

# CLIENT AGREEMENT DOCUMENT



Yeo Business Park, Clyst St. Mary, Exeter, EX5 1DP  
Registered Address: Yeo Business Park, Clyst St. Mary, Exeter, EX5 1DP Registered in England No: 7498168

## 1. Introduction

This Client Agreement sets out the basis on which we will conduct business with you and on your behalf. **It is an important document and we would ask you to read it carefully, and if you are unsure of any of its terms please advise us.**

The Client Agreement will be effective immediately on acceptance of its terms by you (implied or actual) and will remain in force until further notice.

## 2. Company Status

Sandle Nash Ltd (hereafter referred to as 'the firm') is authorised and regulated by the Financial Conduct Authority (FCA) as Independent Financial Advisers. We are listed on the Financial Services Register and our registration number is 613677. You can check our authorised status, our permitted activities and the people who work for us on the register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA at 12 Endeavour Square, London, E20 1JN (telephone 0800 111 6768).

## 3. Client Classification

The type of client category will determine the levels of protection afforded to you under the Financial Services and Market Act 2000. The firm proposes to classify you in accordance with FCA rules as a **Retail Client** and the regulatory protection available to you will be the highest available. This agreement is personal to you and not assignable. We may accept instructions from, and give information to, third parties or your other advisers on your behalf where you have confirmed in writing we may do so. We cannot accept any responsibility for errors in information supplied by such persons. Where you are a trustee, director or officer of any trust, corporation or LLP requiring advice, you warrant to us that you have the full authority to act on behalf of the same and there are no restrictions on the limits of our advice of which we have not been made aware. We will not be responsible for advising on compliance with your trust, trustee, director or officer obligations.

## 4. Initial Consultation

We offer an initial consultation at our own expense during which we will describe our services more fully, what we believe we can do for you and explain the payment options. If you decide to proceed after the initial consultation, we will write to confirm the terms of our engagement. This will confirm our understanding of what you want us to do, and as near as possible, the actual cost of our service and how and when you will pay. The terms of engagement will also clarify if ongoing servicing has been agreed, what will be provided in the review, how and when this will be provided, the cost of this provision and from where any charge will be taken.

## 5. Range of Advice

The firm is **independent** and acts on your behalf as your Agent. We are therefore able to provide unbiased unrestricted advice on retail investment products based on a comprehensive and fair analysis of the market, rather than being restricted to the products of just one, or a few companies.

### 5a. Regulated Services

We are permitted to give advice on retail investments, pensions, general and non-investment insurance and to arrange transactions in these products. For retail investment products, this will include not just packaged products, but also structured products, all investment trusts and any other investments that offer exposure to underlying assets, but in a packaged form which modifies that exposure compared with a direct holding in the financial asset.

### 5b. Non-Regulated Services

As part of offering fully independent services, our recommendations might include advice or transactions in unregulated financial products, such as unregulated collective investment schemes (UCIS), general tax planning and assistance with tax returns. If this applies, you will be informed accordingly and you should carefully consider whether such products / services are suitable for you. Such products / services are not regulated by the Financial Conduct Authority.

### 5c. Periodic review of suitability

Our recommendation is always that we provide clients with a periodic assessment of the suitability of a recommended plan or plans, so as to ensure that they remain appropriate to your circumstances, and we would suggest that such a review be carried out at least annually (and more frequently where complex products are held and / or a high level of risk is being taken).

However, the provision of an ongoing review is not automatic, it must be agreed in writing between us, and be facilitated via the use of the Active service proposition available to you. Such agreed service proposition will be reviewed annually, and can be altered or cancelled completely at any time.

## 6. Investment Objectives & Restrictions

In order to provide you with personal financial advice and recommendations suitable to your particular circumstances, we will undertake a 'fact find' to gather the appropriate information to assess your needs. We will then be able to set out clearly your financial planning objectives based on your stated objectives, acceptable level of risk and any restrictions you may wish to place on the type of policies you are willing to consider. Details of your stated objectives will be set out in a Suitability Report we will issue to you to confirm our recommendation. Unless confirmed in writing to the contrary, we will assume that you do not wish to place any restrictions on the advice we give to you.

