

**FTA**

**Independent Financial Advisers**  
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FINANCIAL & WEALTH MANAGEMENT



Initial client engagement  
agreement & working practices

## FTA client engagement process

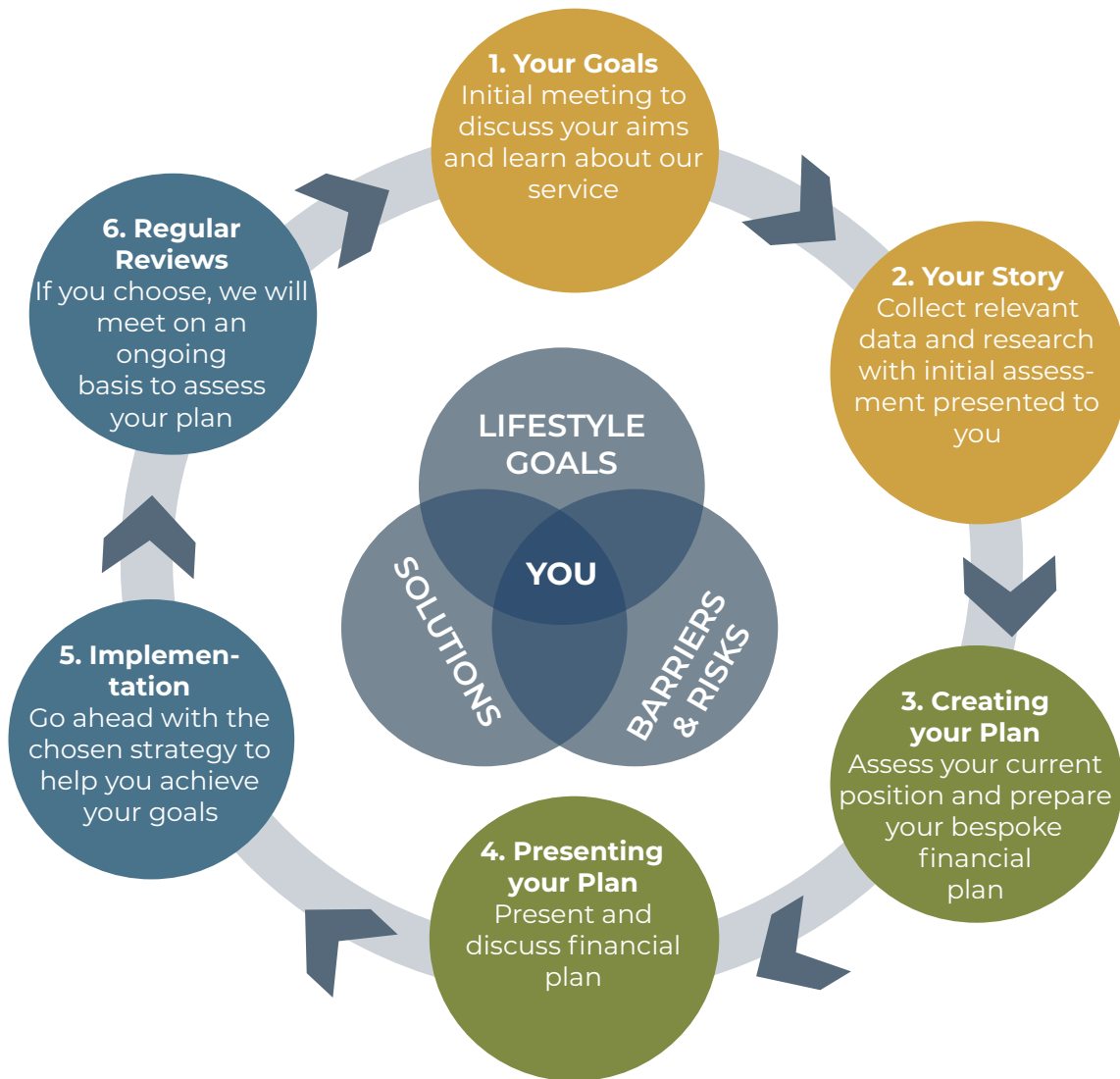
FTA is an independent advisory firm providing bespoke financial services and advice to a broad range of individual and corporate clients.

