

BLG Wealth Limited
Terms of Business



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BLG Wealth is authorised and regulated by the Financial Conduct Authority

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1. Introduction

The purpose of this document is to provide you with an overview of BLG Wealth and to introduce you to our services and associated fees; so that we may agree a service proposition with you that best suits your personal needs and objectives.

We will discuss in detail our service propositions with you so that you fully understand what is offered and the benefits provided to you. Should you have any questions on any aspect of this document please do not hesitate to ask us.

As it sets out the detailed terms of a legal contract between us, please do not hesitate to contact us if anything is unclear.

You will be asked to sign to confirm you have read and understood the contents of this agreement and to agree they accurately reflect the general services that you have instructed us to provide.

2. Company Background

BLG Wealth provides independent financial advice to individuals who wish to create, enhance and protect their wealth. Our independence influences all aspects of our approach and the only alliance we have is to you. Our advice remains balanced and unbiased, combining broad-based knowledge with specialist in house expertise.

As Independent Planners, we are not restricted in the products and advice that we provide to you, as we are able to access the “whole of the market” to provide relevant and flexible solutions to help you meet your needs and objectives.

Our aim is to plan for your long-term financial security and our depth of experience means that our Independent Planners are able to provide help for individuals with differing circumstances, resources and requirements.

Our independent and impartial approach enables us to offer pragmatic advice and deliver decisive recommendations. For you, that means a saving of money and time, and the acquisition of a clear, well-structured strategy, aimed at achieving your short, medium and long term goals.

Whatever your situation, at BLG Wealth, we believe that the qualifications, skills and experience of our Independent Planners, together with our expertise, enable us to provide you with a solution you can trust.

3. Our Approach

We will take the time to talk freely with you about your needs, gaining insights, listening to your ideas, and most importantly, understanding your objectives. We believe these steps are crucial to the development of a strategy that matches your aspirations.

At BLG Wealth we bring a wide range of knowledge and skills to the challenges of safeguarding your wealth – combining expertise, knowledge of current legislation and understanding your needs and objectives with a track record of delivering a first-class service to our clients, as well as value for money.

We are committed to providing the highest standard of independent financial planning advice and service. Your interests are very important to us and for any financial planning advice or service we provide we will:

- Be open, honest and transparent in the way we deal with you
- Not place our interests above yours
- Communicate clearly, promptly and without jargon
- A clear and transparent fee structure

Our aim is to build a long-term relationship with you so we can help you to achieve your lifetime goals and aspirations.

4. Our Products and Services

Investment

Independent advice – 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.

Insurance

We offer products from a range of insurers for: Accident & Sickness Insurance, Critical Illness Insurance, Income Protection Insurance, Mortgage Protection Assurance, Private Medical Insurance and Term Assurance.

We will advise and make a recommendation for you after we have assessed your needs for Accident & Sickness Insurance, Critical Illness Insurance, Income Protection Insurance, Mortgage Protection Assurance, Private Medical Insurance and Term Assurance.

We only offer products from a single provider (Paymentshield) for Buildings & Contents Insurance.

Mortgages

We are independent mortgage advisers and we will recommend a first or second charge mortgage product that is suitable for you following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

We will consider all products and lenders that we have access to. This means we will not consider those lenders that are only available by you going direct to them.

Where you are increasing your borrowing, we will consider the merits of both a new first charge mortgage and securing this by an additional mortgage on a second charge basis. You may have the option of a further advance from your existing lender, however, we will only consider this where we are able to deal directly with the lender on your behalf. It may be in your best interests to explore this option and look at the further alternative of an unsecured loan as these may be more appropriate for you.

We will advise and make a recommendation for you on mortgages once we have assessed your needs.

We are committed to providing the highest possible levels of service and we will take the time to ensure you understand the services we provide and their associated costs. We want you to be able to make an informed decision about the services you wish us to provide. This empowerment forms part of our ethos and culture.

This ethos carries over into our recommendations, where we will provide you with the necessary information to enable you to make informed decisions as to the approach you take to achieve your short, medium and long term financial planning objectives.

5. Additional Services

We are able to offer general insurance contracts, such as buildings and contents insurance. We do not offer a whole of market service for this type of insurance. Instead, we offer insurance from a single provider, Paymentshield.

Furthermore, we offer a range of additional services relating to your Estate. These services include Lasting Power of Attorney and an in-house Will Writing service. We aim to give all our clients certainty and confidence that in the event they lose capacity or on death, their assets and Estate can still be managed according to their needs and wants. We will advise and make a recommendation once we have assessed your needs.

6. Our Regulator

We are authorised and regulated by the Financial Conduct Authority ('FCA'), 12 Endeavour Square, Stratford, London, E20 1JN. Our authorisation number is 561959.

Our permitted business activities are advising on and arranging pensions, savings and investment products, regulated first and second charge mortgages and non-investment insurance contracts. You can check this on the FCA's Directory by visiting the FCA's website www.FCA.gov.uk or by contacting the FCA on 0800 111 6768.

We will observe and act in accordance with the principles, rules and guidelines of the FCA. We accept instructions to act for you on this basis.

