Chartered Financial Planners

Important information

Our Agreement With You

ArmstrongWatson®
Financial Planning & Wealth Management

www.armstrongwatson.co.uk

Our Agreement With You
Important information

This is an important document which your adviser will explain to you. We encourage you to read it in conjunction with our Services and Costs document as it provides important information on the following:

- Our background
- Regulatory information
- Our respective obligations
- An explanation of what we need from you when we provide advice
- Important information relating to our services

Our Agreement with You commences on the date you receive and sign this document and will remain in effect unless you tell us otherwise.

About Armstrong Watson Financial Planning Limited

We are the financial advisory division of Armstrong Watson, a leading accountancy business with offices throughout the North of England and the South of Scotland. The principles we developed as accountants have shaped how we deliver financial advice.

Our aim is to help our clients achieve prosperity, a secure future and peace of mind. As a firm we are here to protect, advise and support our clients using our knowledge, skills and ideas to help them to achieve their objectives.

We do this by removing the stress from financial planning and adding value. We're there during the good as well as the difficult times, providing professional advice in a friendly and informal way.

Our core values are; Passion, Trust, Humanity and Honesty.

Who regulates us?

Armstrong Watson Financial Planning & Wealth Management is a trading name of Armstrong Watson Financial Planning Limited. Armstrong Watson Financial Planning Limited is a limited company registered in England and Wales under company number 07208672 with its registered office at 15 Victoria Place, Carlisle, Cumbria, CA1 1EW.

Our website address is
www.armstrongwatson.co.uk

You can contact us by email at
help@armstrongwatson.co.uk

Armstrong Watson Financial Planning Limited is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Registered number is 542122. You can check this on the FCA's Register by visiting https://register.fca.org.uk/s/ or by contacting the FCA on 0800 111 6768. The FCA is the independent watchdog that regulates financial services.

The Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS, from which you may be entitled to receive compensation if we are unable or unlikely to be able to meet claims against us because of our financial circumstances. This depends on the type of business and circumstances of the claim.

Most types of investment business are covered for 100% of the first £85,000, so the maximum compensation is £85,000. Long term insurance (including life insurance) is 100% protected - there is no upper limit. All other claims are covered for 90% with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS. Their telephone number is 0800 678 1100 and their website www.fscs.org.uk

Client categorisation

Unless you tell us otherwise we will treat you as a Retail Client as this affords you the highest level of consumer protection under the UK regulatory system.

Our services to you

Our role as your financial adviser is to provide you with financial advice based upon your personal circumstances and financial objectives.

We provide independent advice and will only make recommendations to you following assessment of your needs and after performing careful research, based upon a comprehensive and fair analysis of the market. We constantly review the services and products available to ensure that they are appropriate for our clients.

Full details on the services we offer together with the associated charges for each is confirmed in the corresponding Our Agreement with You – Services and Costs documents.

Financial Objectives

Any advice or recommendations we provide for you will be based upon your stated objectives and the risk level you consider acceptable. Once we have established your objectives and performed a suitability assessment, we will provide our recommendations in a personalised report, which confirms the basis of our recommendations and points out any key risks, advantages and disadvantages.

You should however be aware that investments can fall, as well as rise and that you may not get back the full amount invested. The values of investments we recommend may depend on fluctuations in the financial markets, or other economic factors, which are outside our control. Past performance is not a reliable indicator of future results.

Specific warnings relevant to the investments, investment strategies or other products we arrange are provided in the relevant product literature.

Discretionary Fund Manager (DFM) recommendations

We may, where appropriate, recommend holding some, or all of your investments with a DFM, a professional investment manager appointed to monitor your portfolio and make investment decisions on your behalf. In such cases we'll explain the respective responsibilities of ourselves and the DFM in relation to your investments.

In doing so we operate under the principle of 'Reliance on Others'. This means the DFM will rely on information provided and act on instructions it receives following any recommendations in respect of the services or transactions that have been provided to you by your adviser. Before setting up this type of arrangement we'll explain the implications to you.

To be clear we do not deal with DFMs on the alternative 'Agent as Client' where the DFM would treat your adviser as the client and you would have no written contract with them.

Financial Crime

We are obliged to put in place controls to prevent our business from being used for money laundering and other forms of financial crime.

We'll verify your identity before undertaking any business with you. To do this we usually use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning. The check may leave a 'soft footprint' on your credit file but it will not affect your credit rating.

Best Execution

Where we send investment applications on your behalf to third parties (e.g. to put an investment into force), we'll take all sufficient steps to ensure that we obtain the best possible result for you. This is referred to as 'best execution'.

We operate a 'best execution policy', which is available on request, to ensure that we always act in the best interests of our clients.

Conflicts of Interest

Armstrong Watson comprises several legal entities, which provide services to clients. There is a common ownership of these entities, which means that the owners of Armstrong Watson Financial Planning Ltd have a beneficial interest, which could potentially result in a conflict of interest. Armstrong Watson LLP, Armstrong Watson Audit Ltd, Armstrong Watson Financial Planning Ltd, Armstrong Watson Trustees Ltd and Future Money Ltd all have common ownership and as a client of Armstrong Watson, we may recommend you use the services provided by one of those entities.

We operate a conflicts of interest policy, which is available on request, to ensure that we always act in the best interests of our clients.

Communicating with You

Our standard approach to communicating with you will be via telephone, post, e-mail, online video or in person. Our communications will be in English. We may ask you to confirm your instructions to us in writing as this helps avoid any future misunderstandings.

Overseas Securities & Investments

Sometimes we may suggest you invest in products that aren't traded on a recognised investment exchange or regulated market. If we do, this could limit your legal and consumer rights, especially if the market is overseas.

