



CHRISTMAS FINANCIAL PLANNERS

21 Manor Gardens
Hurstpierpoint
Hassocks
West Sussex
BN6 9UG
Telephone: 01444 848398
Facsimilie: 01444 848426
Email: cfp@christmas-fp.co.uk

CLIENT AGREEMENT

Christmas Financial Planners Ltd is authorised and regulated by the Financial Conduct Authority. FCA number 418791. You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register.

Client Classification

Christmas Financial Planners Ltd classifies all clients as 'retail clients' for investment business and 'consumers' for non-investment insurance business which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA). 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.

Methods of Communication

Unless you advise us otherwise, we will communicate with you via the following methods of communication, Face to Face, E-mail, Telephone and Letter.

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 (where applicable). Any advice provided will be confirmed to you in writing.

Christmas Financial Planners 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.

Christmas Financial Planners 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.

Our Investment Proposition

We have constructed an investment proposition that has been designed over time to meet many of our client's needs. Often our clients share common characteristics in terms of their financial circumstances and financial objectives. Where our investment proposition is not going to be suitable to meet your needs, we will look outside of this to find a bespoke solution that will.

We utilise the services of Tatton Investment Management, an investment firm, who specialise in researching and managing investment products and allowing us to offer you a discretionary management service, where we believe this most suits your needs. The Portfolios offered are available through a number of platforms, in particular Transact as they provide a very reliable, efficient and comprehensive service at a competitive cost.

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.

Investment and Non-Investment Insurance Services

Christmas Financial Planners Ltd is permitted to advise on and arrange (bring about) deals in investments and non-investment insurance contracts.

Transactional Only - with regard to investments and non-investment insurance contracts which we have arranged for you, these will not be kept under review unless we agree otherwise with you; we will advise you upon your request. With service provision - we will provide services to you as more fully outlined in our initial and post sales agreement. However, we may contact you in the future by means of an unsolicited promotion should we wish to contact you to discuss the relative merits of an investment or service which we feel may be of interest to you

Non-investment Insurance - We offer a personal recommendation from a range of insurers on the basis of a fair analysis of the market, for example; Term Assurance, Critical Illness and Permanent Health Insurance. We will advise and make recommendations for you after we have assessed your needs.

Scope of Advice - Restricted Advice - Investments

We are restricted in the advice we may offer you as we do not offer advice in the area of Structured Capital at Risk Products. In all other areas we will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.

Conflicts of Interest

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/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.

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

Other Benefits we may receive

We will not receive any financial inducement or gift that will in any way compromise our ability to provide you with suitable advice.

Data Protection

Please see our separate Data Protection Statement and consent form, which will be provided separately to you.

Payment for Services -Investment Business

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 asking for your agreement by signing our fee agreement. We will generally ask you to pay for our services at the end of the advice process although on occasion we may ask for a part payment before this is complete. New clients are charged £250 for the first meeting.

Please note that if you have paid for our advice and you subsequently cancel the policy within the statutory cooling off period, you will still be liable for any fees incurred up to that point.

We offer the option to pay our fee by different methods (see below); we will agree which method of payment is most appropriate to your needs and confirm this to you in our Client Engagement letter. Our fee will become payable once we have agreed the services you will receive and we will confirm this to you in our Client Engagement letter.

Implementation Fees - Lump sum investment

It is our company policy to offer you a choice on how we are paid the Implementation Fees:

-) By cheque or bank transfer from your account or
-) Deduction of our fee from the investment amount sent to a fund manager or provider prior to its investment; although in some circumstances there may be occasions where we voluntarily suggest and agree to delay deduction of our fees for improved tax efficiency.

Payment by Fee (Initial Advice)

You may pay us for our initial advice by way of a percentage of the funds invested or on a fixed fee.

Please note if you pay our fee by way of a separate cheque 100% of the investment amount will be invested.

Example of our implementation fee as a percentage of the funds invested

Example Investment	Maximum charge	Charge	Amount Invested
£ 50,000	3%	£1,500	£ 48,500
£200,000	2%	£4,000	£196,000
£500,000	1%	£5,000	£495,000

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 writing prior to any work being undertaken

Focused Advice

The more time we spend researching & documenting information the more expensive it can become. This can be deemed to unsuitable where you are merely seeking advice on a specific area or a smaller investment.

You can request focused advice where we will obtain limited information from you in order to concentrate on a specific area of financial planning, you should however be aware that the advice you receive may be different from advice given using the holistic approach.