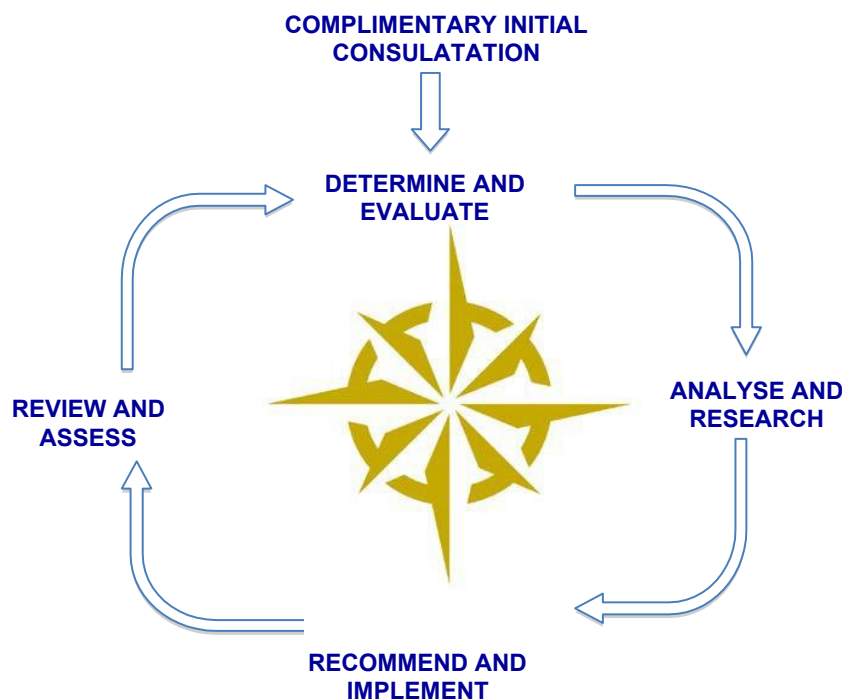
7. Treating Customers Fairly & Consumer Duty

We have embraced the Financial Conduct Authority's 'Treating Customers Fairly' principle and welcome any feedback you have on any element of our service that justifies comment, whether positive or negative. This will help us to ensure we are providing the services you require and improve upon any areas about which you may have a concern. Although we have a formal complaints procedure, we would rather that you are satisfied and raise any concerns prior to there being a problem. The Consumer Duty sets the standard of care that we will give to our clients. Consumer Duty is underpinned by the concept of reasonableness and putting clients at the heart of our business and focus on delivering good outcomes.

We are committed to supporting clients who may be experiencing circumstances which make them vulnerable. Where appropriate, we will take reasonable steps to adapt our services, communications and support arrangements to meet individual client needs and help achieve good client outcomes.

8. Our Advice Process

We offer a simple easy to understand five step advice process:



8.1 Complimentary Consultation Meeting

- You will receive a complimentary consultation meeting to discuss your requirements
- This is an opportunity for you to find out more about BLG Wealth and for us to see how we can help you
- At the end of the consultation meeting if you are happy to proceed, we will agree with you how you wish to pay for our advice and we will discuss and agree our service proposition

8.2 Determine and Evaluate

- A more detailed discussion either immediately after the initial meeting or at a future meeting, which will allow us to tailor our advice specifically to your needs and objectives
- We will take the time to fully understand your current circumstances; your knowledge and experience in investments, your attitude to investment risk and capacity for loss
- You will be asked to sign an authority for us to service any existing policies or investments that you wish us to review

8.3 Analyse and Research

- Your Planner will provide your details to our research and technical team, confirm your needs and objectives and outline their initial thoughts regarding your recommendation
- Our research and technical team will undertake a full analysis of your situation and requirements, taking into account every possible aspect of your financial and personal circumstances including; your tax position, what plans you currently hold and your future needs and objectives
- Your Planner may need to contact you again at this stage to clarify or expand on certain pieces of information
- We will fully research the whole of the market to identify solutions that are tailored to your specific needs and objectives
- We will not make any recommendation to you until this part of the process has been completed
- We will then prepare a recommendation report explaining the solutions and arrange the next meeting

8.4 Recommend and Implement

- Your Planner will review the recommendation report prepared by our research and technical team to confirm that the proposed solutions are suitable given their understanding of your needs and objectives
- Your Planner will meet with you and present our recommendations and any associated illustrations, key features documents and investment fund information

- You will have the opportunity to consider our recommendations and be encouraged to ask questions and discuss any of the details with your Planner
- You may decide to proceed with some or all of the recommendations proposed
- In rare cases, you may decide not to proceed at all. However, by working with you at every step of the process we hope this will not be the case
- If you do decide not to go ahead with the recommendation we will charge you either our minimum fee of £600 or the fee stated on a separate signed fee agreement.
- When you confirm your agreement to proceed with some or all of our recommendation(s), your Planner will assist you with the completion of the implementation paperwork
- We will arrange for the agreed recommendation(s) to be implemented and keep you informed regarding the progress of your applications

8.5 Review and Assess

- Once the implementation stage is complete you will receive a confirmation letter along with any documents that you need to retain
- You will receive an ongoing service based on the service proposition that we agreed was most suited to your personal needs and objectives
- Each year we will review your service proposition to ensure that it remains appropriate to your needs and objectives and where appropriate recommend that this be adjusted to suit any changes in your personal situation or requirements
- As part of the service proposition that we have agreed with you, your Planner will meet with you on a regular basis for a review meeting.

9. Payment of Initial Fees

During your complimentary initial meeting, we will outline the services we can offer you and explain the costs involved. Should you decide to proceed there is a cost for our services and you will be required to sign a copy of this Terms of Business.

Payment for our Services

The following information explains our charging structure and your payment options in general terms.

9.1 Investments

We will usually agree our fee with you during our initial meeting. Our fee is either based on a percentage of the amount that you invest, an agreed hourly rate fee or a fixed fee and is subject to a minimum fee of £600. We will then conduct our research, prepare and present to you our report detailing our recommendations, with our fee becoming due on presentation of this recommendation report.

You will be given the option of paying the fee yourself or having it deducted from the recommended product(s). Where you elect to pay your fee via deduction from the product(s), we will discuss with you the most appropriate and tax efficient way to do this.

9.2 Lump Sum Investments

For lump sum investments or transfers we charge an initial fee equivalent to 1.5% of the amount you invest. All our new business fees are subject to a minimum charge of £600. This fee becomes chargeable at the point when we provide you with a recommendation report.

Investment Fee Example

An Investment Amount of £100,000

Fee due to BLG Wealth = £1,500 (£100,000 x 1.5%)

9.3 Regular Contribution Investment

For regular contribution investments, we charge £250 where this work is being included as part of other work, subject to an overall minimum of £600.

