

# Informed Choice

Informed Choice Ltd  
Sundial House  
20 High Street  
Cranleigh  
Surrey  
GU6 8AE

T: 01483 274566  
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[www.informedchoice.ltd.uk](http://www.informedchoice.ltd.uk)

## Re Your Financial Planning

Thank you for your enquiry. I have set out below details of the services that we provide and how we go about delivering those services. Do please let me know if you have any questions.

### What do we do for you?

We offer a range of professional advisory services to individual clients. These are services designed to help you make tactical decisions about a particular aspect of your financial life. Our advisory services might be appropriate for you if you simply want independent, unbiased advice in one or possibly two areas.

We also offer a comprehensive Financial Planning service called LifeWealth Design. This takes a holistic approach to your lifetime Financial Planning by helping you align your personal finances to meet your life goals.

We deliver our services in a three step process of Advice, Implementation and Review.

### How do we provide these services?

- We will identify with you your financial goals and objectives. We do this at a first meeting which is without any cost or obligation. At this first meeting we will ask you lots of questions about your financial goals and it is also a good opportunity for you to ask us any questions you might have.
- After this first meeting we will prepare an engagement letter for you setting out the services we can offer to you and the fees that we will charge to provide those services. You are under no obligation at this point to accept our services and will have incurred no cost.
- When you have signed and returned the engagement letter we will collect letters of authority from you to approach the providers of any of your existing financial plans. We will then acquire the information that we need about your plans and take these into account in formulating our advice to you.
- We will analyse the data that we acquire and prepare a report for you that provides our advice. We will then meet with you to explain the contents of that report. This will give you the chance to ask further questions and gain a really good understanding of the advice we have prepared for you.
- We will help you to implement any changes needed to your existing arrangements and to research and recommend from the whole of the market any new plans that you require. As independent financial advisers we are well placed to provide independent unbiased recommendations.

### **How are we paid for our services?**

We are paid for our professional services directly by our clients and are therefore able to provide unbiased, independent advice without being influenced by commissions that might be payable by financial product providers.

Where we implement a recommended financial product on your behalf, our implementation fee can be taken from commission payable in respect of any financial plan you purchase (this is known as customer agreed remuneration) rather than you having to pay us from your taxed net income.

### **What information will you have to provide at this stage?**

#### ***Confidential Financial Questionnaire***

We need to know all about you, your goals and objectives. To do this we will ask you to complete the enclosed Confidential Financial Questionnaire. We are told by our clients that this is a useful document to complete as it helps them get a good understanding of their current arrangements.

#### ***Risk Profile Questionnaire***

We ask you to answer the questions on this questionnaire because it will help us to identify your attitude towards risk reward and volatility. This is essential to ensure that any investments, savings and pension plans are the right ones for you.

### **What information do we provide to you at this point?**

#### ***Client Agreement Letter***

This document sets out the important protections that you receive when taking advice from an independent financial adviser such as Informed Choice Ltd. It also provides details of our typical fees.

Please read through the letter carefully and sign, date and return a copy to me in the reply paid envelope provided. A copy is enclosed for you to keep.

We look forward to meeting with you and to helping you with your financial planning.

# Informed Choice

## Client Agreement Letter

Client(s) Name

This agreement is issued on behalf of Informed Choice Ltd of Sundial House, 20 High Street, Cranleigh, Surrey, GU6 8AE, who can be contacted on 01483 274566 or at [hello@icl-ifa.co.uk](mailto:hello@icl-ifa.co.uk).

### AUTHORISATION STATEMENT

Informed Choice Ltd is Authorised and Regulated by the Financial Services Authority. The Financial Services Authority regulates the financial services industry in the UK and their address is 25 The North Colonnade, Canary Wharf, London, E14 5HS. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) FSA No. 177071 or by contacting the FSA on 0845 606 1234.

### PERMITTED BUSINESS

Our permitted business is that of advising on and arranging savings and investment products, pensions and non-investment Insurance contracts.

### CLIENT CLASSIFICATION

Each client with whom the firm does business is categorised as to identify the level of regulatory protection. We propose to classify you as 'Retail Client' for Investment purposes.

### COMMUNICATIONS

We will communicate with you in English both verbally and in writing for the sending and receipt of orders.

### SCOPE OF SERVICE

We operate independently and therefore provide investment services from the whole market.