Examples of our focused advice fees

Work undertaken	Typical fee
Investing for growth or income	£750
Retirement Planning	£750
Estate Planning (Wills, Power of Attorney, Inheritance Tax, Long Term Care, Trusts)	£1,500
SIPPs involving Property Purchase	£2,500
Occupational Pension Scheme Transfers or Opt Outs or SSAS	1% min £3,000

Termination of Authority (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 we have completed up to the date of termination.

Non-investment insurance

If you buy an insurance product, we will normally receive commission on the sale from the product provider. We will declare to you how much we are paid by this method. You will receive a Client Specific Illustration which will detail any other fees relating to your particular insurance policy.

Ongoing Services – Service Option

Once you have decided to implement your Financial Plan it is recommended to benefit from on-going monitoring and review. Christmas Financial Planners has created services tailored to the Financial Planner and team that will be able to assist you in achieving your identified goals. We have set these out within the attached document 'Christmas Financial Planners Ongoing Services'.

Full details of our financial review service are contained in our letter of engagement. We will agree with you the frequency of these meetings the service you will receive. Once we have agreed the service you will receive, we will confirm this in our letter of engagement.

Example of ongoing advice charges

Investment Amount	Annual Service Charge	Example Annual Service Fee
£50,000	0.7%	£350
£250,000	0.6%	£1,200
£500,000	0.5%	£2,500
£1,000,000	0.4%	£4,000

The actual fee charged will vary depending upon how the investment performs and it will increase as the fund grows.

Termination of Our Services (Ongoing Advice)

You have the right to cancel payment for our ongoing services by giving 14 days' notice.

Where you hold assets on a platform, such as Transact, you need to be aware that there will be terms and conditions applicable, such as your agreement with the platform in respect to facilitating our fees, which means you may need to instruct the platform directly and arrange for the removal of assets from the platform or appoint another adviser who will be able to access your assets and provide further ongoing advice to you. Similarly, if you make use of the Tatton DFM service you will need to appoint another adviser as Tatton does not deal directly with clients. We will assist you at this time in cancelling our service to you, making sure that any platform is informed of this cancellation.

Complaints

If you wish to register a complaint, please contact us in writing at Christmas Financial Planners Ltd 1 Oak House, Woodlands Court, Albert Drive, Burgess Hill, West Sussex, RH15 9TN or telephone us on 01444 848398.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

Compensation Arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business & the circumstances of the claim.

Investment

Most types of investment business are covered for 100% of the first £85,000 per person per firm, so the maximum compensation is £85,000 per person per firm.

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.

Deposits

Money in accounts like current and savings accounts, including cash Individual Savings Accounts (ISAs) are covered up to £85,000 per authorised firm (£170,000 for a joint account). It should be noted that ‘authorised firms’ may have different brands. The FSCS will provide a £1million protection limit for temporary high balances held 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.

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.

Clients 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 point please ask for further information.

I/We agree that this client agreement will come into effect from the date of issue.

Client Name -----

Client Name -----

Client Signature -----

Client Signature -----

Date/...../.....

Date/...../.....

V4.2020



21 Manor Gardens
Hurstpierpoint
Hassocks
West Sussex
BN6 9UG
Telephone: 01444 848398
Facsimilie: 01444 848426
Email: cfp@christmas-fp.co.uk

CHRISTMAS FINANCIAL PLANNERS ONGOING SERVICES

Ongoing services are bespoke with costs detailed in the letter of engagement agreed at outset or varied from time to time. Our typical cost is currently 0.5% of funds under investment per year. These are usually deducted monthly from the underlying fund by the product provider.

REVIEW

Frequency of Review

We will contact you at least annually for a full review. These can be more frequent if required. Contact will usually be made initially via email or telephone.

Review Purpose and Procedure

The purpose of the review is to primarily ascertain whether the products and investments in place are still meeting your objectives and if amendments need to be made. This involves confirming whether there are any fundamental changes to your circumstances, reviewing the product in light of any tax or legal developments and evaluating the investment performance.

Based on this we will write to you setting out the conclusion of our review. This will include what changes, if any, are recommended and the agreed course of action. We will re-confirm the amount of our fees at the same time.

In the event that we are unable to speak to you about your circumstances we will assume that your objectives are unaltered from before and write to confirm whether or not the current products and investment strategy are still appropriate.

CLIENT PORTAL

As part of our ongoing service we will provide access to our secure Client Portal. This will enable you to see what information we hold about you, update your personal and financial information and obtain the latest valuations we have on our records for you. In addition, we can exchange PDF, Document and/or Spreadsheet files, as well as send messages securely.

TELEPHONE / EMAIL ENQUIRIES

We are available to answer queries you may have either by telephone or email. Our usual expected turnaround is within 24 hours.

Christmas Financial Planners recognises that different clients require different levels of service. We therefore can and do customise based on individual circumstances.