You hereby acknowledge that in the event of the firm assisting you in the completion of any investment or insurance application or policy proposal forms, 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 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.

## 7. Instructions

We require our clients to give us instructions in writing (in English), or we may confirm our understanding in writing (by post or by email) in order to avoid possible disputes. This will usually be in the form of a proposal or application form. We will, however, accept oral instructions (again, in English) in certain instances provided they are subsequently confirmed in writing. In transmitting investment applications on your behalf to third parties, we take all reasonable steps to ensure we obtain the best possible result for you. This is referred to as 'Best Execution', and further information on our Best Execution policy is available on request.

## 8. Statement of Costs & Charges

Our standard fees are set out below. We will agree specific costs with you in writing prior to your consent to these terms and conditions and set these out as a schedule to this agreement. Please note that we do not pay taxes on your behalf.

Clients can pay for our services by either a fee or a combination of fee and/or fee by payment facilitation through product charging. We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid. For payment options relating to investment and pension advice, please refer to 8a below.

Value Added Tax (VAT) may be payable on some or all of the work we do. We will inform you if VAT is applicable.

### 8a Investment and Pension Advice

When **paying by fee**, you will pay us for our advice and services (whether you buy a product or not) at an amount or a rate agreed before we commence any work.

Under current legislation, *most of our services are not subject to VAT*. However, should this change in the future, or if we become aware that VAT will be due in part, we will notify you before conducting any further work.

#### Our hourly rates are:

- **Director/Adviser** £ 225 per hour
- **Paraplanner** £ 95 per hour
- **Administrator** £ 30 per hour

#### Our standard fixed fees are:

- **Initial Meeting:** Free
- **Initial Financial Review:** £1,250 (may, at our discretion, be all/part offset against implementation fees)
- **Implementation:** Per Tables below (subject to £450 minimum)

#### Our standard lump sum implementation fees (as a percentage of the funds invested) are:

Charge on Amount Invested	Percentage Fee (%)
On first £100,000	3.00% (subject to £450 minimum)
On next £100,001-£250,000	2.00%
On £250,000 and above	1.00%

#### Our standard regular contribution implementation fees (as a percentage of the first year's contributions) are:

Monthly Amount	Percentage Fee (%)
On first £300 pm	10% (subject to a minimum of £450)
On next £450 pm	7.5%
On £750 pm and above	5%

## Our fees in practice:

### Initial advice

Our fees will be based on one or more of the following (as agreed at the outset and/or confirmed in our Engagement Letter, where applicable):

- i) The number of hours it takes to investigate, research, report (and possibly implement) any recommendations;
- ii) A fixed fee in line with the earlier table (for example £1,250 to complete a financial review), and which would encompass the implementation of any changes to existing arrangements. ***Our fixed fees will apply unless we believe that the scope of the work required is such that the fee needs to be increased - if this is the case then this will be documented at the outset;***
- iii) Based on a percentage of the amount being invested (again, see the earlier table). Importantly, any agreed fixed fee (see ii), above) can be offset against this.

If you wish us to work on an hourly rate it will be based on the actual hours used, as explained above, subject to a minimum fee of £450. The actual amount you pay will depend on your circumstances and your preferred method of payment.

**For example**, if a Director/Adviser provides a Financial Review that takes around 6 - 7 hours to complete then, if this was being charged on an hourly rate, our fee may be between £1,350 and £1,575. Alternatively, if such work was being completed for a fixed fee then such a review may cost £1,250.

If the Director/Adviser goes on to provide initial advice on investing say, an extra £20,000 into a pension, which takes 3 hours to complete, there may be a further fee of £675 (again assuming we are charging by the hour). Alternatively, if the Director/Adviser provided advice on the new pension investment working on an initial fee, based on 3% of the contribution, then our fee would be £600.

