

Client Agreement for Arden Associates (IFA) LLP

Arden Associates (IFA) LLP is authorised and regulated by the Financial Conduct Authority. Our FCA Number is 208500. You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by telephoning the FCA on 0800 111 6768.

OUR COMMITMENT TO YOU

Prior to providing you with any advice we will take time to understand your current needs, circumstances and attitude to risk. Any advice provided will be confirmed to you in writing.

Arden Associates takes all our regulatory responsibilities very seriously and we ensure that all our staff are required to demonstrate their competence to undertake their role and our business is structured in a manner that is designed to meet in full all the requirements set by our regulator, the Financial Conduct Authority, and under European Securities and Market Authority rules.

CLIENT CLASSIFICATION

Arden Associates classifies all clients as 'retail clients' for investment business, which means you are afforded all protections under the rules of the Financial Conduct Authority.

Should you wish to be classified differently for investment business, please discuss this with your adviser. Please note that should you wish to be considered as a different category of customer for investment business, such as a professional client or eligible counterparty you must inform us in writing. We will provide you with a new client agreement and you may lose a number of protections which will be outlined in that new agreement.

Arden Associates classifies all clients as 'consumers' for non-investment insurance business, which means you are afforded all protections under the rules of the Financial Conduct Authority.

Should we need to classify you differently we will discuss this with you, however, you should be aware that you may lose a number of regulatory protections which will be outlined in a revised agreement.

METHODS OF COMMUNICATION LANGUAGE

Unless you advise us otherwise, we will communicate with you through whatever means are convenient to you and us, including face-to-face, telephone, e-mail and other acceptable electronic communication methods.

LANGUAGE

Please note that all our communications and documents will be provided to you in English.

CLIENT MONEY

Arden Associates does not handle clients' money. We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

DATA PROTECTION

For details of our Data Protection policy, please see our Data Protection Notice, which will be provided separately to you.

INVESTMENT SERVICES

Arden Associates (IFA) LLP is permitted to advise on and arrange (bring about) deals in investments contracts.

Transactional Only - with regard to investments contracts which we have arranged for you, these will not be kept under review unless we agree otherwise with you; but we will advise you upon your request.

With service provision - we will provide services to you as more fully outlined in *The Cost of Our Services - Review Service*, described later in this document.

SCOPE OF ADVICE

Independent Advice – we will only provide advice and make a recommendation to you having fully assessed your financial needs and objectives.

This means that we will spend some time discussing with you: what you want to achieve financially and see if the advice and services that we offer are going to be appropriate to address them.

It is important to us that you fully understand how we go about doing this, so please do ask us for more detail if anything is unclear to you.

Financial Products

In respect of the financial products that we use, we do not restrict ourselves to certain types of products. We will look across a range of products which are called Retail Investment Products, we will also look at Cash ISAs, National Savings Products and structured products as well. We use research tools to select these products using criteria set to meet your needs and will not use pre-determined lists or only a small range of preferred providers. We aim to find the right product to meet your needs on each and every occasion.

Product Providers

In respect of the product providers that we use: we do not restrict our advice to certain companies. Instead, we use research tools to help us find the company that provides the right products to meet your needs.

CONFLICT OF INTERESTS

We have a legal and regulatory obligation to take all appropriate steps to identify and to prevent or manage conflicts of interest from arising. In the event of any of our business interests or activities creating a potential conflict of interest we will ensure that we take all appropriate steps to manage the potential conflict by maintaining robust systems, controls and staff training. In the unlikely event that we are unable to prevent the potential conflict, we will fully disclose to you, the general nature and/or sources of conflicts of interest and the steps taken to mitigate those risks.

Further details of our conflict of interest policy are available upon request.

BEST EXECUTION

It is our policy to transact your business in order to achieve the best possible results in terms of the:

- Price of products, providers and services
- Cost of advice
- Speed
- Size and nature of the transaction
- Effectiveness of the platform/provider/service provider

NON-INVESTMENT AND GENERAL INSURANCE PERMISSIONS SERVICES

Arden Associates is permitted to advise on and arrange (bring about) deals in non-investment and general insurance contracts.

We are an insurance intermediary and act on behalf of clients and not insurers.

NON-INVESTMENT AND GENERAL INSURANCE SERVICES

We offer a personal recommendation on the basis of a fair and personal analysis of the market.

WHAT WILL YOU HAVE TO PAY US FOR THIS SERVICE?

No fee, we will be paid commission by the provider.

CONSUMER CREDIT

We make no charge for any advice in relation to consumer credit activities.

ACCOUNTING TO YOU

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 to you.

COMPLAINTS

If you wish to register a complaint, please contact us in writing at: Arden Associates (IFA) LLP, Coningsby House, 24 St Andrew's Street, Droitwich, Worcestershire, WR9 8DY or telephone us on 01905 782009. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Further information about FOS is available on their website: <http://www.financial-ombudsman.org.uk>.

