



INTEGRITY FINANCIAL PLANNING LIMITED
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Client Agreement for Financial Planning Advice June 2025

This document sets out the basis on which we will conduct business with you and on your behalf. 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.

The terms of this Client Agreement come into force immediately on acceptance (implied or actual) of its terms by you and will remain in force until cancelled by us or you or replaced by a later version.

Integrity Financial Planning Limited (the 'Firm') is authorised & regulated by the Financial Conduct Authority (FCA) under number 670687. You can check this on the Financial Services Register by visiting the website at www.fca.org.uk/firms/systems-reporting/register.

We provide you with an initial consultation free of charge. This helps us to understand your financial objectives and we will confirm how we can support you in working towards your objectives.

Unless we notify you in writing to the contrary, we will treat you as a "retail client" for investment business. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

We are committed to providing the highest standard of financial advice and service possible. In doing so, we will:

- be open, honest and transparent in the way we deal with you
- act with integrity and not place our interests above yours
- communicate clearly, promptly and without jargon

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.

1. Our Services

Our services are categorised as either our '**Financial Planning Service**' or '**Financial Advice**'.

Where we are unable to offer the service you require, we may refer you to a suitable third-party service provider. In this case, we will confirm this in writing to you and the third-party will be solely responsible for the advice provided.

Financial Planning Service

Our Financial Planning Service is provided and charged for on a 3-step basis as follows:

1. An initial financial review and recommendations – This includes:

- a. gathering details of your existing financial arrangements and full personal circumstances
- b. discussing and understanding your investment knowledge, and capacity and tolerance towards investment risk
- c. the assessment of the suitability of any existing policies and investments
- d. providing a written Financial Planning Report detailing our recommendations to you, including recommending an asset allocation model that matches your risk profile
- e. detailed cash-flow forecasts for retirement planning scenarios
- f. a second appointment to explain and discuss our recommendations in detail

2. Product research and arrangement/implementation – The work required, and the cost of the work will be detailed in our Financial Planning Report and includes (where relevant):

- a. researching suitable product providers for the recommended actions
- b. recommendation of a suitable investment portfolio (if required) to meet the agreed attitude to risk and investment objectives
- c. completing all product provider applications as necessary
- d. handling all product provider, policy and fund processing on your behalf
- e. providing regular updates to keep you informed of progress
- f. ensuring all your documents are issued in line with your expectations
- g. providing confirmation of all actions taken on your behalf

3. Ongoing service

It is important to review your financial plans and objectives at regular intervals, and we will provide you with details of our ongoing service propositions. The charges for these services will be confirmed in a separate fee agreement. To provide the service, we will meet with you to ensure the information we hold about you remains accurate and up to date and issue you with a report setting out the results of our assessment and, if relevant, any updated recommendations.

- a. **Review Service** – An annual review of your financial situation, including a meeting and any investment changes within the investment products under management.
- b. **Premier Service** – A half-yearly review of your financial situation, including a meeting and any investment changes within the investment products under management.

Financial Advice

We define Financial Advice as advice that does not require either any implementation by us or any form of ongoing service. This may include advice relating to (but not limited to):

- personal protection including life assurance, income protection, critical illness cover
- pension taxation and allowances
- defined benefit (final salary, career average) pensions and early retirement benefits analysis
- trusts establishment, administration, management, taxation and distribution
- inheritance tax planning with reliefs, exemptions, properties, trusts and life assurance
- terminal illness
- care fees planning
- business protection including keyman insurance, shareholder/partner protection
- company pensions, group life assurance and group healthcare schemes
- succession planning

2. Our Advice

Any advice or recommendations we offer to you will only be given after we have assessed your needs and considered your financial objectives, current personal and financial position, attitude to risk and capacity to bear losses. Also, we will consider any restrictions that you wish to place on the types of products or investment strategy you are willing to consider. Details of your stated objectives will be set out in a Financial Planning Report we will issue to you to confirm our recommendations.

We will outline from the outset whether our advice will cover your entire financial planning needs or focus on specific areas of advice.

We provide independent investment advice. We will consider a range of regulated products from the available market that can meet the investment objectives of a retail client, but we will only provide a recommendation to you when we know the product is suitable for your personal circumstances.

You should be aware that investments carry different levels of risk and as their underlying value can fall as well as rise you may not get back the full amount invested.

We provide independent protection advice. For non-investment protection contracts, we are an intermediary and will act on your behalf when providing advice and making recommendation(s) to you. We will do this based on a fair and personal analysis of insurers for term assurance, income protection and critical illness cover.