9.4 An agreed Hourly Rate

Your fee can be calculated using an hourly rate and is based on the amount of time it takes to complete the work for you, subject to our minimum fee of £600. We will provide you with an estimate of how many hours we expect this to take and we

will not exceed this without checking with you first. This payment is paid directly by you (a fee agreement and a subsequent invoice will be provided for this payment), or from an existing plan where the provider is able to facilitate ad-hoc fees (you will be asked to sign an authority for this payment).

Our hourly rates are:

Qualified Financial Planner	£250
Qualified Research Technician	£125
Administrator	£ 80

Agreed Hourly Rate Example

	<i>Time Spent</i>	<i>Total Charge</i>
Qualified Financial Planner	2 Hours	£ 500
Qualified Research Technician	4 Hours	£ 500
Administrator	2 Hours	£ 160
		<u>£1,160</u>

9.5 An agreed Fixed Fee

Your fee can be calculated and agreed with you as a fixed fee. We will base this on an hourly rate and an estimate of the amount of time it takes to complete the work for you, subject to our minimum fee of £600. We guarantee that the fee being charged for the work will be fixed at the amount agreed at outset. This payment is paid directly by you (a fee agreement and a subsequent invoice will be provided for this payment), or from an existing plan where the provider is able to facilitate ad-hoc fees (you will be asked to sign an authority for this payment).

9.6 Mortgages

A standard fee of 0.25% of the mortgage amount is payable directly by you, subject to a minimum charge of £600. 50% is due on submission of the mortgage application and 50% is due on receipt of the mortgage offer.

The recommended lender may pay us a procurement fee on completion of the mortgage. The amount of any procurement fee paid will be disclosed on your mortgage key facts illustration.

Mortgage Fee Example

A Mortgage Amount of £250,000

Fee due to BLG Wealth = £625 (£250,000 x 0.25%)

£312.50 is due on application

£312.50 is due on receipt of a mortgage offer

We may also charge you an additional fixed rate fee, depending upon the complexity of your requirements. This fee will be agreed with you in advance, and you will need to sign a formal fee agreement before we undertake any work for you.

If we charge you a fee and your mortgage does not go ahead, you will receive:

- No refund if you decide not to proceed

9.7 Insurance

We do not usually charge you a direct fee for your insurance arrangements as this fee is usually paid by the recommended insurance provider. The fee amount being paid to us will be disclosed to you when we present our written recommendation. We do have a minimum charge of £600 for each insurance recommendation, so if the expected fee is below this minimum charge, you will be required to pay the balance directly. Should we prepare insurance recommendations and you do not proceed you will be charged our minimum charge of £600 for each insurance recommendation.

In respect of any regular premium life policy which we have arranged for you, should you subsequently cease to pay premiums on the policy and in consequence we are obliged to refund part of the fee that has been paid to us we reserve the right to charge you a fee representing the amount we have to repay. We will not charge any such fee if you exercise your right to cancel in accordance with any cancellation notice sent to you by the insurance company.

9.8 Other Services

We do not usually charge you a direct fee for buildings and contents insurance as this fee is usually paid by the recommended general insurance provider. The fee amount being paid to us will be disclosed to you when we present your statement of demands and needs.

For additional services relating to your Estate, we charge the following fees:

Will	Simple Will: £250 Mirror Will: £500 Complex Will: £750 min
BLG Wealth Ltd acting as professional executors	1% - 1.25%
Codicil	£125
Letter of Wishes In addition to a Will	£50
Certifying a Lasting Power of Attorney	£25 for each document
Just in Case Document	£250
Lasting Power of Attorney	Single Lasting Power of Attorney: £500 Both Lasting Power of Attorneys: £750 Lasting Power of Attorney for a business: £1,000
Trust Registration	UK Trust Registration: £125 Offshore Trust Registration (Ireland) £150
Will Storage (extends to Lasting Power of Attorney Documents)	£50 p.a.

Any of the above fees will be invoiced to you separately, and it is not possible to pay these fees from any of your plans.

9.9 Pensions

9.9.1. Pension Switching

Due to the complexity in relation to the analysis of Pension Switching (not Occupational Schemes) we have set a minimum fee of £750.00 per scheme which is analysed. Should the advice once analysed be to make a recommendation to transfer the charge will be 1% of the transfer amount, subject to a minimum fee of £1,000.00. This is not in addition to the £750.00 per scheme analysed.

9.9.2. Drawdown and Pension Withdrawals

When you decide to take capital from your pension for the first time, either as regular income or a one-off payment of Pension Commencement Lump Sum (PCLS), and BLG Wealth need to analyse and recommend the most effective way to manage your retirement income this will incur a fee. The fee will depend on the value of your pension.

This charge is tiered as follows:

First £250,000	1.00%
The next £250,001 to £500,000	0.50%
The next £500,001	0.25%

Drawdown/Pension Withdrawal Fee Example:

A pension Pot worth £750,000

Fee due at BLG Wealth = £4,375	$£250,001 \times 1\% = £2,500.01$
	$£249,999 \times 0.50\% = £1,250$
	$£249,999 \times 0.25\% = £625$
	Total = £4,375.01

This will be invoiced to you separately or you may have the option to pay this from one of your pensions.

9.10 Withdrawals

Should a withdrawal be required from your investments and BLG Wealth need to analyse and recommend the most tax efficient route for the monies to be withdrawn this will incur an administration fee of £75 for all clients. This will be invoiced to you separately or you may have the option to pay this from one of your plans.

9.11 Fund Switches

As part of the ongoing service and reviews of existing plans, to ensure that your investment portfolio meets your investment needs and objectives we will periodically review and recommend a fund switch. This will incur an administration fee of £125 for all clients. This will be invoiced to you separately or you may have the option to pay this from one of your plans.

10. Service Proposition

Our aim is to build a long-term relationship with you so we can help you to achieve your lifetime goals and aspirations. Every client has different expectations regarding the ongoing service that they want to receive, in helping them achieve their short-, medium- and long-term needs and objectives.

