

Terms of Business Letter

For Willis Cooper Financial Services Ltd

Willis Cooper Financial Services Ltd is an appointed representative of 2020 Financial Services Ltd which is authorised to conduct investment business under the Financial Services & Markets Act 2000 and is regulated by the Financial Services Authority.

Willis Cooper Financial Services Ltd is an independent adviser and will act on your behalf in providing 'whole of market' advice on life assurance, pensions, investments, general insurance & mortgages from different companies.

- **OUR SERVICES**

Willis Cooper Financial Services Ltd is permitted to arrange (bring about) deals in investments and advice on investments. The particular investment types relate to life assurance, pensions, investments in authorised collective investment schemes, Unit Trust PEPs and ISAs.

With regard to investments which we have arranged for you, these will not be kept under review but we will advise you upon your request. However, at our discretion, and unless we hear from you to the contrary, we may contact you in the future without your prior consent should we wish to discuss the relative merits of an investment or service which we feel may be of interest to you. Any telephone contact will be between the hours of 9.00am to 9.00pm. In some circumstances, we may recommend an unregulated contract such as an unregulated collective investment scheme: separate terms apply to such business.

Willis Cooper Financial Services Ltd 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.

- **MATERIAL INTERESTS**

Willis Cooper Financial Services Ltd offers independent advice, but occasions can arise where we or one of our other clients will have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients 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.

- **TERMINATION OF AUTHORITY**

You or we, may terminate our authority 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 these terms of business unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees which may be outstanding.

- **FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)**

If you make a valid claim against Willis Cooper Financial Services Ltd in respect of the investments we arrange for you and we are unable to meet our liabilities in full, you may be entitled to redress from the FSCS, details of the cover provided by the FSCS are given in a leaflet which we will send you at your request. Further information is available from the Financial Services Authority and the FSCS.

- **COMPLAINTS**

If you should have any complaint about the advice you receive or a product you have bought please write to The Complaints Officer at Willis Cooper Financial Services Ltd, Old Mill House, Bridgefoot, Belper, Derbyshire, DE56 2UA. If following our subsequent investigation and response you are still not satisfied you may contact the Financial Ombudsman Service. Full details are contained within our internal complaints procedure, which is available to you on request at any time.

- **RIGHT TO WITHDRAW**

In the case of a non packaged product ISA or PEP recommended we will inform you in writing of any right to withdraw or cancel you may have or, if it is the case, we will inform you in writing that no such rights will apply.

- **CLIENTS RISK**

You are advised that because investments can fall as well as rise, you may not get back the full amount invested. Past performance is not necessarily a guide to future performance.

- **DISCLOSURE OF CLIENTS PERSONAL DATA**

Where investment business services are provided to Willis Cooper Financial Services Ltd 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 Willis Cooper Financial Services Ltd may be disclosed on a confidential basis, and in accordance with the Data Protection Act 1998, to such third parties. You agree that this information may be transferred electronically, e.g. email. You also agree that ourselves or any such third party may contact you in future by any means of communication which we consider appropriate at the time, including the use of email where appropriate. You have the right to inspect copies of any papers or computer records relating to your transactions, although we reserve the right not to disclose information relating to other parties. We would be grateful for your assistance in keeping our records up to date, so that we may provide you with a comprehensive service.

• **PAYMENT FOR SERVICES**

We normally derive our income from commission paid to us by life assurance companies and the operators of collective investment schemes through which investments are made. We shall tell you the amount of commission payable to us on any such investment.

If we receive a commission or other form of benefit from the issuer of a security or from another intermediary, we will inform you, but we will not tell you its amount unless you ask us to do so.

Alternatively, if you or we propose to operate on a fee basis, we will agree its basis, frequency and method with you in writing before we carry out any chargeable work. Should we receive commission from any third party in relation to transactions arranged for you, we will offset the amount received against any fees due.

In respect of any regular premium policy which we may recommend should you subsequently cease to pay premiums on the policy and in consequence we are obliged to refund the 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, but we will not charge the fee if you exercise your right to cancel in accordance with the cancellation notice sent to you by the life company.

If you instruct us to work for you on a commission basis, and then for whatever reason do not follow through with our advice, so that no commission is payable, then we reserve the right to invoice you for our time costs.

• **ACCOUNTING TO YOU**

Unless in exceptional circumstances, we will confirm to you in writing the basis or our reason for recommending the transaction executed on your behalf.

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 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.

• **INVESTMENT OBJECTIVES & RESTRICTIONS**

Following the issue of this letter any subsequent advice or recommendation offered to you will be based on 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. Details of your stated investment objectives will be included in the suitability letter 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 you.

CLIENT'S CONSENT

I/we understand and consent to the above terms and I/we hereby authorise the transfer of information, as described above on a confidential basis when warranted between such third parties. I agree that the Terms of Business will come into effect from the date of issue, and consent to future changes from time to time without giving prior consent.

I/we confirm that I/we have received the following regulatory items in addition to this Terms of Business Letter:

- Keyfacts About Our Services
- Guide to the Cost of our Services
- Guide to EU Money-Laundering Regulations - Identity Verification

Please sign below to confirm receipt of these items

Client Name(s).....

Client signature(s).....

Date of issue by Willis Cooper Financial Services Ltd.....

Date of signature.....