



Our Terms of Business

Incorporating Services & Costs Disclosure Document and Adviser Charge Agreement. March 2019

About this document

These terms of business come into force upon receipt and provide information about the way in which we provide our service to you. You need to read this important document. If you have any questions or something doesn't make sense please let us know. These Terms of Business apply to all services we provide to you and any associated work, unless we agree otherwise in writing.

How to Contact Us

If you need to get in contact with us, here are our details:

Wake up your Wealth LLP
The Powerhouse 21
21 Woodthorpe Road
Ashford
Middlesex
TW15 2RP

Office: 0203 8937543 E-mail: greg@wakeupyourwealth.com
M: 07986 632026 Home office: 0203 8937540

Our Regulator and our Regulated Status

The Financial Conduct Authority (FCA) is the independent public body that regulates the conduct of financial services firms. Wake up your Wealth LLP is authorised and regulated by the Financial Conduct Authority in the UK. Our Financial Services Register number is 746535.

Wake up your Wealth LLP's permitted business is advising on and arranging pensions, savings and investment products and non-investment insurance contracts.

You can check this on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

Our relationship

We provide an independent financial advice service. This means that any advice or recommendation that we offer to you will be based on needs, objectives and circumstances we have agreed with you.

Our recommendations cover a wide range of financial strategies and products and we regularly review the market to ensure that the services and products we offer are appropriate for our clients.

We'll consider a number of factors including the services you need, the cost of investing, how much risk you are prepared to accept in an investment product and how much of a drop in its value you could withstand. We can also take into account any restrictions that you wish to place on the type of products you would be willing to consider.

The products we can advise on include pensions, annuities, flexi-access drawdown, ISAs, general investment accounts, investment bonds and individual protection policies. We don't provide advice in relation to individual share holdings. We don't provide advice on high risk or derivative structured products as we believe that these are unlikely to be suitable for our clients.

Our recommended course of action will be confirmed to you in writing, either by email or post, before you instruct any investment transaction. The full detail of our rationale for the recommended course of action will typically be provided after the transaction is instructed, in the form of our Advice Report. This report will detail how your objectives are expected to be met by the advice, along with details of the risks associated with any product recommended.

Products we have arranged for you will usually be kept under review, and the appropriate review service will be detailed in your written recommendation and your adviser charge agreement. We may contact you in the future by means of telephone or post should we wish to discuss the relative merits of a particular product or service which we feel may be of benefit to you, unless you have asked us not to do this.

Client Classification

Unless we notify you in writing to the contrary, we will be treating you as a retail client. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service. Details of our complaints procedure are available on request.

Information provided by you

In order to provide you with a personal recommendation, you must disclose all necessary information to ensure that our advice is suitable. It is your responsibility to provide complete and accurate information to us and to your product providers. We cannot be held responsible for incorrect information held in the event of non-disclosure.

We take your privacy seriously and will only use your personal information to deliver our services.

You accept a duty to keep your contact details held by us up to date and accurate. We are entitled to rely on the accuracy of the contact details supplied by you.

Protecting your Personal Data

Processing of your personal data is necessary for the performance of our contract for services with you, and we intend to only gather and process data which is necessary for that purpose. Generally this is the lawful basis on which we intend to rely for the processing of your data. (Please see the reference to special categories of data below).

Sometimes, we may need to pass your personal information to other organisations. 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 to whom we may pass your details 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.

We will issue you our privacy policy on request. This is a separate document which 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. For certain products and services 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 request your explicit consent to do so.

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

Your money and investments

We will not handle your money, apart from secure payments made over the internet or cheques in relation to money you owe us for our services. All cheques for premiums or investments must be made out to the product providers or insurers. All policies will be registered in your name unless you have written to us and asked us not to do this. If we receive any documents that you should keep, we'll send them to you straightaway.

If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you.

We will accept verbal instructions at our discretion, but these must be confirmed immediately in writing. We can refuse your instructions at our discretion.

Conflicts of interest

In our dealings with you it is unlikely we will have a conflict of interest. If we do have a conflict of interest or a material interest other than receiving fees, or we know that another customer has an interest, we will do everything we can to manage the conflict. If we can't do this, we will write to you with full details before any transaction goes ahead and give you the chance to object to this interest. You may, at any time, ask for more details about our conflicts of interest policy.