### SERVICES TO BE PROVIDED

With regards to investments which we have arranged for you, these will not be kept under review unless we have agreed in writing that we will do so, but we will advise you upon your request. 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.

On issue of this letter any subsequent advice or recommendation offered to you will be based upon your stated investment objectives, acceptable level of risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. We will issue you a suitability report to confirm our recommendation. Unless confirmed we will not place any restrictions on our recommendations.

Informed Choice Ltd **does not handle clients' money**. We never accept a cheque made out to us unless the cheque is in settlement of charges or disbursements for which we have sent you an invoice. We do not handle cash.

We will also make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward you all documents showing ownership of your investments as soon as practicable after we receive them, where a number of documents are due involving a series of transactions, we normally hold each document until the series is complete, then forward them to you.



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## **PAYING FOR SERVICES**

Not all firms charge for advice in the same way. We will discuss your payment options with you and answer any questions you may have. We will not charge you anything until you have agreed how we are paid by signing a copy of the engagement letter we will issue before providing any advisory services.

We charge fees for our professional services. Whether you buy a product or not, you will pay us a fee for our advice and services. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could reduce our fee; or reduce your product charges; or increase your investment amount; or refund the commission to you.

## **OUR FEE OPTION**

We will agree the rate we will charge before beginning work. Our specific fees are stated in the engagement letter we will send to you. We do not currently charge VAT on our fees. Our typical charges are:

- **Advice** – our project fees for the construction of a report and recommendations generally start from £495 and depend on the complexity of the work involved and the level of expertise required.
- **Implementation of new investments and/or arrangements** – we typically charge an implementation fee of 2.0% of the amount invested, with a minimum charge of £250.
- **Review and ongoing service** – we typically charge a fee equivalent to 0.5% of the value of investments under management, with a minimum charge of £375 per annum.

We are fee charging but flexible about the way in which we are remunerated. We offer a range of flexible payment options and will always offset 100% of any commissions received against our fees.

## **MATERIAL INTEREST**

We will act honestly, fairly and professionally known as conducting business in 'Clients 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 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.

## **RIGHTS TO CANCEL**

We will inform you of your statutory right to cancel. The Distance Marketing Directive normally grants you 30 days in which you may cancel a life or pension contract. However there will be occasions where no statutory rights are granted, however this will be explained before any contract is concluded.

## **COMPLAINTS**

If you wish to register a complaint, please write to The Compliance Officer at Informed Choice Ltd, Sundial House, 20 High Street, Cranleigh, Surrey, GU6 8AE or telephone 01483 274566.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service ([www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk))

## **COMPENSATION SCHEME**

We are covered by the Financial Services Compensation Scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business and the circumstances of the claim. Most types of investment business are covered by 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000. Further information about this compensation scheme arrangement is available from the FSCS ([www.fscs.org.uk](http://www.fscs.org.uk)).

## **DATA PROTECTION**

The information you have provided is subject to the Data Protection Act 1998 (the "Act"). By signing this document you consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

"Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FSA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

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The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or condition; the commission or alleged commission of any offence by you; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings; your political opinions, religious or similar beliefs, sexual life; or your membership of a Trade Union.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on 01483 274566 or in writing at Informed Choice Ltd, Sundial House, 20 High Street, Cranleigh, Surrey, GU6 8AE.

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purposes. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

#### **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.

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

#### **DECLARATION**

##### **CLIENT CONSENT**

I understand and consent to the above terms and I hereby authorise the transfer of information, as described above on a confidential basis when warranted between such third parties. I agree that the client agreement will come into effect from the date of issue.

**Please tick this box if you do not consent to us or any company associated with us processing any such sensitive data.**

**Please tick this box if you do not wish for us or any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.**

<b>Customer Name(s)</b>		
<b>Customer signature(s)</b>		
<b>Date of issue</b>		

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# Informed Choice

## Confidential Financial Questionnaire

Date completed:

Client name:

Adviser:

Client contact details

Address 1:

Address 2:

Town:

County:

Postcode:

Telephone:

Mobile:

Email:

### Important note

As Independent Financial Advisers we are required to have proper regard for your best interests in any advice we provide. We must therefore do our best to ensure that we are aware of your personal and financial circumstances so that our advice is the most suitable for your needs.