We offer the highest levels of technical excellence and market knowledge underpinned by a commitment to clarity and transparency in all our engagements.

Professional financial advice can add significant value to individuals and businesses and we offer comprehensive initial and ongoing financial planning and implementation services to help you achieve your long-term financial goals.

### Our approach

We follow a simple, proven approach with all our clients, the FTA six-stage financial planning process.



Steps 1 and 2 of the financial planning process are provided free and no obligation and include the following:

- A meeting or discussion to assess your situation, objectives, and attitude to risk.
- Research & analysis of all your existing products and policies.
- Initial assessment – outlining our initial analysis of your situation and plan for the advice we intend to provide, presented to you and discussed in detail.

After this, you can then decide whether you would like to engage us for formal financial advice, where our fees are applicable.

Working with you, we will identify the mix of solutions, products and services best suited to meet your needs and develop an integrated plan covering the financial areas of your life on which you wish us to make recommendations.

## We consider three key areas:

Security & business protection	Wealth creation	Wealth management
Personal/ family <ul style="list-style-type: none"> <li>• Life assurance</li> <li>• Critical illness cover</li> <li>• Income protection</li> <li>• Accident, sickness or unemployment</li> <li>• Wills &amp; estate planning</li> <li>• Long-term care</li> </ul> Business <ul style="list-style-type: none"> <li>• Employer/employee benefits</li> <li>• Key person protection</li> <li>• Shareholder/ partnership protection</li> </ul>	<ul style="list-style-type: none"> <li>• Regular savings</li> <li>• Emergency funds</li> <li>• Investing for income</li> <li>• Investing for capital growth</li> <li>• Use of tax reliefs available</li> <li>• National savings</li> <li>• School fees planning</li> <li>• Children's savings</li> </ul>	<ul style="list-style-type: none"> <li>• Inheritance tax mitigation</li> <li>• Use of trusts</li> <li>• Tax planning</li> <li>• Wills</li> <li>• Retirement planning</li> <li>• Income and withdrawal planning</li> <li>• Employer/employee benefits</li> <li>• Introduction to discretionary fund management</li> </ul>

## Our services

Through many years of experience, we have built a portfolio of services to cover the different needs our clients have at different stages of their lives and in various circumstances. The services that are relevant to your requirements are integrated into the plan that we develop for you following our initial discussions and when we have a full picture of your current financial position and objectives.

Service	Description
Investments and savings	Helping you save and harness your wealth by using the best investment opportunities tailored to your objectives and risk profile.
Portfolio management	Portfolio monitoring, rebalance of asset allocation, proactive agreed fund switches and written portfolio valuations upon client request.
Discretionary fund management	Introduction to expert discretionary fund managers to provide active management of your portfolio. You will need to sign a separate terms of business with these discretionary fund managers.
Inheritance tax & estate planning	Wills and trusts, power of attorney, assess any potential inheritance tax liability. Discuss main exemptions and strategies from all sources.
Taxation planning	Working with your accountant / associated professional connections to put you in the optimal tax positions.
Pensions	Pensions advice / review / consolidation. Helping you get the most out of your pensions and tax reliefs on savings.
Retirement planning	Helping with your exit plan and how to best use your wealth to provide the retirement you desire.
Cash flow forecasting	Full financial review with analysis of expenditure and income to target capital returns available and required at any future point in time.
Protection planning	Ensure personal / family / business / mortgage protection, including critical illness, income protection, private medical insurance, is adequate and appropriate
Employer/employee benefit review	Pensions / life cover / shareholder protection / group death in service / group critical illness cover / group private medical insurance – ensure all directors / staff are benefitting and the premiums paid are value for money.
Ongoing services - remove the hassle	Take the complexity and hassle out of administering your financial life. We can act as agent to process correspondence, updates, changes and help manage your policies so they remain the most suitable for you.