From time to time we may attend training events funded and /or delivered by product providers, fund managers and platforms. These events are designed to enhance our knowledge and ultimately therefore enhance the quality of service we provide to our clients. Further details are available on request.

Best execution

In placing your order with a provider or fund manager we will endeavour to obtain the best possible outcome, taking into consideration your instructions. We will usually forward applications and cheques to the chosen provider or fund manager within 24 hours of receipt, the chosen provider or fund manager is then responsible for placing your order on the relevant market.

Working with us

We reserve the right to amend these Terms of Business without your consent but will notify you in advance of any changes that affect you, unless it is impractical to do so.

Email will be the preferred method by which we communicate with you. However, you acknowledge that email is not completely secure or confidential and agree to that risk. We do not routinely encrypt emails but documents containing personal data will usually be password protected. Any telephone calls may be recorded or monitored for training or compliance purposes.

Our website, brand and our approach to providing financial advice are the intellectual property of Wake up your Wealth LLP and all resulting rights are reserved. We retain the copyright in any documents we prepare for you. You may use such documents only for the purposes for which they were prepared for you.

Whose products do we offer?

- We offer products from the whole market
 - We only offer products from a limited number of companies.
 - We only offer products from a single group of companies
-

Which service will we provide you with?

- We will advise and make a recommendation to you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.
- We will provide basic advice on a limited range of stakeholder products and in order to do this we will ask some questions about your income, savings and other circumstances but we will not:
 - conduct a full assessment of your needs;
 - offer advice on whether a non-stakeholder product may be more suitable.

What will you have to pay us for our services?

We will always tell you how much our fee will be, before undertaking any chargeable work for you. A signed adviser charge agreement will be required before full advice is given, or any financial products are implemented. Our initial fees and services are best summarised by the table below.

| Service | Cost |
|--|---------------|
| Initial meeting to find out more about you | No cost |
| Research Fee to identify appropriate solutions | £500 - £1,400 |
| Advice, recommendation and implementation | £2,200+ |

Initial Research & Paying by fee

Whether you use a new a product or not, you will pay us a fee for our initial research. This is payable on receipt of the completed research document. We offer a fixed charge for our research services and these typically range from £500 to £1,400.

Our fixed fees are calculated based on the time commitment that is expected to be required to complete the work. We will tell you if you have to pay VAT. Examples of research fees are:

A Research Summary covering three personal pensions: £500

A Retirement Modelling Report showing potential financial outcomes in early retirement, through to State pension age and beyond; including advice on your risk from the lifetime allowance charge: £1,100.

Setting Up Your Financial Plan and Arranging New Products

Where our advice is followed, we will charge you a fee for the initial set up of your new plan and products. If the financial plan uses your existing products, a comparable fee will be charged for any administration required. A full written record detailing the suitability of the agreed plan will be issued in every case where a setup fee is charged.

Our fees for setting up new plans and products typically range from £2,000 to £5,000, depending on complexity, but are not limited to any amount.

Examples of these fees are:

Switching a Personal Pension to a more suitable contract: £2,500.

Switching a Group Personal Pension into a phased retirement Personal Pension for the purposes of early retirement: £3,600.

A Gift of £325,000 into a Discretionary Trust, from the proceeds of 2 surrendered products, to be invested into a platform based offshore investment bond: £4,800.

If we arrange a new protection policy for you, such as a Life Assurance, Critical Illness or Income Protection contract, we will usually elect to receive non-indemnity or level commission payments from the insurance company, as payment in part or in full, for the advice given. If you then cancel the regular premium contract(s) recommended, we reserve the right to charge you a residual fee for the work already undertaken, for which we will not then be fully remunerated, to cover our costs.

Ongoing Service Fees and Product Reviews

As part of our advice we always recommend our Ongoing Review Service, and if you maintain this service you will pay a fee for this. Where possible, this can be charged to your product and it will be deducted from your invested assets. Otherwise you can pay by annual invoice which may attract VAT at the prevailing rate.