Should this be the case we will inform you accordingly.

Currency Fluctuations & Exchange Rates

If your investment is held in a currency other than sterling the value of your investment will be subject to exchange rate movements between the relevant currencies.

Non-Readily Realisable Investments

Where appropriate to your circumstances we could suggest you invest in non-readily realisable (or illiquid) investments where the market is limited.

Due to illiquidity it can be difficult to assess the proper market price and in certain circumstances gain access to the funds invested. A good example would be an investment in property or a property fund.

Terminating our Arrangements

Our authority to act on your behalf under the terms of this agreement may be terminated at any time without penalty, by you or ourselves, provided that this is agreed in writing and 14 days notice is given. We shall be entitled to remuneration for any work already undertaken prior to termination of this agreement.

Receiving Payments From You

You should not make any payments personally to any employee of Armstrong Watson Financial Planning. This includes, but is not limited to; cash, bank transfers, and cheques.

For fee based work, our usual procedure is to accept a cheque(s) from you payable to Armstrong Watson Financial Planning Ltd.

Where we have agreed that our remuneration will be payable via adviser charging, payment will be forwarded to us by the product provider(s) recommended. In these circumstances your payment should be made payable to the product provider(s).

Data Protection and your Personal Information

We need to gather information about your personal and financial circumstances to fully understand your current and future financial needs and objectives but take your privacy seriously and will only use your personal information to deliver our services.

Our policy is to gather and process only that personal data which is necessary for us to conduct our services appropriately with you.

We may need to gather personal information about your close family members and dependants in order to provide our service to you effectively. In such cases it will be your responsibility to ensure that you have the consent of the people concerned to pass their information on to us. We will provide a copy of our privacy notice for them or, where appropriate, ask you to pass the privacy information to them.

If you apply to take out a financial product or service, we'll need to pass certain personal details to the product or service provider.

We may engage the services of third-party providers of professional services in order to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. Your personal information may be transferred electronically (e.g. by email or over the internet) and we, or any relevant third party, may contact you in future by what we believe to be the most appropriate means of communication at the time (e.g. telephone/email/letter etc.).

The organisations we may pass your details onto also have their own obligations to deal with your personal information appropriately. Sometimes a product or service may be administered from a country outside Europe. If this is the case, the firm must put a contract in place to ensure that your information is adequately protected.

Our Privacy Notice, (to view, please visit https://www.armstrongwatson.co.uk/privacy-policy), provides more information about the nature of our personal data processing activities and includes details of our retention and deletion policies as well as your rights of access to the personal information that we hold on you.

As part of this agreement we'll ask you to consent to the transfer of personal information in accordance with the protections outlined above.

Special categories of personal data: there are certain categories of personal data that are sensitive by nature. The categories include data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership and data concerning health. Depending on the nature of the products and services that you engage us for we may need to obtain your sensitive personal data particularly in relation to health. Our policy is that should we require any special category of personal data we will only gather this with your explicit consent.

If you are concerned about any aspect of our privacy arrangements, please speak to us.

Information about connected individuals

I / we confirm that I / we have the consent of connected individuals to the processing of personal data as it is necessary for the services I / we require from Armstrong Watson Financial Planning

I / we confirm that I / we do not have the consent of connected individuals to the processing of personal data as far as it is necessary for the services I / we require from Armstrong Watson Financial Planning

Sensitive Personal Data

The primary basis on which we intend to process your personal data is for the performance of our contract with you. In the case where we need to process sensitive data as described above we require your consent by indicating your agreement to the following statement:

I / we consent to the processing of sensitive personal data as far as it is necessary for the services I / we require from Armstrong Watson Financial Planning.

I / we do not consent to the processing of sensitive personal data as far as it is necessary for the services I / we require from Armstrong Watson Financial Planning

We may also engage the services of third party providers of professional services in order to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. If you wish to know the names of these third parties please contact us for further information.

Marketing

From time to time we may wish to contact you to inform you about additional products or services which may be of interest to you. In order to do this, we require your consent by agreeing to one or all options:

I/we consent to be contacted for marketing purposes by:

Email **Telephone** **Text message** **Post**

Please note that you may withdraw this consent at any time by notifying us at our main business address.

Declaration and consent

This document and the preference expressed within it, together with each of the applicable 'Our Agreement with You - Services and Costs' document(s) is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing below. If you do not understand any element of these documents, please ask for further clarification.

I/We acknowledge that the client agreement will come into effect once it has been signed by all parties and will remain in force until terminated.

Date of issue:	

Client name(s):	
Client signature(s):	
Date:	

Client name(s):	
Client signature(s):	
Date:	

Advisor name:	
Advisor signature:	
Date:	

What to do if you have a complaint

We try our best to ensure that every client is happy, but in the unlikely event that you do have a complaint please contact us by:

Mail:
Paul Dickson
Armstrong Watson Financial Planning Limited
15 Victoria Place
Carlisle
CA1 1EW

Telephone: 01228 690100
Email: paul.dickson@armstrongwatson.co.uk

If we aren't able to resolve matters satisfactorily you may be entitled to refer your complaint to the Financial Ombudsman Service. Full details are available at: www.financial-ombudsman.org.uk

If your complaint relates to products or services purchased online or by other electronic means such as email you may refer the matter to the online dispute resolution platform at: http://ec.europa.eu/odr

The firm maintains written complaints handling procedures and a copy is available on request.

Contact us:

T: 0808 144 5575

E: help@armstrongwatson.co.uk

W: www.armstrongwatson.co.uk

ArmstrongWatson®

Financial Planning & Wealth Management

AWFP V4 10/21