Where we recommend holding some, or all, of your investments on an investment platform and / or with a discretionary fund manager (DFM), we will explain the respective responsibilities of ourselves, the platform and the DFM in relation to your investments to ensure that you receive the services you expect.

## Client management services - keeping you on track

Choosing a financial partner is one of the most important decisions you will ever make. Many people do not have significant knowledge of financial products and are concerned about asking questions. We welcome questions and consider them an important part of the process of us getting to know each other.

The FTA client engagement process enables us to work together to build the right plan for you. Once the plan has been agreed and implemented, a key part of moving towards your financial goals is undertaking a regular review of performance together with considering the potential impact on the plan of any changes in your circumstances and/or in the marketplace.

By engaging FTA and taking advantage of our ongoing client management service, you assure yourself of regular financial check-ups, access to new ideas and a team committed to helping you to meet your goals. This will include an ongoing suitability review of any investments we have recommended; we will carry out this review at least annually. To do this we will need to make contact with you to assess whether the information we hold about you remains accurate and up to date. We will then issue you with a report setting out the results of our assessment and, if relevant, any updated recommendations.

The client management service we provide to you during each 12-month period is paid through a fee arrangement and can include:

- A complete review of your financial plan (annual/half-yearly as appropriate).
- Access to a dedicated adviser and support team
- Second opinion – availability to consider new opportunities from any source.
- Provision of strategic updates to your accountant or other professional connection.
- A regular newsletter providing updates and commentary on financial planning, tax and other topical issues.

## Charges

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

- **Investment/Planning/Pension business:** fees agreed and paid by you
- **Protection/Insurance business:** commission payable by the insurance provider, which is a percentage of the total annual premium. No report fees payable for protection advice.

**Note:** Our fees only become applicable after you have decided you would like our formal advice. This decision would be after your free initial consultation and initial assessment has been provided.

### Report fees

When we provide formal advice to you, it will be detailed in a recommendation report. Before we proceed with the research and construction of the advice, we will require an agreement signed for you to agree to the relevant report fee. If you choose not to proceed with any of our advice, then only the report fee is payable. If you proceed with advice, we aim to waive the report fee upon implementation, where the advice fees total more than the agreed report fee.

Report type	Report fee
1. Overview/holistic financial planning report – required where multiple different areas of financial planning are covered in the same report	£999
2. Review of current investments / pensions report	£599
3. Research lump-sum / regular investment report	£399
4. Report not covered by ongoing service	£399 minimum

In rare instances, we reserve the right to charge the report fee and implementation fee if large volumes of work are required compared to fees received. We will always disclose this before your agreement.

## Implementation fees

Our implementation fees charged for new investment and transfer advice is based on a percentage of the total sum invested/transferred. Your charges are detailed in your written report alongside the full recommendations before you decide what you would like to implement.

The tiered implementation fee structure is shown below:

Total investment/transfer sum(s)	£0 - £50,000	£50,000 - £150,000	£150,000 - £500,000	£500,000 - £1,000,000	£1,000,000+
Implementation fee	4%	3%	2%	1.5%	1%

**Implementation fees for top-ups to existing investments will have a 1% reduction applied to the fees quoted above. This is applicable if you are on a paid ongoing service plan.**

**Implementation fees for investment into Enterprise Investment Schemes and Venture Capital Trusts will have an additional 1% fee applicable.**

Please note that for personal pension contributions, our initial fees are applicable to the gross contribution, including any tax-credit added at source.

## Fees for other services

The advice and implementation of the below financial services carry a different charging structure:

Pension draw down commencement or establish new annuity	2% of crystallised value (after tax-free lump sum is taken) Cap of £3,000 drawdown fee for clients on ongoing service
Establish regular pension/savings plan	15% of first year's premiums (subject to £399 minimum fee)
Placing an investment/protection policy in trust	£99 per product/plan
New protection/insurance policy	No report fee applicable Commission payable by the product provider, which will be disclosed fully to you in the Key features documentation provided prior to any sale.

## Ongoing service

To help you grow your capital, make use of tax-relief allowances, use your capital in the most efficient way and give you the best chance to reach your financial goals, you may wish for us to provide an ongoing client management service.