We provide independent insurance advice. For general insurance contracts we are an intermediary and will act on your behalf when recommending an insurer based on your demands and needs from a fair analysis of the market. The insurers we consider will be listed to you when we carry out our research. It will be your responsibility to ensure the policy meets your demands and needs for private medical insurance and accident sickness and unemployment.

Full details of the products we recommend will be confirmed in the product literature you will receive before it is arranged. We will inform you if any investment we recommend restricts future access to your capital.

3. The Cost of Our Services

We charge for our services by way of a fee. We will discuss the cost, and levels, of our services both initially and throughout our relationship with you. We will not charge you until we have agreed with you how we are to be paid. Please see below for payment options.

Our fees will either be a fixed fee, an hourly rate or based on a percentage of the amount you invest, subject to a minimum fee. We will agree with you the fee to be paid for our advice and services provided before we commence any work, and we will provide you with a fee agreement showing the actual fee that will be payable for the agreed service being provided.

Under current legislation most of our fees are not subject to VAT but should this change in future and VAT becomes payable, we will notify you before conducting any further work.

Financial Planning Service

Our Financial Planning Service fees are charged on a 3-step basis as follows (fees are indicative only and in any event are subject to review annually each March. In cases that we deem to be complex in nature, our fees may be higher than our stated rates):

1. Initial fee for the Financial Planning Report – This will be a fixed fee.

Example initial fees for a financial review and recommendations:

- a. **Investment/Pension Planning Review** – A review of your existing savings, investment and pension arrangements, with recommendations for the investment of lump sums into investments and pension plans to meet the agreed objectives and attitude to risk.
Standard Cost - £2,100
- b. **Retirement Planning Review** – A review of your retirement income plans and your existing savings, investment and pension arrangements, with recommendations for meeting your future or immediate retirement income objectives and attitude to risk.
Standard Cost - £2,100
- c. **Trust Review** – A review of the investments held within a trust under the terms of the Trustee Act 2000. The review includes a written report and minutes where appropriate. Some aspects of trusts are not regulated by the Financial Conduct Authority.
Cost - £1,200 where all trust investments are 'Funds under Management', £2,100 where there are other investments.
- d. **Estate Planning Review** – A review of your succession planning objectives, the potential inheritance tax payable on your estate and the options available for reducing the tax bill, including the use of allowances, reliefs, wills, trusts and insurance products. Some aspects of estate planning are not regulated by the Financial Conduct Authority.
Cost - £2,100 (Reduced to £500 if the total reduction in inheritance tax available as a result of the proposals is less than £10,000, free if the total reduction is less than £3,000).

- 2. Product research and arrangement fees** – This fee will be detailed in our Financial Planning Report and can be either a fixed fee, a percentage of the funds under management or, for protection products, a commission payment from the product provider.

Examples fees for product research and arrangement:

- a. Investments and Pensions (including drawdown pensions) - Standard charge of 2% of the first £150,000 of funds and 1% of the balance over £150,000. As an example, an investment of £150,000 would cost £3,000 (2%) and an investment of £300,000 would cost £4,500 (1.50%).
- b. Annuities – Standard annuity (including smoker rates) – 1% of total pension fund value (subject to a minimum fee of £500 for one pension plan plus £200 per additional vesting pension plan)
Impaired/Enhanced/Immediate Care – 2% of total fund values (subject to a minimum fee of £1,000)
- As an example, for a pension fund of £80,000 the cost would be £800 for a standard annuity and £1,600 for an enhanced/impaired annuity.

3. Ongoing services.

a. **Review Service**

Cost – 0.60%pa of 'Funds under Management' (subject to a minimum fee of £1,200pa and capped at £3,300pa) plus a reduced investment charge of 1% for all new investment business. The Review Service is suitable for clients with at least £200,000 funds under management and would cost £1,200 pa for an investment portfolio of £200,000 and £2,400pa for an investment portfolio of £400,000.

b. **Premier Service**

Cost – 0.60%pa of 'Funds under Management' (subject to a minimum fee of £2,100pa and capped at £5,700pa) plus a reduced investment charge of 1% for all new investment business. The Premier Service is suitable for clients with at least £350,000 funds under management and would cost £3,000 pa for an investment portfolio of £500,000.

'Funds under Management' are investments where Integrity Financial Planning Limited provide advice on whether to buy, sell or hold and confirm them as such in writing.