The questions within this document have been specifically designed to help us provide advice that meets your needs. If, for any reason, you decline to answer any or all of the questions or if you fail to provide true and accurate information to the best of your knowledge, the advice given subsequently may not be best advice, as it can only be based on the information provided.

### Data Protection Act

The information provided in this document will be retained on computer for reference purposes and will be held in accordance with the Data Protection Act 1988. The information may also be used by Informed Choice Ltd, to provide you with details of products or services suitable to your requirements.



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## 1—Introduction

The purpose of this confidential financial review questionnaire is to gather some basic information about you and your current financial position. We will use the information contained within this document as a basis for discussion at our next meeting together. It will also form the basis for any advice we provide in the future.

We have tried to keep this document as simple as possible, whilst also capturing some valuable information. You are welcome to provide any additional information you feel might be relevant.

If you have any existing investment, pension or life assurance policies it would be helpful if you could provide copies of the most recent annual statement for each of them. Once we have engaged with you as a client we will ask for your authority to contact the providers of these plans so we can gather more detailed information.

Please call us if you have any questions about the completion of this document.

## 2—Personal Details

	Client 1	Client 2
Title	Mr/Mrs/Miss/Dr/	Mr/Mrs/Miss/Dr/
First name(s)		
Surname		
Previous names		
Gender	Male / Female	Male / Female
Marital status		
Date of birth		
Country of birth		
National Insurance Number		

## 3—Contact Details

	Client 1	Client 2
Address		
Post code		
Home telephone		
Mobile telephone		
Business telephone		
Personal email		
Business email		

## 4—Health

On some occasions our clients' state of health is an important factor for their financial planning. If you feel that your health represents some planning considerations please provide additional information in the notes section later in this document.

Client 1		Client 2
State of health	Good / Poor / Disabled	Good / Poor / Disabled
Notes		
Smoker?	Yes / No	Yes / No

## 5—Family Details

Please provide details of any financial dependents or children. Our clients often need to make provision for their children or other financial dependents within their financial plans, or simply want to ensure that they benefit from the value of their estate on death.

Name	Relationship	Date of birth

## 6—Employment Details

	Client 1	Client 2
Employment status		
Job title		
Employer		
Length of employment		
Anticipated changes?		
Notes		

## 7—Income and Expenditure

Depending on your financial objectives we may ask you to provide a more detailed breakdown of your income and expenditure before we provide our advice.

	Client 1	Client 2
Total annual income	£	£
Do you anticipate any changes?	Yes / No	Yes / No
Total annual expenditure	£	£
Do you anticipate any changes?	Yes / No	Yes / No

## 8—Taxation

We may need to analyse your tax position in detail to ensure that any recommendations we make can mitigate, reclaim or defer your tax. It is always useful to receive copies of any tax returns, wills or trust deeds that could help us have a better understanding of your situation.

	Client 1	Client 2
Applicable tax rate	Nil / Basic / Higher	Nil / Basic / Higher
NI number		
UK resident?	Yes / No	Yes / No
Country of domicile		
Have you made a will?	Yes / No	Yes / No
What are the main provisions?		
Does it reflect your current wishes?	Yes / No	Yes / No
Are you expecting an inheritance?	Yes / No	Yes / No
Have you made a Lasting Power of Attorney?	Yes / No	Yes / No

## 9—Savings and Investments

Please list the current values of your savings and investments. If you have any investment policies, it would be useful if you could provide a copy of the latest valuation statement for each one.

Type	Client	Partner	Joint
Current account	£	£	£
Savings account	£	£	£
National Savings	£	£	£
Shares/Equities	£	£	£
Loan Stocks & Gilts	£	£	£
ISAs	£	£	£
Unit Trusts/OEICs	£	£	£
Investment Trusts	£	£	£
Insurance Bonds	£	£	£
Other Investments	£	£	£
	£	£	£
	£	£	£
<b>Total</b>	£	£	£

## 10—Retirement

	Client 1	Client 2
Target retirement age		
Does your employer offer a pension?	Yes / No	Yes / No
Are you eligible to join?		
When can you join?		

## 11—Pension Benefits

Type	Provider	Policy Number	Value	Owner
			£	
			£	
			£	
			£	
			£	
			£	
			£	
			£	
			£	

## 12—Protection Plans

Please list the basic details of all existing life assurance, income replacement insurance and health insurance plans.