Any investment products we have arranged for you will only be kept under review as part of an agreed ongoing service for which you agree to pay for. Any ongoing service will be agreed with you and confirmed in our service agreement. The charge for this service will commence once the investments have been set up under our management and the fee will usually be payable monthly or quarterly and taken as a % of funds under management (direct payment options available too if preferable).

We offer **three levels of ongoing service – Basic, Gold & Platinum**

Please see below for what is included for these services and the costs attached.

	Platinum	Gold	Basic
You will benefit from your own financial planner and client servicing team.	✓	✓	
Maintain your file – collation and distribution of documents.	✓	✓	✓
Policy administration e.g., change of address.	✓	✓	✓
Access to client administration team to provide information/answer queries on your policies.	✓	✓	✓*
Ongoing expert support and advice.	✓	✓	
Regular newsletters.	✓	✓	
Consolidated valuation for each review meeting.	✓	✓	
Half-yearly review meetings.	✓		
Annual review meetings.	✓		
Review of risk profile, investment strategy, objectives, tax changes etc following each review.	✓	✓	
Fund switch and product switch advice provided with no additional charge.	✓	✓	
We will liaise with your other professional advisers.	✓	✓	
Access to our online client portal.	✓	✓	
Cash flow forecasting exercises included in service.	✓		
Annual service charge. Based on total value of your investments under management (spouses linked).	<b>£200,000 - £1million = 0.50%</b>  <b>£1million + = 0.35%</b>  <b>Minimum £1,000 annual fee</b>	<b>£0 - £100,000 = 1%</b>  <b>£100,000 - £200,000 = 0.75%</b>  <b>Minimum £500 annual fee</b>	<b>No ongoing service fee</b>

\*For Basic Service (no fee) - While some generic information can be given easily, if formal recommendations are required then a charge may apply.

## Payment of fees

Where we undertake the implementation of the recommendations, then you will have the choice to either pay by direct payment or from the underlying investment funds.

In respect of protection plans, you will have the choice to either pay by direct payment and benefit from a reduced monthly premium, or have the premiums pay us themselves.

## Client Engagement Agreement

Client name(s)		
Initial analysis	Yes\ Completed	<b>No fee applicable</b>
Advice plan	Detail advice agreed for report	Report fee= £399

**I/We have received and read the Initial Client Engagement including the working practices and privacy notice. I/We agree for the work detailed above to be conducted by my adviser and agree to pay the fee as detailed above.**

### Customer Data Protection Declaration:

- I am/We are aware of my/our rights under the Data Protection Act and have given my/our express consent to be contacted in relation to my/our financial requirements;
- I/We have given consent for you to process my/our data and to share it with other companies for the express purpose of developing financial proposals;
- I am/We are aware that I/we have the right of access to information that the adviser holds on me/us

### Right to Change Your Mind

You have a period of five days from the date of signing this agreement to change your mind. Chargeable work will not start until this time has elapsed.

This agreement shall be governed by the Law of England and Wales and be subject to the jurisdiction of the Courts. Once signed by the client and adviser, two copies will be provided to the client.

Name	Signature	Date
Client 1		
Client 2		
Adviser		



## 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:

Email  Telephone  Text Message  Post

## Methods of payment:

- Direct - cheques should be made payable to **FTA Limited**.
- To make a payment by BACS, please use our account details below:  
Account Name: **Beaufort Financial Planning Limited**  
Account Number: 10680875  
Sort Code: 23-05-80
- Deduction from your investment either as a single payment or in the case of a regular premium contract on a periodic basis up to a maximum of 12 months. Please note that if you choose to pay by deduction from a financial product, this will reduce the amount left for investment and may, depending on your circumstances, have other consequences.

**Note:** The ongoing client management fee can be cancelled at any time, without penalty, by writing to us and giving one month's notice.

## FTA working practices

The aim of this document is to provide you with easy access to the key regulatory guidelines and legal requirements we follow. They have been developed by bodies including the Financial Conduct Authority (FCA), the Information Commissioner and HMRC and we operate under the Law of England and Wales.