COMPENSATION ARRANGEMENTS

We have briefly set out some information about the Financial Services Compensation Scheme (FSCS) below. If you would like further information about compensation scheme arrangements then details are available online at www.fscs.org.uk or telephone 0800 678 1100.

Most of the products that we advise on are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if product providers or we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

The actual level of compensation you receive will depend on the basis of your claim. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category (listed below).

Investment

Most types of investment business are covered for 100% of the first £120,000 per person per firm, so the maximum compensation is £120,000 per person per firm.

Deposits

Money in accounts like current and savings accounts, including Cash Individual Savings Accounts (ISAs) are covered up to £120,000 per authorised firm (£240,000 for a joint account). It should be noted that 'authorised firms' may have different brands. The FSCS will provide a £1.4 million protection limit for temporary high balances for 6 months from when the amount was first deposited with your bank, building society or credit union if it fails. A temporary high balance would apply when payments have been received in respect of specified life events, details of which can be obtained from FSCS.

Protection and non-Investment Insurance mediation

Protection is at 100% without limit, where the claim is in relation to a long-term care insurance contract that is a pure protection contract, or the claim is in respect of a liability subject to compulsory insurance.

In all other cases: 90% of the claim without limit.

Mortgages

Mortgage advising and arranging is covered for up to £85,000 per eligible person, per firm (if the firm failed after 1 April 2019).

HOW WE WORK WITH CLIENTS: OUR SERVICES AND FEES

Before recommending a product, we will make suitability checks to ascertain your relevant knowledge, experience, objectives, financial situation and your ability to bear losses.

Prior to any transaction we will provide you with a suitability report outlining any recommendations we have made including the selling, holding or buying of investments.

To ensure that you are always fully aware of our advice costs and how and when you are going to be asked to pay for this, we will always confirm this verbally and in writing by asking you to sign our Client Agreement.

Generally we will ask you to pay for our services at the end of the advice period after we have completed a detailed financial analysis of your current position and have agreed that we can provide advice to you.

Arden Associates (IFA) LLP offers a transaction and advice service (Core Service) and an advice and ongoing review service (Review Service). We will agree with you the level of service most appropriate to your needs.

You may select our Core Services for one off advice or the Review Service to ensure that the advice provided remains appropriate to your specific circumstances.

The **Core Service** will provide the following:

1. Initial Consultation - Gather Information

- We will provide a full explanation of our company, how we work and a written explanation of the services that our company offers so that you will fully understand the level of services and advice you can expect from us.
- We will provide information about the cost of our services.
- We will undertake a financial review in order to understand, with you, your needs and objectives based on a comprehensive review of your current financial position.

- We will complete a detailed risk analysis assessment to fully understand your attitude and tolerance to risk.

2. Research and Recommendation (Advice)

- We will analyse all the information that you supplied at your initial consultation before identifying any action that you should take.
- We will assess your objectives, review any existing plans and devise an investment strategy (if applicable).
- Research of the whole market place to ensure that the most appropriate financial solutions are recommended, with specific provider and product or fund recommendations selected from all those available in the market.

3. Implementation

- If you are happy with our recommendations, we will complete all the documentation and implement your financial plans and investments.
- If you disagree with our recommendations or feel that we have misunderstood your needs and objectives then we will move back to the initial stage and start again.
- All our advice will be confirmed in writing.
- We will forward any policy documents to you.

4. Review

- Your investments will not normally be kept under review and we will not provide any ongoing advice. We may agree with you to provide further advice but we will charge separately for this.

The Review Service includes the above together with the offer of an annual or more frequent (if considered appropriate) review. The purpose of the Service is to review your investments to ensure that they continue to meet your objectives and attitude to investment risk. It will include portfolio valuations and reviews, a review of your attitude to risk and ongoing financial advice and may include strategy review meetings. It will take into account changes in the economic environment and legislation.

What we expect from you

If you appoint us to be your financial advisers, we would ask you to:

- Provide us with any information requested in a timely manner, to enable us to advise you properly.
- Engage in the financial planning process fully and take an active interest in your financial planning.
- Regularly consider your goals and let us know if these change.
- Tell us if you do not understand any recommendations we are making.
- Act upon the agreed actions to achieve your goals.
- Let us know if you think that we can improve our service.

THE COST OF OUR SERVICES

The **Core Service** is chargeable as a percentage of funds to be invested as follows:

Lump sum investments and transfers with a minimum value of £100,000

- **£100,000 & above** **1%**

For example, if you invest £100,000 our fee could be £1,000.

For example, if you invest £275,000 our fee could be £2,750.

Annuities and Open Market Options

- **Flat fee** **1%**

For example, if the pension fund (net of the Pension Commencement Lump Sum) was £100,000, our fee could be £1,000).

For example, if the pension fund (net of the Pension Commencement Lump Sum) was £275,000, our fee could be £2,750

You can pay for our advice by way of a deduction of our fee from the investment amount sent to a fund manager or product provider prior to its investment.

For example, if you provide a lump sum of £100,000 and our fee is £1,000, that amount will be deducted before the remaining £99,000 is invested. The £1,000 is paid to us by the provider as a fee.