To assist you in defining the ongoing service that you want to receive, we have established three service propositions:

- Premier Wealth Service
- Wealth Service
- Transactional Service

Full details as to the services and benefits of each of these service propositions are detailed overleaf:

10.1 Premier Wealth Service

BLG Wealth - Premier Wealth Service	
Proposition	Our Premier Wealth management service is designed for clients with substantial assets and complex financial affairs. Typically, we will develop a strong relationship with the client over the years, to help manage assets and meet long term goals, whilst still taking into account current lifestyle and needs.
Client Benefits	• Our assurance that we are always looking after your financial best interests • Taking the complexity and time out of administering your financial life • Peace of mind – The knowledge that you are dealing with a dedicated and trusted professional • Access to expertise and information • Clarity out of complexity – to be financially well organised • Tri-annual review of your investments • Personal contact and a bespoke service • Access to a personalised client website • Invitations to BLG Wealth events • Regular Face to Face Access to your Planner at all times • Telephone and e-mail access to your Planner • Priority Response Service • Tax Planning • Personal access to BLG Wealth strategic partners • Regular receipt of information relating to investment markets, legislative and fiscal changes, new products and services, changes within BLG Wealth
Core Services	Tri-annual Meetings Throughout the year at various reviews, you will have the opportunity to: • A complete financial strategy review • Financial health check • Investment update – a valuation of each of your holdings • Annual portfolio review report regarding the performance of your investments • Annual Suitability Report • Drawdown Review – if appropriate and applicable to you • A review of current financial strategies – look back at how things have gone since your last review and how your investments have performed against your expectations, needs and objectives • Discuss our recommended alterations to your investments Priority Response Service • Face to face access to your Planner at all times • Phone calls and emails returned within 24 hours (during standard business hours) • Written/e-mail response within 48 hours • Direct access to our Client Support Team Portfolio Review Service • 24-hour access to your portfolio via a personalised client website • A yearly reassessment of your attitude to investment risk • A tri-annual review of your investment portfolio • Restructuring of your investment portfolio in accordance with your risk tolerance Portfolio Management Service • Tri-annual portfolio review report regarding the performance of your Investment Professionals Service • Providing strategic updates to your Accountant and any other professional advisers • Supplying end of year taxation information as required • Recommending suitable professionals as needs arise

	Tax Planning Service • In conjunction with your Accountant and other taxation advisers as required • Tax information for all investments under our control when requested • Inheritance tax advice in liaison with other legal professionals as required
Annual Fee	A fee of 1% per annum subject to a minimum of £2,000, payable monthly in arrears

10.2 Wealth Service

BLG Wealth - Wealth Service	
Proposition	Our Wealth Service is designed for clients wishing to review their financial affairs on an annual basis.
Client Benefits	• Our assurance that we are always looking after your financial best interests • Taking the complexity and time out of administering your financial life • Peace of mind – the knowledge that you are dealing with a dedicated and trusted professional • Access to expertise and information • Clarity out of complexity – to be financially well organised • Annual reviews of your investments • Annual Suitability Report • Drawdown Review – if appropriate and applicable to you • Access to a personalised client website • Regular receipt of information relating to investment markets, legislative and fiscal changes, new products and services, changes within BLG Wealth
Core Services	Annual Meetings Every year we will meet with you and you will have the opportunity to: • A comprehensive financial health check • Investment update • A review of current financial strategies • Discuss our recommended alterations to your investments Portfolio Review Service • 24-hour access to your portfolio via a personalised client website • An annual reassessment of your attitude to investment risk • An annual review of your investment portfolio • Restructuring of your portfolio in accordance with your tolerance to risk Portfolio Management Service • An annual portfolio review report regarding the performance of your investments
Annual Fee	A fee of 0.5% per annum subject to a minimum of £750.00, payable monthly in arrears

10.3 Transactional Service

Our transactional service is for individuals who do not require a proactive service proposition. This means that you do not receive regular ongoing service and reviews. We will agree a fee with you, each time we provide a service to you.

11. Payment of Service Proposition Fees

Our service proposition fee is payable monthly, in arrears. The fee is calculated using the value of your portfolio.

As our service proposition fees are calculated on a percentage basis, this means that an increase in the value of your investments, will increase the service fee paid to us. Similarly, a decrease in the value of your investments, will decrease the service fee paid to us.

If your service agreement begins mid-month, your fee will be calculated from the date your agreement started.

11.1 Payment Options

Your service proposition fees can be paid in the following ways:

- **You can pay the fee directly to us by monthly Direct Debit.** You will be required to complete a Direct Debit mandate authorising BLG Wealth to collect the agreed service fee from your nominated bank account. Payments will normally be collected monthly over the agreed service period.
- **You can pay the fee through the recommended product(s).** The product provider will deduct the payment from the amount invested and make payment to us. We will not collect a separate payment from you by Direct Debit.
- **You can pay the fee by a combination of a direct fee and through the recommended product(s).** We will agree the amount of the fee to be paid through the product(s), with the remaining balance collected from you by monthly Direct Debit. You will be required to complete a Direct Debit mandate authorising BLG Wealth to collect the agreed amount.
- Should your portfolio value be in excess of our minimum charge you will be required to pay the shortfall balance at the end of each quarter – this will be facilitated by a one-off Direct Debit payment.

Premier Wealth Service Example Fee

A Portfolio Value of £200,000

Annualised ongoing service fee due to BLG Wealth = **£2,000** (£200,000 x 1.00%)

Where the full fee is paid by Direct Debit, this would equate to **£166.67 per month**, subject to any subsequent adjustment to the service fee following a review of the portfolio value.

Wealth Service Example Fee

A Portfolio Value of £150,000

Annualised ongoing service fee due to BLG Wealth = **£750** (£150,000 x 0.5%)

Where the full fee is paid by Direct Debit, this would equate to **£62.50 per month**, subject to any subsequent adjustment to the service fee following a review of the portfolio value

11.2 Older Contracts

Many older contracts or legacy products will continue to pay an ongoing fee to BLG Wealth, this will be factored into your annual recurring income that we receive.