### Code of conduct

#### 1. Treating customers fairly

We have a number of aims in respect of the way we treat our customers; our commitments are to:

- Give fair and proper consideration to your interests and requirements; obtain relevant information necessary for this purpose.
- Avoid conflicts between our professional duties to customers, our personal interests and those of competing clients.
- Act with due skill, care and diligence at all times, whilst observing the limitations of our competence and authorisation.
- Conduct all dealings in an open, fair, honest and trustworthy manner through clear and understandable communications.
- Provide suitable and objective recommendations to our customers, accounting for all laws and regulations prevalent at the time.
- Not provide or accept any money, gifts, loans or any other benefit or preferential treatment in order to achieve this goal.
- Endeavour to take into account the impact of our advice on state benefits, but we cannot give specific advice on individual benefit circumstances or claims.

#### 2. Our commitment towards professionalism

Our commitments towards the professionalism of our industry include to:

- Give impartial and independent advice.
- Provide you with a clear record of advice and rationale for any recommendations made.
- Act on your behalf and not of a lender, product or service provider.
- Ensure we are assessed as fit and proper.
- Ensure we are assessed as competent to undertake an advisory role.
- Increase our knowledge by undertaking

continuous professional development (CPD).

- Have access to market-leading technology to enable provision of an efficient service.
- Give access to information held on our systems that relate to you. (A fee may be charged to accommodate this.)

#### 3. If you are unhappy with our service

If you want to register a complaint, please write to us for the attention of: The Compliance Officer, Beaufort Financial Planning Limited, Building 2, Watchmoor Park, Riverside Way, Camberley GU15 3YL or telephone us on 0345 241 5349.

A summary of how we handle complaints is available upon request.

If we are unable to settle your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman at: Financial Ombudsman Service, Exchange Tower, London, E14 9SR. For further details, please visit the Financial Ombudsman Service website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

### Regulations

#### 1. Who regulates us

The FCA regulates the financial services industry in the United Kingdom and its address is 12 Endeavour Square, London, E20 1JN. You can verify our information on the Financial Services Register by visiting the FCA's website at [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 020 7066 1000.

FTA is a trading name of FTA Financial & Wealth Management.

FTA Financial & Wealth Management is an appointed representative of Beaufort Financial Planning Ltd, authorised and regulated by the Financial Conduct Authority. FTA Financial & Wealth Management FCA No. 764631.

Beaufort Financial is a trading name of Beaufort Financial Planning Limited which is authorised and regulated by the Financial Conduct Authority.

Beaufort Financial Planning Limited is entered on the Financial Services Register under reference: 583233.

## 2. Client categorisation

The FCA has three levels of client: retail, professional and eligible counterparties. Each level is treated differently as far as regulatory protection is concerned. We believe in providing our clients with the maximum possible level of regulatory protection and we have therefore classified you as a retail client.

- A retail client is afforded the highest level of protection. As a retail client, you will have a right of referral to the Financial Ombudsman Service (FOS) and may be entitled to benefit from the maximum protection available under the Financial Services Compensation Scheme (FSCS). Please note that not all retail clients are eligible claimants under the FSCS. A private individual is classified as an eligible complainant.

## 3. Firm status investments

We provide an independent advice service. We will make a recommendation for you after we have assessed your needs. Our recommendation(s) will be based on comprehensive and fair analysis of the market.

## Non-investment protection contracts

We advise on non-investment protection products (e.g., term assurance, income protection and critical illness) from an unrestricted range of insurers.

## Mortgages\ Equity release

We advise on mortgage products. Where we propose to do so, we will provide you with a separate Key facts about our services document detailing the services we offer and the costs of those services.

## 4. Conflicts of interest

We will endeavour always to act in the best interests of you, our client. However, circumstances can arise where we or one of our other clients may have some form of interest in 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 interests, we will write to you and obtain your consent before we carry out your instructions and detail the steps we will take to ensure fair treatment.

Beaufort Financial Planning Limited, YOU Asset Management Limited and The Beaufort Group of Companies Limited (Beaufort Group) have a number of common directors.