***If our service moves beyond the initial meeting to the point where written advice and a recommendation is made but you decide not to proceed, our standard minimum charge is 25% of the agreed implementation fee.***

### Our Ongoing advice service (Active)

This service will provide you with a review (an 'ongoing suitability assessment') either by telephone, video call, post or face to face. Such a review would be completed annually and would normally include a valuation and an assessment as to whether products held continue to be suitable for your needs.

The fee for this service (our '**Active**' service) is **0.85% per annum** of 'Assets under Advice' (products that are to be reviewed), reducing to 0.75% for 'Assets under Advice' in excess of £500,000. The minimum annual fee applicable is **£1,250**.

**For example**, if a Director/Adviser provides a Financial Review that takes around 6 - 7 hours to complete then, if this was being charged on an hourly rate, our fee may be between £1,350 and £1,575. Alternatively, if such work was being completed via the agreed 0.85% per annum fee, and 'Assets under Advice' totalled say £200,000, our fee would be £1,700 per annum (£200,000 x 0.85%). This £1,700 would fluctuate (up and down) each year in line with the changing value of the 'Assets under Advice'.

Where we agree an ongoing advisory service with you, you will be provided with an annual summary of the remuneration we have received and the charges that we apply on the holdings we monitor. Where relevant, the product providers themselves will send you separate summaries detailing their own costs and charges (and the impact these have on your policies).

### Our Valuation service (Transactional)

This service will simply provide you with a valuation of your arrangements each year, along with some brief comments on areas such as performance. This service does not include advice as to whether products remain suitable or not; however, if, based on the comments we have made, or any wider changes in your circumstances, you decide to approach Sandle Nash for advice then this is of course available (and appropriate additional costs would be agreed at that point).

The fee for this service (our '**Transactional**' service) is **0.60% per annum** of the arrangements that we value, reducing to 0.50% for any value in excess of £500,000. The minimum annual fee applicable is **£750**.

## Amendments to our standard implementation fees:

Where advice is given to existing clients on existing products (for example topping up an existing ISA) we will discount our standard implementation fees as follows:

<b>Service Proposition:</b>	<b>Transactional</b>	<b>Active</b>
<b>Charge for Advice/Implementation:</b>	No Change	50% discount (minimum fee £175)

**For example**, if you contributed £20,000 into an ISA which was subject to a 3% implementation charge, then after the discount, this may amount to you paying a fee of £300 as an 'Active' client (£20,000 x 1.50%).

These fees are indicative only and we would refer to our **Service Proposition** summary for further details, a copy of which is available on request (but will be provided by your Adviser when you meet). Furthermore, your Adviser will ask you to signify that it has been received.

Our fees are in any event are subject to review annually on 1<sup>st</sup> January. For cases that we deem to be complex in nature, our fees may be higher than our stated rates. However, we will always provide you with a breakdown of our estimated fee and agree this with you prior to undertaking any work. We will discuss your payment options with you and agree how you would prefer us to be paid.

You may also pay our adviser charges via deductions from the financial product(s) that you might invest in, where the product or service provider allows this. Please note that if you choose to pay for initial advice or ongoing services by deduction this will reduce the amount left for investment, or have other consequences. Whichever option you select we will discuss the implications of using that payment method with you prior to putting it in place.

You may wish to set a fixed amount of fees that cannot be exceeded without further reference to you, in which case please speak with your Adviser. Where charging a fixed fee, we will provide you with a fee agreement showing the actual fee that will be payable for the agreed service being provided. We will provide a letter of engagement to indicate how much we might charge in total.

### **Our payment options**

#### ➤ **Settling your adviser charge through a single payment**

You will be required to settle the payment of our fees on completion of our work within 7 days. We accept cheques made payable to Sandle Nash Limited only. We do not accept payment by cash and can provide a receipt upon request.