Certain changes made to these products may result in this ongoing fee ceasing to be paid and at that point we will discuss with you the option of arranging for our service proposition fee to be paid directly by you, or from the contract directly by way of written instruction from you.

12. Supplementary Information

12.1 Money Laundering

We are required to carry out identity and Anti-Money Laundering checks on all new recommendations to BLG Wealth. The process includes an identity check which may leave a soft footprint on your credit history records. We will also ask you to provide two forms of identity including your passport, driving license or a utility bill. We will also require evidence and sight of your source of funds due to be invested. All of these processes are intended to stop financial crime and eliminate the investment of proceeds of criminal activities. We are obliged by law to report any instances of money laundering to the National Crime Agency without your knowledge or consent.

12.2 Best Execution

It is in the interests of our clients and the firm that we obtain the best possible result when placing orders with other firms when transmitting orders on behalf of clients for particular investments. For orders in collective investment schemes (e.g. unit trust), however, the price of units or shares in the scheme is normally set by the scheme operator or manager and as such we have little influence over the price available.

12.3 Cancellation rights – Changing your mind

You should only proceed with a transaction once you are happy with all elements involved with it. Please ensure you are aware of the details of the product and how it matches your objectives and your attitude to investment risk.

In most cases, you can exercise a right to cancel, by withdrawing from the contract recommended to you. In general terms, you will normally have a 30-day cancellation period for a life, pure protection or pension product and a 14-day cancellation period for all other products.

The start of the cancellation period will normally begin, for pure protection policies, when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you by the product provider.

If you cancel a single premium contract, you may be required to pay for any loss you might reasonably incur in cancelling it, which is caused by investment market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

If you wish to cancel a contract, please contact us immediately.

12.4 Client categorisation

Unless you receive confirmation in writing to the contrary, in all our dealings on investment matters you will be treated 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 (FOS).

Further information in respect of the Financial Ombudsman Service is available on their website at the address below:
<http://www.financial-ombudsman.org.uk/>

12.5 Communication

We will enter into communication with you through whatever means are convenient to you including face-to-face, telephone, paper, e-mail and other acceptable electronic communication methods. Our communications will ordinarily be in English both in respect of oral and written communications.

12.6 Conflict of interest

Occasions may arise where the firm, an employee, or other associates of the firm has competing professional or personal interests which may prevent these services being provided to clients in an independent or impartial manner.

We will take all appropriate steps to prevent conflicts of interests from occurring in line with the firm's conflicts of interest policy. However, there may be occasions where a conflict of interest cannot be prevented. Where this is the case, we will disclose to you the nature of the conflict and the steps that we will take to mitigate the risk that you will be treated unfairly as a result of any conflicts identified.

We will make you aware of any conflicts of interest before the provision of services to enable you to choose whether you still wish to proceed with services. We may on occasion receive minor non-monetary benefits from third parties such as product providers e.g. food and drink provided at a provider training event. Where relevant, any minor non-monetary benefits received will not conflict with our duty to act in your best interests.

12.7 Client Money

BLG Wealth is not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

12.8 Data Privacy notice

The information you have provided is subject to the Data Protection Act 2018 (the "Act"). By signing this document, you consent to us processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

"Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FCA or any other statutory, governmental or regulatory body for legitimate purposes.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or condition.

If at any time you wish us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on 0207 628 2089 or in writing at Salisbury House, London Wall, London, EC2M 5QQ.

You may be assured that we will treat all personal data and sensitive personal data as confidential and will not process it other than for legitimate purposes. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data. Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

12.9 Documentation

We will endeavour to make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. All Policy Documents or Lenders' Offer Documents will be forwarded to you as soon as practicable after we receive them. 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 scan any significant documents and retain them on your client file.

12.10 Non-Payment of Fees

If a Direct Debit payment is declined, cancelled, recalled or otherwise remains unpaid, the outstanding amount will remain due and payable to BLG Wealth.

We will contact you to advise you of the missed payment and may request that you make alternative arrangements to settle the outstanding amount or reinstate the Direct Debit mandate.

If any fees remain unpaid after they become due, BLG Wealth reserves the right to charge interest on the outstanding amount at a rate of **3% per annum above the base rate of HSBC Bank**, calculated from the date the payment was due until the date payment is received in full.

If fees remain unpaid, BLG Wealth reserves the right, subject to the terms of our agreement with you, to suspend or terminate the ongoing service provided to you and/or take appropriate steps to recover any outstanding fees.

In the event of late payment of fees, BLG Wealth reserves the right to charge you client interest in respect of any sum due under this agreement, at a rate of 3% per annum above the base rate of HSBC bank from the due date.

12.11 Non-Readily Realisable Products

Under the terms of this agreement, we may, if appropriate advise you on investments which are not readily realisable. We will draw your attention to the risks associated with these investments as there is a restricted market for them. In some circumstances, it may therefore not be possible to deal in the investment or obtain reliable information about its value.

12.12 Non-Regulated Products

We may also on occasion, advise on other financial products which are not regulated by the FCA under the Financial Services and Markets Act 2000 (such as deposit accounts). The Financial Services Compensation Scheme does not apply to any of these products. Accordingly, you should carefully consider whether such investments are suitable for you in light of your personal circumstances and the financial resources available to you.

The Financial Services Compensation Scheme will protect your deposits up to the limit of £120,000 per person, per authorised bank or building society. It is important to note that if different banks are listed under the same authorisation the FSCS will only pay out once, up to the £120,000 limit.

12.13 Risk Warnings

With the best will and intention, unfortunately not everything is within our control. The financial markets and world events are notable matters that can impact on the recommended approach to you achieving your objectives. It should be noted that products are very rarely guaranteed and therefore there is an inherent risk in all products. By “risk”, we mean the possibility that a product will not achieve the stated objective.