Type	Provider	Policy Number	Benefits	Owner
			£	
			£	
			£	
			£	
			£	
			£	
			£	
			£	

## 13—Other Assets and Liabilities

Please provide details of any significant assets or liabilities that have not already been mentioned within this questionnaire. You should include property, cars, mortgages, personal loans, credit cards and other debts.

Type	Client 1	Client 2	Joint

## 14—Professional Advisers

Please provide details of your accountant, solicitor or any other professional advisers with whom we may need to communicate in order to work effectively with you.

Type	Contact name	Contact details	Power of attorney
			Yes / No
			Yes / No
			Yes / No
			Yes / No

## 15—Attitude to Investment Risk

Please complete our detailed risk profiler questionnaire to establish your attitude towards investment risk, reward and volatility.

	Client 1	Client 2
Do you have any socially responsible investment preferences?	Yes / No	Yes / No
Do you have any strong feelings about your attitude towards investment risk?	Yes / No	Yes / No

## 16—Goals and Objectives

Please use this section to highlight your financial planning objectives. We have listed some of the more common objectives for you to consider but please feel free to add your own objectives if they do not appear on the following list.

We offer two main services—Advisory and LifeWealth Design.

Our Advisory services is designed to help you make tactical decisions about a particular aspect of your financial life. Our LifeWealth Design service is a Financial Planning Service that enables you to achieve your lifetime financial goals and objectives.

When we meet we can discuss these services in more detail and determine which is most suitable for your requirements.

In the priority column please use '1' as 'very important' to '5' as 'not important'

Objective/Goal	Client 1	Client 2	Priority
Investment for capital growth	Yes / No	Yes / No	
Investment for income	Yes / No	Yes / No	
Regular investment for specific purpose	Yes / No	Yes / No	
Retirement planning	Yes / No	Yes / No	
Pension options at retirement	Yes / No	Yes / No	
Estate planning	Yes / No	Yes / No	
Family financial protection	Yes / No	Yes / No	
Care fees planning	Yes / No	Yes / No	
Review of existing financial policies	Yes / No	Yes / No	
Mortgage or re-mortgage	Yes / No	Yes / No	
Holistic financial planning	Yes / No	Yes / No	
	Yes / No	Yes / No	
	Yes / No	Yes / No	
	Yes / No	Yes / No	

## 17—Declaration

Please read and check this entire document carefully before signing.

I/We understand that the information given and recorded in this document is correct, and understand that it shall form the basis for all advice offered. I/We have received a business card and Client Agreement Letter from my financial adviser.

**Signed:**

**Date:**

**Signed:**

**Date:**

When completed, please return this questionnaire to us.

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## 18—Additional Notes

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# Informed Choice

## Risk Profile Questionnaire

Please note that this risk profile questionnaire is for information only and does not constitute advice or a recommendation.

**Client name:**

**Adviser:**

**Date Completed:**

**Need Area (select one only):**

Providing pension     Investing Capital     Regular Savings     All need areas

To complete this questionnaire all questions must be answered:

	Strongly Agree	Agree	Neither disagree nor agree	Disagree	Strongly disagree
1. I do not like to keep up to date on financial matters					
2. I am comfortable with the idea of my investments falling and rising rapidly.					
3. I would describe my experience of investment as very limited.					
4. My knowledge of financial terms is very limited.					
5. Once I make an investment I hardly ever review it.					
6. I have sound financial experience to help me make an investment decision.					
7. I prefer having a long-term financial plan.					
8. The thought of losing my money on an investment makes me nervous.					
9. I like the excitement of investing in volatile foreign markets to potentially gain higher returns.					



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**Strongly Agree**   **Agree**   **Neither disagree nor agree**   **Disagree**   **Strongly disagree**

- 10. I try and make as much money as quickly as possible.
- 11. Most of the time, I do not read the financial section in my newspaper.
- 12. I am used to taking financial risk.
- 13. Financial press is a major influence on my investment decisions.
- 14. I prefer savings accounts to stock-market related investments.
- 15. I would not like to invest in long-term investment as I wish to respond to changes in my budgetary requirements quickly.
- 16. I am prepared to take high risk in order to gain high returns.
- 17. I do not think of accumulating huge wealth through investments.
- 18. Had I been unlucky with investments in the past, I would make an investment again.


Client Signature

Date

Client Signature

Date

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