You can choose to pay your adviser charge by standing order. The adviser charge can be paid up to a maximum of **12** instalments on the 1<sup>st</sup> day of the month from your bank account. The adviser charge will be taken in equal instalments. ***If you fail to keep up payments of the adviser charge, we will reluctantly terminate our relationship.***

#### ➤ **Settling your adviser charge through fees and offset fees (paid by a product provider)**

You may elect that we are remunerated **by fees and offset fees (paid by a product provider)**. The actual amounts will depend on the service provided to you but will be in line with the arrangements set out in section 8a earlier headed "**Investment & Pension Advice**".

The fee will not exceed the rates shown in either this document or the **Client Fee Propositions**. We will agree the rate we will charge before beginning work and we will tell you if you have to pay VAT. The fee will become payable on completion of our work. You may ask us for an estimate of how much in total we might charge.

#### ➤ **Settling your Fee for Pure Protection Products**

If you buy a protection product you may elect that we are remunerated **by commission**. The commission is paid directly by the provider. 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.

You may elect that we arrange for the protection premium to be discounted by the commission that otherwise might have been payable under the policy recommended. In this instance, you will need to pay a fee appropriate to cover our advice and work, in accordance with the scale of fixed fees detailed in section 8a earlier.

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 in the following example: If a 40 year old non-smoker was to pay £52 per month for 25 years towards a Life & Critical Illness policy which had a sum assured of £100,000, we would receive commission of approximately 1.6% of the sum assured (£1,600) over the full term of the policy.

### **Other Factors**

We may also receive commission or another form of benefit from working with the issuer of a security, a product provider or from another intermediary. We will inform you before the transaction if we are likely to receive such commission or form of benefit from recommending any product to you.

In respect of any regular premium policy which we may recommend, should you subsequently cease to pay premiums on the policy and as a result of your cancellation we are obliged to refund product charges or other commission that has been paid to us we reserve the right to charge you a fee representing the amount we have to repay, for a period of up to four years after commencement of the policy. We will not charge such fee if you exercise your right to cancel in accordance with the cancellation notice sent to you by the product provider.

## **9. Accounting to You**

The firm will make arrangements for all your investments policies and/or 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. For such a 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 investments as soon as practicable after we receive them; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them all to you. All such documents may be sent by post and this would be at your risk. In some cases, the documentation will be sent to you direct from the product provider.

We will outline from the outset whether our advice will cover your entire financial planning needs or whether it will focus on a specific area, giving consideration to any restriction you may place on the advice you need.

## **10. Client Money**

Client Agreement, version: January 2025

For your additional security **WE DO NOT HANDLE CLIENTS' MONEY**. We never accept a cheque made payable to us (unless it is in settlement of our fees or other charges or disbursements for which we have sent you an invoice). Cheques for investment will be required to be paid direct to the product provider. We do not handle cash.

## 11. Cancellation Rights

The cancellation rights for each individual policy you have been advised on will be explained to you in your suitability report which we will give you before, or at the time you confirm or carry out the transaction.

## 12. Financial Services Compensation Scheme

We subscribe to the Financial Services Compensation Scheme (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. You will find up-to-date details of the FSCS's compensation limits, eligibility and details on how to make a claim on its website [www.fscs.org.uk](http://www.fscs.org.uk). Currently, the limits are:

- **Investment** - up to £85,000 per eligible person, per firm (this includes Self Invested Personal Pension providers)
- **Deposit** - up to £85,000 per eligible person, per bank, building society or credit union.
- **Insurance\*** - Insurance advising and arranging is covered for 100% of the claim, with no upper limit.