We provide annual reviews to most of our investors, with additional quarterly updates for those with significant assets under our advice. This service and the applicable fees are set out in the following table.

| Service | Ongoing Review Service | |
|--------------------------------|--|------------------------------|
| Typical client profile | >£100K under WuyW advice | >£500,000+ under WuyW advice |
| Review Service Description | Circumstances, attitudes and objectives are updated by a reminder e-mail once a year. The review considers the suitability of your products and recommends any appropriate changes by email. | |
| No. of updates per annum | 1 | 4 |
| Admin support | Provided mainly over email and phone by all the Wake up your Wealth team | |
| Ongoing Fee | 0.5% pa capped at £1.2m asset value | |
| Face to face advice meetings | When necessary, at your request | |
| Asset allocation & fund review | Annual by email | |
| Planning & Research | Included | |
| Quarterly Newsletter | Included | |



The monetary amount of our annual ongoing fee will increase, as the size of your fund grows. The amount paid will usually be 1/12th of 0.5% each month, based on the full value of invested assets under the advice of Wake up your Wealth LLP.

If it is not appropriate to recommend an ongoing service to you, no ongoing fee will be charged. If the ongoing service is recommended and declined, implementation of the plan may not be completed. If an ongoing service is cancelled, no further advice will be provided and no responsibility will be taken for any financial outcome arising after the date of cancellation.

You can cancel the service at any time by giving us three months' notice in writing. Refusal of or withdrawal from the Ongoing Review Service may affect the suitability of the original advice which may be revised or invalidated as a result.

On occasion we may have to sell units from your funds to maintain payments out or adviser charges; for instance, if you do not respond to the review recommendation.

Variations of cost and services provided may occur as the result of previous Terms of Business agreements that remain in force.

Other Charges

There will typically be charges not made by us, but related to the financial products we arrange for you. These charges are typically payable on an ongoing, percentage basis but occasionally annual fixed fees and/or initial fees may apply. Typical other charges are:

- **Service costs:** If your products are provided by an administrative platform or an insurance company, they will make a charge for administering those products.
- **Investment management costs:** These are the costs relating to the day to day management of your investment funds and will be deducted by the investment fund manager.

Disclosure of charges / fees

We'll always add together all the costs and charges associated with the products we use in your plan, and these will be combined with our costs, to be presented as an aggregated cost as part of making our recommendations. Where fees are to be paid separately to the products, you will still be provided an aggregated cost of the plan. Charges will be quoted in percentage and nominal terms.

Some recommendations will result in a tax charge. We can never be certain of how much tax you will have to pay, but we can make an estimate as part of our advice. Taxes are not included in aggregated costs.

Risk warnings

As you may already know, the value of investments can fall as well as rise and you may not get back the full amount of the contributions paid in. The price of the investments we recommend may depend on fluctuations in the financial markets, or other economic factors, which are outside our control. Past performance is not necessarily a reliable indicator of future results.

Specific warnings relevant to the investments, investment strategies or other products we recommend will be confirmed to you in our Advice Report.

Cancellation rights

Full details of the products we recommend to you, including information on any right to cancel and any other early termination rights and penalties, will be covered in the relevant product disclosure information you will receive before the start of any contract. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be provided to you.

In most cases you can exercise a right to cancel by withdrawing from the contract within a set period, usually 30 days. Some products may have shorter cancellation periods or have no cancellation rights at all.

If you cancel a single premium contract, you may not get back the full amount you invested.

Anti-Money Laundering & Verification

We are required under UK Money Laundering Regulations to verify your identity before we enter into a business relationship with you. In order to fulfil these requirements, it may be necessary to undertake a search using an electronic data source.

If conducted, the electronic check would be shown on your credit file as an identity check. Alternatively, we might ask you to provide documentary evidence to confirm your identity, copies of which will be kept on your client file for our records. These will be passed on to product providers, if they request it.

We may conduct these checks from time to time throughout our relationship with you, not just at the beginning.

Payments out will typically require verification in two media, e.g. email and telephone. Any set up or change of a receiving bank account requires verification with suitable documentation.

Letter of Authority

We will ask you to sign a Letter of Authority, which is your permission for us to request information from your existing pension providers. A separate letter is typically required for each product advised on.

This may also include the appointment of Wake up your Wealth LLP to provide our Ongoing Review Service, in regard to your existing financial arrangements and payment may be made to us, as a result of signing the letter.

If at any stage you decide you'd like to cancel the authority or the appointment, you can do this by sending us a letter or email. If the Letter of Authority expires after a certain period of time, we'll ask you to complete a new one.

Termination

Either party 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 outstanding, if applicable.

This will not affect any transactions we have already arranged for you, or are in the process of arranging for you.

If you sign up for our Ongoing Review Service, we will charge an annual fee, as agreed with you in writing.

