

Armstrong Watson

Financial Planning & Wealth Management



Important Information
Our Agreement with You

ArmstrongWatson[®]
Financial Planning & Wealth Management

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 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 expertise 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.armstrongwatsonfp.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 www.fca.org.uk/firms/financial-services-register 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 likely to be unable 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 £50,000, so the maximum compensation is £50,000.

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 financial objectives.

We provide independent advice and we will only make recommendations to you following an 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.

We establish where you are now and where you would like to be in future, your goals and objectives, attitude to risk and the level of loss you are able to withstand and once we've established what is required we can provide advice accordingly. This may involve some action to help achieve your goals. Before making recommendations we will carry out a suitability assessment so that we are able to act in your best interests.

Where you agree to our Ongoing Review Service we will carry out reviews at least annually to regularly assess the suitability of the solutions we have previously recommended.

We will also assess the potential tax implications of any planned strategies, as how you own an asset can be just as important as the type of asset itself. If you need detailed taxation advice we will ask an Armstrong Watson tax advisor to provide you with this separately. Additional fees may be payable for this work.

There may be occasions where you are clear about exactly what you want to achieve or areas that you do not wish to discuss, which we fully appreciate, but please be aware that this may have a bearing on the advice that we provide.



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 report, which confirms the basis of our recommendations and points out any key risks, advantages and disadvantages.

Please 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 may need to act as your agent in relation to the part of your portfolio held with a DFM. This means that you won't have a direct contractual relationship with the DFM, but the DFM will instead treat our firm as its client. Before setting up this type of arrangement we'll explain the implications to you.

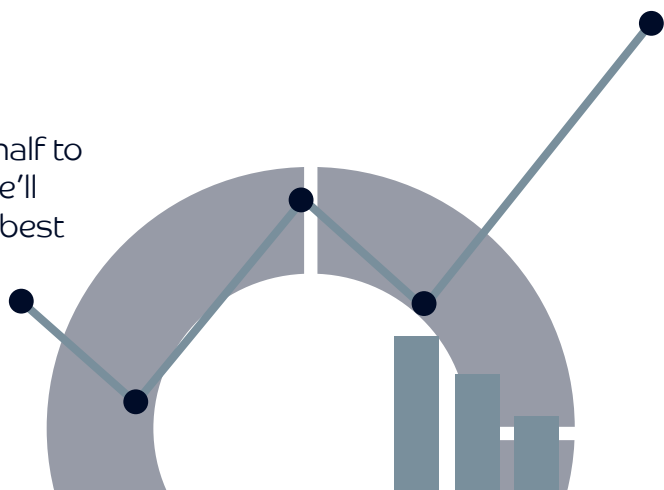
Financial crime

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 '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'.



Conflicts Of Interest

Should an occasion arise where we identify a potential conflict of interest, for example, where we or our clients may have some form of interest in business we are transacting for you, we will inform you and confirm your acceptance prior to carrying out your instructions.

A conflict of interest exists if we recommend that you invest within Future Money Ltd investments. This is because some of the partners in Armstrong Watson have a material interest in Future Money Ltd.

Please be assured that our advisers are instructed to act completely independently and are required to disregard any such interest when making a recommendation to you. Also, an adviser's remuneration is unaffected by the use of Future Money funds over any others.

Our suitability report will provide detailed reasons for our recommendation, why we feel it is suitable for you and outline any potential disadvantages.

The firm and its advisers receive no monetary or non-monetary incentives/benefits from any third party or product provider.

We have a conflicts of interest policy, so If you want to see a copy please ask us.

Recording telephone calls

To ensure we carry out your instructions accurately and to help us to continually improve our service and in the interests of security, where aspects of our advice are discussed over the telephone we may record your telephone communications with us.

Copies of our telephone recordings will be available on request for a period of five years after the recording was made.



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.

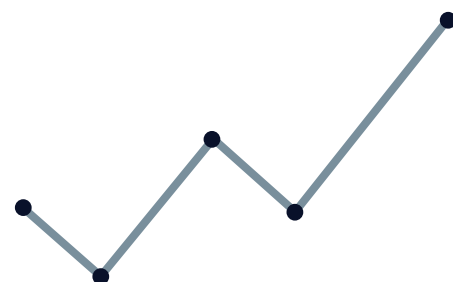
Terminating our arrangements

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 give cash to, or write cheques payable personally to, any adviser. 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).



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:

Compliance Director
Armstrong Watson Financial Planning Limited
15 Victoria Place
Carlisle
CA1 1EW

Telephone: **01228 690100**

Email: **help@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.





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.

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.) in connection with the service we are providing for you.

The organisations we may pass your details on to 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, can be found on our website (www.armstrongwatsonfp.co.uk/privacy-policy) and provides more information about the nature of our personal data processing activities, details of our retention and deletion policies as well as your rights of access to the personal information that we hold on you.

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.

If you are concerned about any aspect of our privacy arrangements or would like further information please speak to your adviser or contact our Head of Privacy (privacy@armstrongwatson.co.uk).

Declaration and consent

This 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 them. If you do not understand any points, please ask for further clarification.

Name(s):	<input type="text"/>
Signature(s):	<input type="text"/>
Date:	<input type="text"/>

Marketing

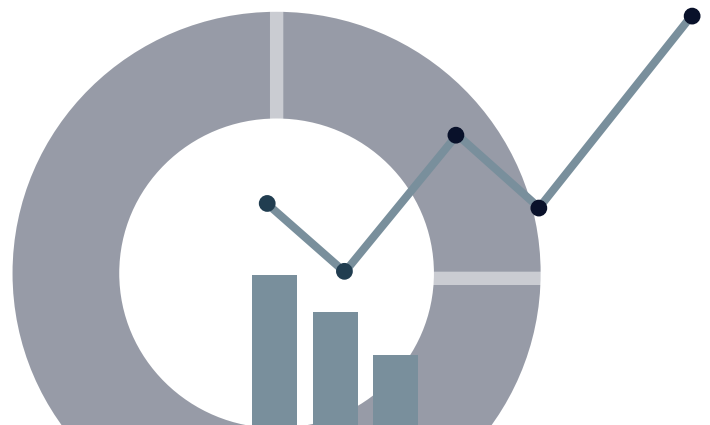
From time to time we may wish to contact you to inform you about additional products or services which may be of interest to you. In order to do this we require your consent by agreeing to one or all of the options:

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

Email Telephone Text message Post

Name(s):	<input type="text"/>
Signature(s):	<input type="text"/>
Date:	<input type="text"/>

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





www.armstrongwatsonfp.co.uk

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Armstrong Watson Financial Planning Limited is authorised and regulated by the Financial Conduct Authority. Firm reference number 542122. Registered as a limited company in England and Wales No. 7208672. Armstrong Watson Financial Planning & Wealth Management is a trading name of Armstrong Watson Financial Planning Limited. Registered Office: 15 Victoria Place, Carlisle, CA11EW. The value of investments and the income from them can fall as well as rise. You may get back less than you originally invested. Past performance is not a reliable indicator of future results.

Version 1 April 2018