*\* This includes pensions that are provided by UK-regulated insurers, as long as they qualify as 'contracts of long-term insurance'. A common example is an annuity, where you exchange the cash in your pension for a regular income from an insurance company. Likewise, the majority of personal pension, stakeholder pensions and some other pension products provided by UK-regulated insurers, qualify as 'contracts of long-term insurance'.*

## 13. Complaints

If you should have any complaint about the advice you receive, or a product you have bought from us, please write to (or call):

**The Compliance / Complaints Officer at Sandle Nash Ltd**  
**Yeo Business Park**  
**Clyst St. Mary**  
**Exeter**  
**EX5 1DP**  
**Telephone Number 01395 239994**

If following our subsequent investigation and response, you are still not satisfied, you may contact the Financial Ombudsman Service ([www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk); South Quay Plaza, 183 Marsh Wall, London E14 9SR). Full details are contained within our internal complaints procedure, which is available to you on request at any time.

## 14. Material Interests

We offer independent financial advice and are not connected to any product provider. However, occasions may arise where we, or one of our other customers, will have some form of interest in business which 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. There may be occasions when we will be unable to act for one of the parties. As a consequence of such potential conflicts arising, we have put arrangements in place to ensure our clients are treated fairly. We have also implemented a conflicts of interest policy to help us manage such risks, which you may access on request.

Occasionally, we may attend training events which might be funded/delivered by product providers, platforms or fund managers. These events are designed to enhance our knowledge, therefore enhancing the service we provide for our clients. Further information about our conflicts of interest policy is available on request.

## 15. Risk Warnings

A general description of the risks associated with investment products (including Pensions and certain Life Insurance contracts) and strategies that we may undertake for you are as follows:

### a. Market risk

The risk of investments declining in value because of economic developments or other events that affect the entire market. The main types of market risk are equity risk, interest rate risk and currency risk.

- **Equity risk** - applies to an investment in shares. The market price of shares varies all the time depending on demand and supply. Equity risk is the risk of loss because of a drop in the market price of shares.
- **Interest rate risk** - applies to debt investments such as bonds. It is the risk of losing money because of a change in the interest rate. For example, if the interest rate goes up, the market value of bonds will drop.
- **Currency risk** - applies when you own foreign investments. It is the risk of losing money because of a movement in the exchange rate. For example, if the EURO becomes less valuable relative to the GBP Pound, your EURO denominated investment will be worth less in GBP Pounds.

### b. Liquidity risk

The risk of being unable to sell your investment at a fair price and extract your money when you want to. To sell the investment, you may need to accept a lower price. In some cases, such as unlisted investments, it may not be possible to sell the investment at all.

### c. Concentration risk

The risk of loss because your money is concentrated in one investment, or type of investment. When you diversify your investments, you spread the risk across different types, industries and geographic locations.

#### **d. Credit risk**

The risk that the government, entity or company that issued the bond will run into financial difficulties and will not be able to pay the interest, or repay the principal, at maturity. Credit risk applies to debt investments such as bonds. You can evaluate credit risk by looking at the credit rating of the bond. For example, long-term UK government bonds tend to have a credit rating of AA, which indicates the second lowest possible credit risk.

#### **e. Reinvestment risk**

The risk of loss from reinvesting principal or income at a lower interest rate. Suppose you buy a bond paying 5%. Reinvestment risk will affect you if interest rates drop and you have to reinvest the regular interest payments at 4%. Reinvestment risk will also apply if the bond matures and you have to reinvest the principal at less than 5%. Reinvestment risk will not apply if you intend to spend the regular interest payments, or the principal, at maturity.

#### **f. Inflation risk**

The risk of a loss in your purchasing power because the value of your investments does not keep up with inflation. Inflation erodes the purchasing power of money over time - the same amount of money will buy fewer goods and services. Inflation risk is particularly relevant if you own cash or debt investments like bonds. Shares offer some protection against inflation because most companies can increase the prices they charge to their customers. Share prices should therefore rise in line with inflation. Property also offers some protection because landlords can increase rents over time.

#### **g. Horizon risk**

The risk that your investment horizon may be shortened because of an unforeseen event, for example, the loss of your job. This may force you to sell investments that you were expecting to hold for the long term. If you must sell at a time when the markets are down, you may lose money.