Financial Advice

We charge for Financial Advice by way of an hourly rate fee or a fixed fee, depending on the nature of the advice being provided. We will agree with you the fee structure for the advice before proceeding.

Our hourly rate fee is £175 for advice and £75 for administration. We will provide you with an estimate of how many hours we expect this to take, and we will not exceed this without checking with you first.

We will issue an invoice within 28 days of our advice, and we must receive full payment of the invoice amount within 30 days of issue.

The implementation by us of any recommendations made is optional and will incur additional fees.

Your Payment Options

We will discuss your payment options with you and answer any questions you have.

You may elect that we are paid **by direct fees, offset fees (paid by a product provider) or a combination of both.**

You will be required to settle the payment of our fees within 30 days of completion of our work through a single payment. We do not offer the option of payment by instalments.

For payments not facilitated through the product provider, we accept cheque or direct bank payments. We do not accept payment by cash. You will be provided with a receipt upon payment.

When we arrange the sale of a protection or insurance contract, we may receive a commission from the provider. The amount of this will be disclosed to you in the product literature. The provider pays the commission directly. Although you pay nothing up front that does not mean our service is free. The commission paid to us forms part of a 'product charge' which you pay when you purchase the product. Product charges pay for the product provider's own costs and any commission payable to third parties. If you opt to pay us in this way, you need to be aware that these charges will increase the overall premium due.

The amount of commission we receive will vary depending on the type of policy and (sometimes) the term of the policy or your age. As an example, for a level term assurance policy with a premium of £50 per month over a term of 25 years, the initial lump sum commission on offer from providers varies from £991 to £1133.

4. Instructions

We only accept instructions in writing (paper or electronic means) to aid clarification and avoid misunderstandings and will not act on oral instructions.

You hereby acknowledge that in the event of the firm assisting you in the completion of any product/policy application forms that you will in any event continue to bear full responsibility for the accuracy and completeness of the information entered on such forms. Therefore, you understand that inclusion of incorrect information or omission of any material facts may result in the insurance, investment or policy to which the application or proposal relates to being adversely adjusted, made void and/or any claim(s) made against it being refused. The advice we give you will be based on the information you have given us and your stated investment objectives including the degree of risk you will accept. It is your responsibility to advise us on any changes.

We will forward to you all documents showing ownership of your investments/contracts as soon as practicable after we receive them. All such documents may be sent by post, and this would be at your risk.

5. Cancellation Rights

In most cases you will have a right to cancel a contract. You will normally have a 30-day cancellation period for a life, pure protection, payment protection or pension policy and a 14-day cancellation period for all other policies. For investments this will start when funds are invested and for pure protection policies this will begin when you are informed that the contract has started or, if later, when you have received the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product information issued to you.

If you cancel a single premium contract, you may incur a loss due to market movements. This means you might not get back the full amount you invested if you cancel the policy.

6. Client Money

For your additional security we do not handle client's money. We never accept a cheque made out to us unless it is a cheque in settlement of our fees or other charges or disbursements for which we have sent you an invoice. We do not handle cash. Cheques for payment of products arranged will be required to be paid direct to the product provider.

7. Documentation

We will arrange for all your contracts to be registered in your name unless you first instruct us otherwise in writing. You have a right to inspect copies of contract notes and entries in our records in relation to transactions on your behalf. In that request we reserve the right to give you copies of such documents rather than access to the original records.

We will forward to you all documents showing ownership of your policies as soon as practicable after we receive them. Where several 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.

8. Material Interest

We will act honestly, fairly and professionally known as conducting business in 'Client's best interest' regulations. Occasionally situations may arise where we or one of our other clients have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients' conflicts with your interest, 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. Where this cannot be achieved, we will not conduct the business.

9. Complaints

If you should have any complaint about the advice you receive, please write or call the **Complaints Officer at Integrity Financial Planning Ltd, St Margarets, Hambledon Road, Denmead, PO7 6NU. Telephone Number 07894 473028, email gm@integrityfp.co.uk.**

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567. The Financial Ombudsman Service is a free and easy-to-use service that settles complaints between consumers and businesses that provide financial services.

10. Financial Services Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. For investment business you will be covered up to a maximum of £85,000.

Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>.

11. Law

This client agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

12. Force Majeure

Integrity Financial Planning Limited shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

13. Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days' notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. For any transactions effected before termination, a due proportion of any period charges for services shall be due to the termination date.