YOU Asset Management Limited (YOU) is a wholly owned subsidiary of the Beaufort Group. On occasion and in the normal course of business, Beaufort Financial may recommend the services of YOU as the most appropriate to meet your ongoing needs. Where such a potential conflict arises, we will notify you in writing before proceeding with any recommendation.

Some advisers within Beaufort Financial are shareholders of the Beaufort Group. Where a shareholding exists, we will confirm this in writing before we carry out your instruction or act on any recommendation.

Under the rules of our regulator, we are unable to accept or retain payments or benefits from other firms (e.g., product providers) which would conflict with the interests of our clients. Where we do accept any payment of benefit, it must clearly enhance the quality of our service to our clients.

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 enhance the quality of service we provide to our clients. As such, this doesn't affect our obligation to act in your best interests. Please ask us if you want further details.

## 5. Third-party rights

These working practices do not affect any rights which may be conferred upon third parties by the contracts (Third Party Rights) Act 1999.

## 6. Cancellation rights

In most cases, you can exercise a right to cancel by withdrawing from the contract. In general terms, you will normally have a 30-day cancellation period for a life protection, pure protection, payment protection or pension policy and a 14-day cancellation period for all other policies.

For pure protection policies, the start of the cancellation period will normally begin when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions.

In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you.

If you cancel a single premium contract, you may be required to pay for any loss you might reasonably incur in cancelling it which is caused by market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

## **7. Termination**

You or we may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated which will be completed according to this and any associated Fee Agreements, unless otherwise agreed in writing.

You will be liable to pay for any transactions made prior to termination and any fees outstanding, if applicable.

## **8. Best execution**

Where we send investment applications or instructions on your behalf to third parties (e.g., to put an investment into force), we'll take all sufficient steps to ensure that we obtain the best possible result for you. This is referred to as best execution and we have a policy which provides greater detail on the execution factors we prioritise.

## **Charges & client money**

### **1. Fee – single payment**

- Payment of your fee must be made within 14 days of completion of the work.
- Payment cannot be made in cash, only by cheque, BACS or deduction from your investment products.

If you buy a financial product the fee may be paid through the product; this is known as an adviser charge. Please note that if you choose to pay by deduction from a product, this will reduce the amount left for investment and may, depending on your circumstances, have other consequences.

### **2. Fee – by instalments**

- If you buy a financial product to which you will be making regular payments, you can choose to have our fee deducted from the product in instalments.
- Please note that if you choose to pay by deduction from a financial product, this will reduce the amount left for investment and may, depending on your circumstances, have other consequences.
- This way, you pay us through a deduction made from the amount you pay into the product. This deduction will go towards settling the adviser fee and could reduce the amount left for investment.
- If you fail to keep up your payments to the product you have bought or cancel the product before the adviser charge has been paid in full, we reserve the right to request full payment of any outstanding balance of the adviser charge.

### **3. Commission payments (through product charges)**

- With pure protection policies, we will normally be paid by commission from the product provider.
- You will receive a quotation which will identify the amount and any other fees relating to any particular insurance policy.

### **4. Non-advised services**

You can pay for our non-advised services on the basis of commission or fee. We will tell you how we get paid and the amount before we carry out any business for you.

### **5. VAT**

We will tell you if you have to pay VAT and if there are any other unforeseen costs that might arise in connection with the services, we provide to you.

### **6. Client money**

We are not permitted to handle client money and we cannot accept a cheque made payable to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

## 7. The Financial Services Compensation Scheme (FSCS)

- We are covered by the FSCS.
- You may be entitled to compensation from this scheme if the firm ceases to trade and as a result of our advice you have suffered a financial loss.

This depends on the type of business and the circumstances of the claim.

- Investments: most types of businesses are covered for 100% of the first £85,000.
- Insurance: advising and arranging is covered for 90% of the claim, without upper limit.
- Deposit-based accounts, e.g., bank / building society accounts up to a maximum of £85,000 per person.