#### **h. Longevity risk**

The risk of outliving your savings. This risk is particularly relevant for people who are retired, or are nearing retirement.

#### **i. Foreign investment risk**

The risk of loss when investing in foreign countries. When you buy foreign investments, for example, the shares of companies in emerging markets, you face risks that do not exist in the UK, for example, the risk of nationalisation.

We shall also draw your attention to specific investment risks that apply to our recommendations and which require your consent before proceeding.

The value of investments may go down as well as up, and you may not get back the amount invested. Levels of income from investments may fluctuate. We cannot be held liable for any depreciation in the value of investments arranged for you. Non-readily realisable investments will generally have a restricted market, and therefore it may be difficult to deal in that investment or to obtain reliable information about its value.

For insurance products, your insurance policy may lapse if you do not keep up to date with regular premium payments and you may not be covered if a claim is made. Furthermore, your insurance / protection cover is based upon the information you provide to the insurance company. Where you are buying insurance as an individual, this means that you must take 'reasonable care' to answer all questions asked by the insurer fully and accurately. Failure to provide accurate and up to date information may invalidate your insurance cover and mean that a claim may not be paid.

### **16. Data Protection & Money Laundering**

You may be assured that the firm (and any company associated with it) will treat all personal data, and sensitive personal data as confidential and will not process it other than for 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.

We are registered under the Data Protection Act 2018. You acknowledge and understand that we keep personal and financial information with regard to your circumstances on file (electronic and/or paper based) as required to be able to advise you as to your financial planning needs. We confirm that this information will not be used or transferred by us to any other firm, company, entity or person (other than the product provider) without your consent, or as may be required by law. We may also provide information to the FCA and other regulatory authorities upon request. We cannot be held responsible for the information held on your file becoming inaccurate due to your change of circumstances if you fail to inform us of those changes.

Where business services are provided to the firm by third parties, then circumstances may arise which warrant the disclosure of more than just your basic contact details. On these occasions such as processing business, and obtaining compliance and regulatory advice, you agree that personal information held by the firm may be disclosed on a confidential basis, and in accordance with the Data Protection Act 2018, to such third parties. You agree that this information may be transferred electronically, e.g. by e-mail.

We are required to verify your identity in accordance with the Proceeds of Crime Act 2002 and The Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2019. We reserve the right to approach third parties and to delay any of your applications until adequate verification of identity has been obtained.

A separate Privacy Statement details further information, including our obligations under the **General Data Protection Regulation (GDPR)**.

### **17. Governing Law & Jurisdiction**

## Liability

You agree to indemnify us in relation to any acts proceedings or claims which we incur directly or indirectly as a result of our acting under this agreement, save that this indemnity shall not apply to the extent it arises out of our negligence, fraud, breach of this agreement or our regulatory responsibilities. We reserve the right to amend this client agreement at our discretion where changes in regulation or law necessitate it. In doing so, you will be given the option to accept our new agreement or terminate our authority. This client agreement shall be governed by, and construed according to English Law. Any disputes shall be determined in the jurisdiction of the English Courts. Where a formal written notice is required by this agreement then it shall be in writing (not email unless agreed in advance by the parties) and sent by first class post and deemed effective two business days after posting.

## 18. Future Changes

In accepting this Client Agreement, you agree that we may change the future content without receiving your prior consent to do so, but we will not conduct any investment business for you until such time as we have issued you with the amended version of this document.

## 19. Clients resident in the EEA

Following the completion of the Brexit agreement on 31<sup>st</sup> December 2020, Sandle Nash will be unable to undertake servicing arrangements as we will not hold a 'passport' to do so. Financial arrangements can still be conducted wholly within the UK. We will not be able to provide marketing material or to contact you with any promotions regarding your investments. You will, however, be able to receive notifications of your existing investments and portfolios.

## 20. Termination of Authority

You, or we, may terminate our authority and/or this agreement 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 the Client Agreement unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination, and any fees agreed at the outset, which may be outstanding.