This annual service can be terminated by you at any time by writing to us or emailing us giving three months' notice. We will confirm this termination in writing.

What to do if you have a complaint

If you wish to register a complaint, please contact us in writing at WuyW LLP, The Powerhouse 21, 21 Woodthorpe Road, Ashford, Middlesex, TW15 2RP or greg@wakeupyourwealth.com or by telephone on 0203 893 7544.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Full details of FOS can be found on its website at www.financial-ombudsman.org.uk.

Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are also covered by the Financial Services Compensation Scheme ('FSCS'). You may be entitled to compensation from the scheme if we cannot meet our obligations, or for bad advice. This depends on the type of business and the circumstances of the claim.

Investments - most types of investment business, are covered for up to a maximum of £50,000. Self-Invested Personal Pensions (SIPPs) are a type of investment wrapper for a bundle of different financial products, so are covered by this part of the FSCS.

Insurance - advising and arranging is covered for 90% of the claim, without any upper limit. Personal pensions and annuities are often thought of as investment products. In reality, they are usually long term insurance contracts, and so are covered by this part of the FSCS.

We may also, on occasion, advise on other financial products which are not regulated by the Financial Conduct Authority (FCA). The Financial Services Compensation Scheme does not apply to any of these products.

Further information about compensation scheme arrangements is available from the FSCS at www.fscs.org.uk.

Your consent

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

You will be asked to sign a copy of "Your Service Agreement" (attached), to acknowledge your agreement to all services provided: research, setting up new products, a new portfolio, or ongoing advice services.



Your Service Agreement

Please sign both copies of this page, and return one to us.
 This agreement is between: Wake up your Wealth LLP, The Powerhouse 21, 21 Woodthorpe Road, Ashford, Middlesex, TW15 2RP, and

.....

This should be read in conjunction with our Terms of Business, which is attached.

Obligations

For any service we will require you to provide up to date and accurate information of your personal circumstances and financial objectives. Recommendations will be given in written summary initially, with a full Advice Report following with full details.

All the information given to us, and the recommendations and advice provided by us to you will be kept confidential and will not be disclosed to anyone, except as we agree in writing, or to whom we have a regulatory obligation. You may request records be made available to your Accountant or Solicitor with appropriate written permission.

It will always be your decision to follow our advice or not. In order that there may be no misunderstanding, it is for our financial planning and advice services that you will pay a fee under this agreement.

Sensitive Personal Data Agreement

I/We consent to the processing of sensitive data by Wake up your Wealth and any necessary third parties, as far it is necessary for completion of the services I/We require from Wake up your Wealth.

| Agreement to Processing of Sensitive Data | |
|---|-------|
| Signed (client 1): | Date: |
| Signed (client 2): | Date: |

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

Your Chosen Services

| Initial Research – Agreement | |
|------------------------------|-------|
| Research Agreed: | |
| Fixed Fee: £ | Y / N |
| Signed (client 1): | Date: |
| Signed (client 2): | Date: |

| Arranging New Products and Setting Up Your Financial Plan | |
|---|---------------------|
| Service Agreed: | |
| Fixed Fee: £ | Y / N |
| Direct Payment | / Product Deduction |
| Signed (client 1): | Date: |
| Signed (client 2): | Date: |

| Ongoing Review Service | |
|---|------------------|
| Service Agreed: | |
| Fee Agreed: 0.5% of the invested assets under the advice of Wake up your Wealth LLP for | |
| Monthly Product Deduction | / Annual Invoice |
| Signed (client 1): | Date: |
| Signed (client 2): | Date: |





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| Initial Research – Agreement | |
|------------------------------|-------|
| Research Agreed: | |
| Fixed Fee: £ | |
| Signed (client 1): | Date: |
| Signed (client 2): | Date: |

| Arranging New Products and Setting Up Your Financial Plan | |
|---|-------|
| Service Agreed: | |
| Fixed Fee: £ | |
| Direct Payment / Product Deduction | |
| Signed (client 1): | Date: |
| Signed (client 2): | Date: |

| Ongoing Review Service | |
|---|-------|
| Service Agreed: | |
| Fee Agreed: 0.5% of the invested assets under the advice of Wake up your Wealth LLP for | |
| Monthly Product Deduction / Annual Invoice | |
| Signed (client 1): | Date: |
| Signed (client 2): | Date: |