



Client Agreement Disclosure



Client agreement disclosure - Disclosure about our investment services and costs

Who regulates us

The FCA is the independent watchdog that regulates financial services. GilesSmith Wealth Management LLP is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 709493. You can check our information on the FCA's register by visiting the FCA website; <https://register.fca.org.uk> or by contacting the FCA on 0800 111 6768.

DirectInvest

GilesSmith Wealth Management LLP is able to act on your behalf arranging pensions and investments on a non-advised restricted basis. This means that you will not receive advice or a recommendation from us. We will provide you with sufficient information in relation to the products available. You will then need to make your own choice about how to proceed. We offer investment into the following products:

True Potential Individual Savings Accounts	True Potential General Investment Accounts	True Potential Personal Pensions
We don't provide advice or information in relation to individual share holdings. If this is something you need assistance with, we can refer you to a stockbroker.		
We don't provide advice or information on options, futures and other derivative contracts, as we believe that these are unlikely to be suitable for our clients.		

Costs and charges

GilesSmith Wealth Management LLP will not charge an initial fee for the provision of this service. If you decide to invest with us, the on-going service charge is 0.5% per annum.

For example:

- 1) If we arrange an investment on your behalf for £5,000, our on-going service charge would be £25.00 per annum.
- 2) If we arrange a regular savings plan for you for £50 per month, our on-going service charge would be £3.00 per annum.

You will pay the on-going service fee through your plan. The payment will be deducted proportionally from each monthly contribution during the year. You should note that when paid through the investments it might reduce your personal tax thresholds and/or exemption levels. This service includes, but is not limited to, providing you with:

- Annual Portfolio Valuation.
- Portfolio Report – which includes details about the overall performance of your investment, the asset allocation and individual fund performance.
- Portfolio Fund Factsheets.

Client classification

We treat all our clients as 'Retail Clients' unless you request otherwise. This means you are provided with the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Conflicts of interest

Occasions may arise where we, or one of our clients, have some form of interest in business being transacted by you. If this happens or we become aware that our interests or those of one of our client's 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.

Service and standards

We are committed to providing the highest standard of financial service to our clients. Your interests are very important to us and for any service we provide you with, we will:

- Be open, honest and transparent in the way we deal with you;
- Not place our interests above yours;
- Communicate clearly, promptly and without jargon.



VAT

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

Cancellation rights

In most cases you can exercise a right to cancel by withdrawing from the contract. Generally you will normally have a 30-day cancellation period for a pension contract and a 14-day cancellation period for all other contracts.

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.

Client money

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

Documentation

All investments will be registered in your name unless you first instruct us otherwise in writing. All policy documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you.

Instructions

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing. You will also be able to send a secured message via your own personal client site.

Data protection

The information you have provided is subject to the General Data Protection Regulation 2016 (GDPR). By acknowledging this document, you consent to us, or any company associated with us (for example; product providers) processing your personal data both manually and by electronic means. Your data will be used for the sole purpose of providing financial advice, administration and management.

You will be asked your preferences for marketing when first logging into your Client Site.

For further information please refer to your copy of our "Privacy Terms and Disclosure" document.

Material interest

We will act honestly, fairly and in your best interests.

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 client's conflict 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.

Complaints

If you wish to register a complaint, please write to GilesSmith Wealth Management LLP, 27 East Street, Chichester, West Sussex, PO19 1HS or telephone 01243 271291.

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.

<http://www.financial-ombudsman.org.uk/>

www.fscs.org.uk

Financial services compensation scheme

We are covered by the 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 up to a maximum limit of £50,000, whereas insurance business is covered for 90% of the claim, without any upper limit.



Anti-money laundering

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 will use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

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.

Termination of authority

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. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

Declaration

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully. If you do not understand any point please ask for further information.

Please confirm to us in writing if you do not consent to us or any company associated with us processing any sensitive data as described above. Further information about consent and how we process your data can be found in the Privacy Terms & Disclosure document

Name

Client signature

Date of issue

Signed