## Client Consent

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

- I/We understand and consent to the terms of this client agreement and I/we hereby authorise the transfer of information, as described above, on a confidential basis when warranted between such third parties.
- I/We confirm we have received the Service Proposition Matrix (summary).
- I/We authorise you to liaise with my/our other professional advisers in exchanging relevant personal information pertinent to my/our financial planning requirements and to rely on any such information provided.
- I/We agree that this Client Agreement will come into effect from the date below:

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.

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**Client Name**..... **Client Name**.....

**Signature** ..... **Signature** .....

**Date** .....

**Signed for and on behalf of the firm:**

**Adviser**..... **Signature**.....

**Date of Issue**.....

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### Contact Details:

Address : Yeo Business Park, Clyst St. Mary, Exeter, EX5 1DP  
Telephone : 01395 239994 E-mail : [info@sandlenash.co.uk](mailto:info@sandlenash.co.uk)  
Website : [www.sandlenash.co.uk](http://www.sandlenash.co.uk)

## SANDLE NASH - 2025 FEES SUMMARY

## Our On-Going Service Proposition Matrix

SERVICE TYPE	ASSETS UNDER ADVICE	ANNUAL FEE	MAIN FEATURES (see also the service propositions)
<b>ACTIVE</b>  (EXISTING & NEW CLIENT VERSIONS)	Amount agreed  <i>(on an individual client basis, and will typically exclude Cash, Property &amp; Direct Equities)</i>	<b>0.85% maximum*</b>  <i>(of Assets under Advice)</i>  <b>£1,250 minimum</b>	<ul style="list-style-type: none"> <li>• Agreed Annual suitability review</li> <li>• Valuation to coincide with meeting</li> <li>• Periodical Personal Contact</li> <li>• Adviser/Paraplanner driven service</li> <li>• 3 working days response standard</li> </ul>
<b>TRANSACTIONAL</b>  (EXISTING & NEW CLIENT VERSIONS)	Not applicable	<b>0.60% maximum*</b>  <i>(of assets to be valued annually)</i>  <b>£750 minimum</b>	<ul style="list-style-type: none"> <li>• Client initiated meetings</li> <li>• Annual Valuation (<b>without suitability review</b>)</li> <li>• Emphasis on Remote Servicing</li> <li>• Paraplanner point of contact</li> <li>• 5 working days response standard</li> </ul>

\*This fee can be funded via an agreed mixture of current trail commissions, new transactional charges (where relevant) and/or a top up fee. The charge reduces by 0.10% for amounts in excess of £500,000.

## Our New Advice Implementation Fees

### Our hourly rates are:

- Director/Adviser: **£ 225 per hour**
- Paraplanner: **£ 95 per hour**
- Administrator: **£ 30 per hour**

### Our standard fixed fees are:

- Initial Meeting: **Free**
- Initial Financial Review: **£1,250** (but may, at our discretion, be offset in part or full, against implementation fees)
- Implementation: **Per Table Below** (subject to £450 minimum)

### Our standard lump sum implementation fees (as a percentage of the funds invested) are:

Charge on Amount Invested	Percentage Fee (%)
On first £100,000	3.00% (subject to £450 minimum)
On next £100,001-£250,000	2.00%
On £250,000 and above	1.00%

### Our standard regular contribution implementation fees (as a percentage of the first year's contributions) are:

Monthly Amount	Percentage Fee (%)
On first £300 pm	10% (subject to a minimum of £450)
On next £450 pm	7.5%
On £750 pm and above	5%

### Upfront costs for Defined Benefit Pension Transfer advice:

Please refer to our separate 'Sandle Nash Defined Benefit Pension Transfer Fees' document (available on request).

### Amendments to our standard implementation fees:

Where advice is given to existing clients on existing products (for example topping up an existing ISA) we will discount our standard implementation fees as follows:

Service Proposition:	Transactional	Active
Charge for Advice/Implementation:	No Change (Per Table above)	50% discount (minimum fee £175)