Please be aware that investments can fall as well as rise, and that you may not get back the full amount invested. The price of investments we may recommend may depend on fluctuations in the financial markets, or other economic factors, which are outside of our control. Past performance is not necessarily a guide to future performance. Specific warnings relevant to the investments or investment strategies we recommend will be confirmed to you in your recommendation report.

Although we will explain the risk of the product as part of our advice process (with the exception of execution only transactions) you should always ensure you have understood the risk associated with the product/service being provided. If you are unsure about the way the product or recommendations work, or require any further clarification please ensure that you raise this with your Planner.

12.14 Termination of agreement

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 services already provided/transactions already initiated, which will be completed according to the Terms of Business unless otherwise agreed in writing. You will be liable to pay for any transactions made and/or services carried out prior to termination and any adviser charges or other fees which may be outstanding.

12.15 When Things Go Wrong

If things go wrong, or you are unhappy with the service that we provide to you, we hope that you will initially discuss your concerns with your Planner, who will endeavor to address your concerns.

Alternatively, you can elect to make a complaint. A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request.

If you wish to register a complaint, please contact:

The Compliance Officer
BLG Wealth Limited
Salisbury House
London Wall
London
EC2M 5QQ

Telephone: : 0207 628 2089
E-Mail: : clientservices@blgwealth.com

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

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

We are covered by the Financial Services Compensation Scheme ('FSCS'). You may be entitled to compensation from the scheme if we or the providers with whom we arrange business cannot meet obligations. This depends on the type of business and the circumstances of the claim.

Please note that the FSCS do not pay compensation where your investment simply does not perform as well as you hoped unless this is as a result of our negligence.

- Investment. Most types of investment business is covered up to a maximum limit of £85,000
- Insurance. Insurance advising and arranging is covered for 90% of the claim, without any upper limit.
- Mortgages. Mortgage advising and arranging is covered for up to a maximum limit of £85,000.

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

12.16 Client Responsibility

To allow us to provide you with the best possible service, it is important that you provide us with the information we request. Please do not withhold relevant information and let us know if we have misinterpreted anything you have told us. Any information, recommendations or advice that we provide to you will be based on the information you provide. Under the FCA rules, we are required to consider whether it is in your best interests for us to act for you if you refuse to provide the information necessary for us to provide you with suitable advice. We can decline to act for you if we believe that you have not provided adequate information. We may refuse to act on your instructions where we cannot verify these or where these are unclear or ambiguous. If this happens, we will contact you to try to clarify/confirm your instructions.

12.17 Amendment of terms

We can make reasonable and appropriate changes to these terms at any time while you are continuing to use our services:

- To reflect changes to relevant laws or regulations, new industry guidance or codes of practice or a decision of FOS; or
- To reflect improvements to our services that technological service or propositional enhancements have allowed us to make; or
- Where such change is not to your detriment, including correcting any errors or inaccuracies.

Changes made which are immaterial, not to your detriment and which we are not required to make you aware of under FCA rules will not require notification and may take effect immediately. If you object to such a change, please contact us.

12.18 Liability

Nothing in these terms detracts from or avoids our responsibility to provide you with suitable advice and service, nor from your right to complain to FOS. Subject to any of our duties or liabilities under the Financial Services and Markets Act and the other provisions of these terms, we shall only be liable to you for any loss or damage you may suffer as a direct result of any services which we provide to you to the extent that such loss or damage arises as a result of fraud, negligence or willful default by us. We will not be liable for any losses, damages, liabilities or claims incurred due to:

- The fall in value of any investments held by you;
- Any service-related issues or delays caused by third parties which are beyond our control;
- The completeness or accuracy of the information prepared by a third party;
- The loss of any documentation (including without limitation share certificates or other documents of title) in the UK postal system;
- The alteration or loss of confidentiality of any emailed information or electronic message;
- Penalties, surcharges, interest or additional tax liabilities arising from the supply by you or others of incorrect or incomplete information, or from the failure by you or others to supply any appropriate information or from your failure to act on our advice or to respond promptly to communications from us or the tax authorities;
- The reliance on any information we provide by persons who are not UK resident or nominees for persons who are not UK resident;
- Reliance by any third party on our advice or work, unless we have consented in writing to it being passed to them;
- A failure of delay in implementing instructions as a result of our inability to verify the authenticity of the instruction or where we consider the instruction to be unclear or ambiguous.

Nothing in these terms will exclude or limit our liability:

- For death or personal injury caused by negligence;
- For fraud or misrepresentation as to a fundamental matter; or
- For any other liability which cannot be excluded or limited under FCA Rules or applicable laws.

13. BLG Wealth Declaration

This is our standard Terms of Business (V.22) 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.

Data Protection and Fee Agreement



The purpose of this Data Protection and Fee Agreement is to confirm and formalise the services which BLG Wealth will provide to you and the fees for completing the work agreed, on your behalf.

Data Protection declaration for Retail Clients

Your personal information is very important to us. We will endeavor to take all due care to protect this information. We would like to highlight certain points relating to your information that you should be aware of. Some services are provided to BLG Wealth Limited by third parties (such as processing business or obtaining compliance or regulatory advice), which warrant the disclosure of more than just your basic contact details. You agree that personal information held by BLG Wealth Ltd may be disclosed on a confidential basis, and in accordance with the Data Protection Act 2018, to any such third parties. You also agree that this information may be transferred electronically, e.g. by email and you agree that BLG Wealth Ltd, or any such third party, may contact you in future by any means of communication which we consider appropriate at the time.

Product Providers and Investment Management companies may administer policies and plans you have with them and provide other services, from locations in countries outside Europe (such as India and the USA) that do not always have the same standard of Data Protection laws as the UK. However, they are required to put controls in place to ensure that your information is adequately protected, and they undertake to be bound by the obligations under the Data Protection Act even when your personal information is processed outside Europe.

