we will ensure your interests are protected. On occasions we may have to cease acting for you, but we will help you find advice from elsewhere if you want us to.

When we arrange investments for you we will register these in your name unless otherwise agreed in writing. Additionally, we will ensure you receive either a contract note, documents of title, or certificates evidencing title. Where a number of documents relating to a series of transactions is involved, the documents will normally be retained until the series is completed.

All documents, cheques and paperwork may be sent by post at the client's risk as soon as we receive the documents from the product provider concerned. We shall at the client's request and expense, send documents by registered post. In the absence of such a request, the client shall pay all charges incurred for the recovery or replacement of lost documents.

Any advice that we give will be based on your financial objectives and your attitude to investment risk. We will endeavor to ensure that any recommendation made is suitable for you. Any recommendation made will be confirmed in writing to you. Should you decline to provide the information requested about your circumstances then we may decline to continue with the business relationship since we would not be able to demonstrate that the recommendation is suitable given your financial circumstances.

Please note that if you reside outside of the UK, you may wish to seek further advice from a local adviser in your place of residence regarding the impact of our advice in relation to local taxation, practices and law. This is because the advice we provide you will be on the basis of being a UK Independent Financial Adviser and we do not have specialist knowledge of any legislation, taxation or financial practices outside of the UK.

Tax Advice

We cannot accept responsibility for taxation advice. Clients must be responsible for their own taxation position and we strongly recommend that clients take advice on taxation matters from a qualified accountant.

Investment Risk

All investments carry a degree of financial risk which will tend to increase in proportion to the potential rate of return on the investments. Any product which is directly or indirectly invested in assets which may fall in value (for example equities) may itself fall in value along with any decrease in value of those assets. Before entering into any investment agreement, you must ensure that you understand the risk associated with the product and are content to accept that level of risk.

Investments can go down in value as well as up and you could get back less than you invest. The past is not a guide to future performance.

We Do Not Handle Client Monies

Crossed cheques for premiums or investment monies can only be made payable directly to the product provider. No premiums or investment monies of any kind should be paid or made payable to anyone else.

Contact

The amount of contact that we provide to you is dependent on the service proposition that you agree to (please refer to the Client Proposition document) and we are not obliged to contact you over and above the agreed proposition.

Please make sure you are aware and comfortable of the amount of contact you will receive and you are aware of the limitations of the proposition chosen by yourself. You need to be happy that the proposition selected meets your needs.

Termination of This Agreement

This agreement will remain effective and in force until such time that you, or we, wish to terminate the agreement. Either party may terminate our authority to act on your behalf at any time without penalty. Notice of this termination must be given in writing by first class post. It will be deemed to be received 2 business days after being posted.

Any business currently being completed will be completed unless we receive your instructions to the contrary.

Any fees outstanding at the date of termination will be due within four weeks of the termination date.

Delay in Processing

We will use reasonable endeavour to act upon any instruction provided by you. However, the company will not be held responsible for any delay beyond its control, or as a result of a failure by any party (including the client) to complete all the necessary steps to process a transaction.

Complaints

We have a written policy for handling complaints and how we ensure we deal with each complaint promptly and fairly. You can obtain a summary from us should you so request. Should you have cause to complain for any reason a copy of our policy for handling of complaints will be automatically sent to you. Please direct your complaint to the Compliance Manager at the company address. Clients should be aware that if they are unhappy with any response to a complaint received from the company, they may complain directly to the Financial Ombudsman Service who will then assess whether they have an eligible complaint before proceeding with an investigation.

If you are an eligible claimant under the rules of the Financial Services Authority, you will also be protected by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. Compensation for investment advice is provided for the first £50,000 of any claim in full per defaulting firm. For protection advice 90% of the whole claim may be provided with no maximum limit of compensation per defaulting firm. Further information about compensation arrangements is available from the Financial Services Compensation Scheme. The Financial Services Compensation Scheme may also provide awards if any third party institution we may use is declared in default or insolvent.

Money Laundering

We are obliged to conform with the UK Money Laundering Regulations and to the Joint Money Laundering Steering Group guidance notes. These regulations require all financial institutions to verify the identity and place of residence for each beneficial owner. In order to meet these requirements, we will require sight of certain documentation and confirmation as to where the investment monies are coming from. If you provide false or inaccurate documentation and we suspect fraud or money laundering then this will be recorded.

The company reserves the right to approach a third party in order to verify the identity of a client, or any other person providing funds on behalf of an investment made in the client's name.

Where further information is required, to verify identity, the company reserves the right to delay applications or withhold settlement until sufficient identification has been provided.

Not Readily Realisable Assets

We may, on occasions and, if appropriate, advise you on investments which are not readily realisable. Where this is the case, we will draw your attention to the risks associated with these investments as there is a restricted market for them. In some circumstances, it may therefore not be possible to deal in the investment or obtain reliable information about its value.

Law

These Terms of Business are governed and shall be construed in accordance with English law and the parties shall submit to the exclusive jurisdiction of the English Courts.

Data Protection

The company ensures that all data will be held in compliance with current and future legislation. You consent to us releasing information about you to our regulator, any regulated entities in order to obtain any quotations/arrange investments or insurance at your request and/or for audit purposes.

The company may keep you informed of financial products and services by email, telephone, fax, post or other reasonable means. If you do not wish to receive marketing material from the company, please let us know by indicating your choice on the attached Client Acceptance.

For your security and training purposes, telephone calls may be recorded. They may be used as evidence in the event of any dispute with the company.

You agree to us sharing any information that we hold about you with a fraud reference agency should it be required.

You can access the data held by GRS Financial Consultants at any time. A fee of £10 may be charged to cover costs. The information held about you, on both hard copy and computer, will be sent to you within 40 days of the initial request.

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.