For example, if you provide a lump sum of £275,000 and our fee is £2,750, that amount will be deducted before the remaining £272,250 is invested. The £2,750 is paid to us by the provider as a fee.

All figures quoted are purely for example, the actual fee paid will depend on the complexity of the work undertaken and will be confirmed to you in our client engagement letter prior to any work being undertaken.

Please note that if you pay our fees by way of a separate payment, 100% of the investment amount will be invested.

THE COST OF OUR SERVICES - Review Service

We aim to build long lasting trusted relationships with all of our clients. This involves recommendations being clearly explained to you with an ongoing service process being agreed to review your financial plans to ensure that they remain appropriate to your ongoing needs. Financial planning is an evolving process and an essential element of this is to regularly review your arrangements to ensure that they continue to match your goals and objectives.

- We will re-assess your objectives and review any existing plans.
- We will re-complete a detailed risk analysis assessment to review your attitude and tolerance to risk and we will review your existing investment strategy (if applicable) to ensure alignment with your attitude to investment risk.
- We will discuss your investment portfolio's performance.
- We will assess the continued suitability of your financial plans.
- We will identify any further financial objectives.

This is an optional service and we will not automatically provide this to you. You will need to confirm whether you want this service and how you will pay for it by indicating your consent in the PAYMENT FOR SERVICES section at the end of this document.

Our ongoing service option incorporates a periodic suitability review of the investments we have recommended, this is to ensure the original recommendation remains suitable. This periodic assessment will be completed at least annually; however, the frequency may be increased when taking into account your risk profile and the types of financial products that have been recommended.

We will provide you with information regarding the costs at least annually to help you understand the overall cost and the cumulative effect on the return of the investment.

Review Service for Assets under £1 million

The Review Service is chargeable as above but with the addition of an ongoing fee of 0.65% of the value of the funds under management, subject to a minimum charge of £325 per annum. The fee may increase as the value of the funds under management grow.

For example, if your portfolio was worth £100,000, the charge would equate to £650.

For example, if your portfolio was worth £250,000, the charge would equate to £1,625.

Review Service for Assets of £1 million and over

The Review Service is chargeable as above but with the addition of an ongoing fee of 0.50% of the value of the funds under management. The fee may increase as the value of the funds under management grow.

For example, if your portfolio was worth £1,000,000, the charge would equate to £5,000.

For example, if your portfolio was worth £1,500,000, the charge would equate to £7,500.

Protection

We will be remunerated for protection advice via a commission paid to us by the product provider. You will receive a client specific illustration which will detail the amounts of commission that will be paid to our business.

HOURLY RATES

There may be occasions where no investment or product sale is arranged and where fees may be charged at an hourly rate. Our charges are as follows:

- Financial Adviser - £160 per hour
- Administrator - £60 per hour

For example:	Initial Consultation/Gather Information	up to £800 (5 hours)
	Research and Recommendation	up to £960 (6 hours)
	Implementation	up to £640 (4 hours)

Alternatively, we may agree a one off fixed fee with you.

Please note that we may charge you for travelling costs for a home visit.

TERMINATION OF OUR SERVICES

Termination of our services (Initial Advice) – You, or we, may terminate our authority to act on your behalf at any time. You will be liable to pay for any advice or services that you have received prior to the date of termination. This means that where we have agreed the advice and services that we will provide for you and we have agreed to receive payment for these, either by means of a fee for investment business or by receiving commission from a provider for non-investment business you will have to pay us for any work that we have completed up to the date of termination.

Termination of our services (Ongoing Advice) – You, or we, have the right to cancel payment for our ongoing services.

- We would give you 15 working days' notice and upon request could signpost you to alternative sources of financial advice. We will terminate any ongoing payments to be received from product or service providers.
- You are asked to give 15 working days' notice and we will write to product or service providers to terminate any ongoing payments to be received.

PAYMENT FOR SERVICES

We will ask you to pay for our services at the end of the advice process.

With regard to investments and protection contracts which we have arranged for you, these will not necessarily be kept under review unless the Review Service has been selected.

The payment for our services can be by way of a direct payment from you or by way of a deduction of our fee from the investment amount sent to the provider. Our firm does not charge VAT.

CLIENT CONSENT

This document 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 that you read it carefully and if you are unsure about any aspect then please ask.

The terms of the Client Agreement come into force once you have signed the Client Agreement and remain in force until further notice.

PAYMENT FOR SERVICES

I/we wish to engage Arden Associates (IFA) LLP to provide Core Services

I/we wish to engage Arden Associates (IFA) LLP to provide Review Services

Payment by Cheque/Standing Order

Payment by deduction from investments

Client Name(s):

Client Signature(s):

Date of Issue:

Date Signed:

V21-2025

Arden Associates (IFA) LLP

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Arden Associates (IFA) LLP is authorised and regulated by the Financial Conduct Authority
Arden Associates is the trading name of Arden Associates (IFA) LLP which is registered in England and Wales
Number OC300530. Registered address as above.