To enable us to provide the services we have agreed and for other related purposes – including updating and enhancing client records, analysis for management purposes and statutory returns, crime prevention and legal and regulatory compliance – we may obtain, use, process and disclose personal data about you.

CONSENT to hold, store and process your Personal Data & CONSENT to contact you

Information supplied may be stored on computer or paper records and may be used for Regulatory, record-keeping, contact and marketing purposes by BLG Wealth Ltd. Details may be passed to our Regulatory Authorities or Auditors for the purpose of compliance. We will NOT pass on your data to third parties for any marketing purposes. We may contact you at any point in the future (including by telephone, email and post) for ongoing services and marketing purposes – for example, with valuations, details of products, services or promotions we think you might be interest

CONSENT for BLG Wealth Ltd to contact you

BLG Wealth Ltd wish to gain your agreement, so we may contact you at any point in the future (including by telephone, email and post) for ongoing services and marketing purposes – for example, with valuations, details of products, services or promotions we think you might be interested in.

Do you consent to this?

☐

.....
Client Signature to confirm

.....
Date

Do you consent to this?

☐

.....
Client Signature to confirm

.....
Date

(NB. If a client does not wish for their data to be stored on computer records, we may be unable to act for them).

WITHDRAWAL OF CONSENT - if at any time you wish us – or any company associated with us – to cease obtaining, using, processing and disclosing personal data about you (including contacting you for marketing purposes), please contact us to withdraw your consent:

...in writing Data Protection Officer, BLG Wealth Ltd, Salisbury House, London Wall, London, EC2M 5QQ.

...by phone Data Protection Officer on 0207 628 2089

Subject to certain exceptions, you are entitled to have access to your personal data held by us.

Fee Agreement

Our initial and service proposition fees are:

Service Proposition	Initial Fee	Minimum Initial Fee	Annual Service Proposition Fee	Minimum Service Proposition Fee
Premier Wealth Service	1.50%	£600	1.00%	£2,000
Wealth Service	1.50%	£600	0.50%	£ 750
Transactional Service	1.50%	£600	Nil	Nil

Fee Selection

Please select how you wish to meet the cost of your fees:

Initial Fee Selection

I/We confirm that I/we agree to BLG Wealth being remunerated on the basis selected below:

Investment	Please Tick
By deduction from the contract(s)	
By direct payment from me/us	
Paid by a combination of deduction from the contract(s) and by direct payment from me/us	

Mortgage	Please Tick
By payment from the lender	
By direct payment from me/us	
Paid by a combination of payment from the lender and by direct payment from me/us	

Insurance	Please Tick
By payment from the insurance provider	
By direct payment from me/us	
Paid by a combination of payment from the insurance provider and by direct payment from me/us	

Service Proposition Selection

I/We confirm that we require the service proposition selected below:

Service Proposition	Please Tick
Premier Wealth Service	
Wealth Service	
Transactional Only	

Service Proposition Fee Selection

I/We confirm that I/we agree to BLG Wealth being remunerated on the basis selected below:

	Please Tick
Paid by deduction from the contract(s) that I/we hold	
Paid directly by me/us by monthly Direct Debit	
Paid by a combination of deductions from the contract(s) that I/we hold and paid directly by me/us by monthly Direct Debit	

Your agreement and consent

I/We confirm that BLG Wealth have provided me/us with our Key Facts Disclosure Document “about our services and costs”.
I/We confirm that I/we have read and understood the BLG Wealth Terms of Business and that I/we wish to proceed on the basis selected.

I/We understand that it is important that I/we retain our copy of these documents and if I/we have any questions I/we will contact BLG Wealth immediately.

Client Signature:	
Client Name:	
Client Signature:	
Client Name:	
Date:	

(V22)

Our Investment Service



Introducing our Investment Service

BLG Wealth in conjunction with specialist investment firms, offer a suite of risk optimised model portfolios targeted at the complete range of investor risk profiles. Our investment approach leverages the efficiency of cutting-edge technology with the oversight of experienced professionals to deliver an investment service that helps you keep as much of the gains in your pocket as possible.

Our portfolios are driven by our comprehensive ratings system, which independently rate a broad selection of top-quality funds covering all asset classes and sectors.

We have a range of portfolio types designed to produce superior risk adjusted returns. Each portfolio is regularly reviewed and has strict targets that it must meet in regard to both performance and risk.

Our Philosophy

Our model portfolio service looks to add value to your investments.

It is our belief that an actively managed investment strategy can bring real benefits to investors and can add significantly to the value of your investments. Excellent funds can deliver excellent returns and the right mix of strategies can deliver a portfolio with greater potential and less risk.

We believe that investment success is down to a multitude of factors and search for influences that can make a difference, from the structure of a fund, to the history of the fund manager through to the culture of the business they work for. It is also our goal to make sure this information is understood by the people who matter, you, the investor whose money is being entrusted to the fund management industry.

We strip away jargon and embrace transparency to ensure we communicate what is truly going on. Understanding is the foundation for confident decision making which we believe is the ultimate key to investment success, at every level.

Our Investment Strategies

Our investment strategies are tailored to a specific asset allocation model, which is determined by the outcome of our discussions with you regarding your attitude to investment risk, your investment time horizon and your capacity for loss.

Our Bespoke Investment Strategy

Our bespoke investment service is ideally suited to our clients who want to be actively involved and consulted about their investments and to approve any changes to the investment funds within their portfolio. It also means that the investment funds selected can be more diversified across your entire investment portfolio.

Through our quarterly meetings, we measure the performance of the individual investment funds and the current asset allocation structure for each investment that you hold and through consultation with you, make decisions about the actions needed in respect of the individual investment funds that you hold. We will then present to you a set of recommendations to approve before any action is taken.

Costs

The costs of the portfolio will depend on the structure and type of investments used. Active investment funds are generally more costly than passive investment funds. This is because under an active fund significant resources are required in order for the fund manager to identify the best investment opportunities. These could include but are not limited to a team of analysts, regional offices and additional trading costs. A passive fund is tracking an index and so does not require the same level of resource as an active fund and so has a lower cost.