## 8. Services not regulated by the FCA

Some of the services provided by us may not be regulated by the FCA since they are not included within the Financial Services & Markets Act 2000 or subsequent legislation. We will confirm to you what these services are and the fact that they are not regulated prior to us taking any action on your behalf and you will be required to confirm your consent for these activities in writing beforehand. The Financial Conduct Authority does not regulate tax advice, trusts, will writing, power of attorney or debt management.

## 9. Disclosure

It is your responsibility to provide complete and accurate information to us. A failure to do so or a failure to inform us of any subsequent changes may affect the quality of advice you receive. A failure to provide your product provider with complete and accurate information or to notify your product provider of any change in the information previously disclosed may invalidate your policy, this is known as non-disclosure. We do not accept responsibility for verifying any information that you provide to us or ensuring that it is complete before passing it on to an insurer or other product provider.

## 10. Communications

We will communicate with you in English, both orally and in writing. Should you require all of the documentation provided by us to be translated into another language please ask us to do so, a translation charge may be applied the costs of which will be fully disclosed and agreed by you before we act on your instructions.

In order to avoid possible disputes, you are required to give your instructions to us in writing. Oral instructions may be accepted provided you subsequently confirm them in writing. If written confirmation is not received, we may still act on your instruction but will not be obliged to do so.

Where written instruction or confirmation is required, electronic signatures are accepted as validation of the instruction / confirmation.

## Personal data

### 1. Data protection & confidentiality

- We will hold information about you in line with the requirements of the UK Data Protection Regulations (GDPR) and Data Protection Act 2018 (DPA18).
- In giving us this personal information, you agree to us providing this information to third parties such as product providers and credit reference agencies.
- The information we hold about you will be held on computer and/or paper files.
- It will be used to administer your application, to deal with queries and to bring to your attention additional services and products that may be of benefit to you.
- This is to allow us to meet with the record keeping and regulatory requirements of the FCA. The aim is to protect you under the Financial Services and Markets Act 2000.
- You and your agents are able to see all information we hold relating to you at any time.

### 2. Protecting your personal information

- To provide our services properly, we will 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 on 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 will 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 or letter).
- 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 ensure you have access to 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 will 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.

### **3. Verification of identity and residency**

We are required by the Anti-Money Laundering Regulations to verify the identity of our clients to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up to date. For this purpose, 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 soft 'footprint' on your credit file, but it will not affect your credit rating.

### **Applicable law**

These working practices are governed and shall be construed in accordance with the Law of England and Wales. We reserve the right to amend these working practices without your consent but will notify you in advance of any change unless it is impractical to do so.

## Glossary of terms

**Advisory** - This investment service involves recommendations being made for changes to a portfolio that require a client's explicit permission before they can be actioned.

**Portfolio** – An investment portfolio is a basket of assets that can include cash, bonds, property, shares and more.

**Discretionary** - This investment service allows the investment manager to make changes to a client's portfolio without a client's explicit permission.

**Independent** – Our independent status means that we can and do analyse the whole of the marketplace and select financial products from whichever provider(s) we feel is/are most suitable for your circumstances.

**Retail client** - The FCA requires us to categorise a client as a retail client, professional client or eligible counterparty. Retail clients are given the highest level of regulatory protection and we therefore generally class all clients as retail clients.

**Value added tax (VAT)** - The current rate of VAT is 20% and may apply to certain services we provide where they are not directly linked to the sales of a financial product (intermediation) or if a recommendation is made to purchase a product and the client chooses not to proceed with the recommendation.

**Adviser charge** - This is how we are remunerated for implementation of advice and for ongoing client service.

**Ongoing suitability review** – This is the process during which we will periodically assess any investments and pensions we have recommended to you and whether these remain suitable for you in the future.

### Useful Websites

Financial Conduct Authority

[www.fca.org.uk](http://www.fca.org.uk)

Financial Ombudsman Service

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Financial Services Compensation Scheme

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Pension Wise

[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

Information Commissioner Officer

[www.ico.org.uk](http://www.ico.org.uk)

Contact us today for your free and no-obligation consultation.



**FTA Financial & Wealth Management**

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