Who is this suitable for?

This service is generally suited to those who are knowledgeable and have an opinion about investing, meaning they want to be heavily involved in the investment process. They see investing more as a dialogue between multiple parties in which they are keen to take part. They should appreciate that this will require them to sign off on every investment decision and that this might not always incur at a convenient time. Markets can be unpredictable and for this reason it can be important to make investment decisions quickly and at short notice, failure to do so could prove costly.

Our Model Portfolio Strategy

Our model investment portfolios invest into carefully selected Unit Trusts and OEICs, which in turn are managed by specialist investment houses.

As discretionary managers have the authority to manage your investments without seeking your permission each time they want to make a change to the portfolio.

Our model portfolio investment service provides the comfort of knowing that your investment funds within your recommended portfolio are continually monitored and not just at your review meeting with us.

A Hybrid Investment Strategy

A hybrid strategy is, as the name suggests, a blend of both active and passive investment strategies into a cost targeted portfolio.

What is an Active Strategy?

An active investment strategy only includes funds that are actively managed, in other words the manager of each investment is investing to try and outperform the market. This is achieved by the fund manager identifying what they see as market inefficiencies, where they believe that investments are undervalued by the market and that they can profit from this by buying cheap before the market corrects.

It also allows the fund manager to position the portfolio according to their view of the market. For instance, if the manager believes that markets are overvalued and likely to fall they can reposition the portfolio so that it is more defensive and will therefore protect investors money. Alternatively, if they believe markets are likely to rally they can invest more aggressively to profit from this. Or it may just be that the manager believes that a certain sector of the market offers poor prospects and therefore they avoid it entirely.

Not all active strategies are the same, the strategy followed by the fund will generally reflect the manager's view on the world. As an example, a manager may follow an income strategy as they believe that companies that pay large stable dividends offer the best opportunity to outperform.

There are many different strategies for investment, for instance: growth, value and cost averaging investing.

What is a Passive Strategy?

A passive investment strategy only includes index tracking funds, in other words the manager, or often just a computer, is trying to replicate the performance of the benchmark as closely as possible. Theoretically therefore if done well the fund should produce exactly the same performance as the underlying index, the only difference being that the costs of investment will mean that it will lag slightly. Passive investors do therefore not expect to outperform the market under any circumstance.

How a Hybrid Strategy Works

A hybrid strategy combines the advantages of both active and passive funds to offer the best of both worlds; some chance of outperformance where it is most likely and significant cost savings in areas where active management adds the least value.

The advantages of active management are that not only can a fund manager use their stock selection skills to generate out performance but they can reposition their portfolio into cash or other defensive investments in order to protect investors returns. Then when markets are booming they can switch their investments into something more aggressive in order to maximise returns. This approach can deliver better performance but comes at an additional cost as fund managers, analysts and other infrastructure required to beat the market all have to be paid for.

Passive funds are usually much cheaper as they are simpler to run and these efficiencies can be passed on to the investor. Both these characteristics can be combined in a hybrid strategy.

Costs

A hybrid portfolio is considered the middle option in terms of costs. Generally active funds are more expensive due to the increased costs of running the fund, this can include a large analyst team, regional offices and higher trading costs. In contrast passive investments generally cost less than a third of their active counterparts as costs are limited to the equipment and personnel needed to replicate an index.

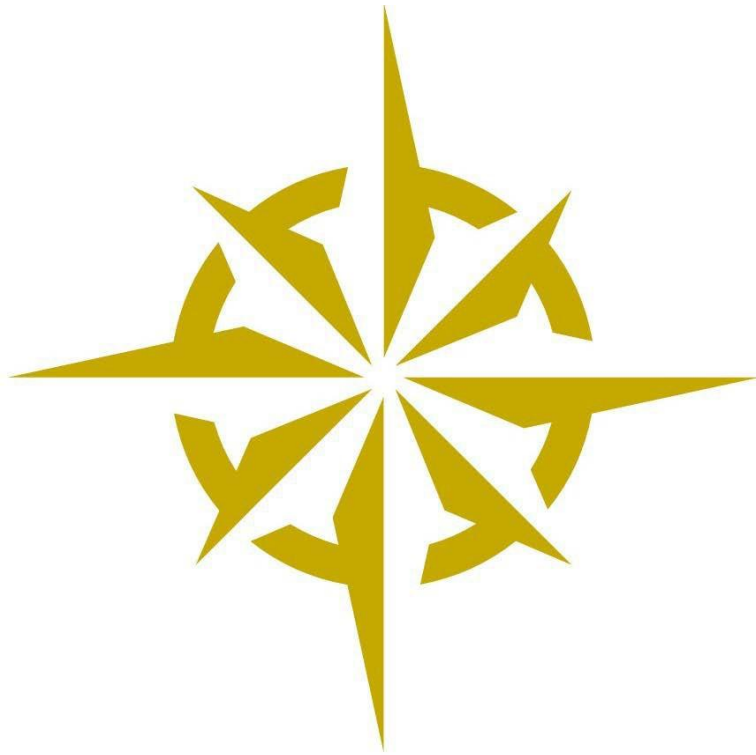
Who is this suitable for?

A hybrid strategy is suitable for investors who want some chance of outperformance while keeping costs to a reasonable level.

It is favoured by those who believe that both passive and active investments both have their merits under certain circumstances. They believe a passive investment strategy generally works well in very efficient markets where it makes sense not to pay the extra costs of active management which they believe will inevitably lead to underperformance. Some markets however are highly inefficient and an active approach in this portion of the portfolio could provide the potential for outperformance.

By combining these strategies they believe they maximise their portfolios performance potential by paying higher costs where there is opportunity and accepting the duller, cheaper more predictable option of passives where there is none. A hybrid investment style favours those who want to know exactly what they are going to be paying for their investments.

Your Attitude to Investment Risk



Please visit www.blgwealth.com to complete your questionnaire