

Jones Hill Ltd – Client Agreement

Jones Hill Ltd is an appointed representative of Paradigm Financial Advisers Ltd, which is authorised and regulated by the Financial Services Authority. FSA Number 497604 You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234. The Financial Services Authority, 25 The North Colonnade, Canary Wharf, London E14 5HS

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. Any advice provided will be confirmed to you in writing.

Client Classification

Jones Hill 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 Services Authority (FSA). Should you wish to be classified differently for investment business, please discuss this with your adviser. Your adviser will inform you should your circumstances dictate that we would need to classify you differently for non-investment insurance business.

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, SMS, Postal & Fax.

Investment and Non-Investment Insurance Services

Jones Hill Ltd is permitted to advise on and arrange (bring about) deals in investments and non-investment insurance contracts. 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. 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 non-investment insurance contract or service which we feel may be of interest to you.

Jones Hill 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.

Scope of Advice

Investment

We offer products from the whole market.

Non-investment Insurance

We offer products from a range of insurers on the basis of a fair analysis of the market for Term Assurance, Critical Illness, Private Medical Insurance, Permanent Health Insurance, Long Term Care Insurance, Accident Sickness & Unemployment cover and Home Insurance.

Conflicts of Interest

Jones Hill Ltd offers advice in accordance with that disclosed to you in this agreement. Occasions may arise where we or one of our other clients have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interests, we will write to you and obtain your consent before we

carry out your instructions, and detail the steps we will take to ensure fair treatment.

Best Execution

It is our policy to transact your business in order to achieve the best possible results in terms of the nature and price of the products selected, transaction charges, administration and service excellence. Further details of our procedures regarding this are held within our Best Execution Policy, a copy of which will be provided to you on request.

Termination of Authority

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 transactions already initiated which will be completed according to this Client Agreement unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees which may be outstanding.

Data Protection

For details of our Data Protection statement and policy, please see our separate Data Protection Statement and consent form, which will be provided separately to you.

Payment for Services

Investment

You will pay for our services on the basis of a fee, commission or a combination of fee and commission. We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

Paying by fees

We will agree the rate we will charge before beginning work. We will tell you if you have to pay VAT.

Our typical charges are:

- Independent Financial Adviser £150 per hour
- Independent Mortgage Adviser £100 per hour
- Administration £75 per hour
- **Our minimum fee is £250**

You may want to have ongoing advice from us if we recommend a pension or investment product for you. Many customers like to have an annual review to check that their investments will remain suitable for their needs. Rather than paying us a separate fee for this service, we may charge an annual fee, by way of a percentage of the funds under review, which can be taken directly from your investment. For example, if your fund has a value of £75,000 we may take 0.5% of this fund which equates to £375 per annum

Paying by a combination of fee and commission (through product charges)

We will charge you a combination of fees and commission. The actual amounts will depend on the service provided to you, but will be in line with the arrangements set out in the below sections headed '**Paying by commission (through product charges)**' and our separate **Service and Fee Proposition** document which outlines the payment of services for any advice we provide and the level of service you will receive for this and should be read in conjunction with this document.

Paying by commission (through product charges)

If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing to us up front, that does not mean our service is free. You still pay us indirectly through product charges. Product charges pay for the product provider's own costs and any commission. These charges reduce the amount left for investment. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower. The amount of commission we

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receive will vary depending on the amount you invest and (sometimes) how long you invest and / or your age.

For example:

If you invest £7,200 into an Equity ISA, the amount of commission we would receive would be £270 immediately (3.75%) and £36 each year thereafter (0.5%)

If you invest £10,000 into an Investment Bond, the amount of commission we would receive would be £475 immediately (4.75%) and £50 each year thereafter.

If you pay £80 net a month (which is £100 gross) into a Personal Pension with a term of 25 years, the amount of commission we would receive would be £674.92 immediately (56.25%) and £30 each year thereafter (2.5%)

If you invest a lump sum of £10,000 into a Self Invested Personal Pension, the amount of commission we would receive would be £550 immediately (5.5%) and £50 each year (0.5%)

We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

Non-Investment Insurance

We may be paid for this business by way of Fees, commission or by a combination of both as shown above.

Information about other costs and charges

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

General

Please note that there is a possibility that other costs, including taxes, could be incurred related to transactions in connection with investment business that are not paid via the firm or imposed by it.

For certain transactions that we recommend to you, Jones Hill Ltd will accrue a notional entitlement under a Discretionary settlement. The value of this entitlement does not impact on the overall charges applied to your investment, and the actual cost to you will be disclosed as required by the Financial Services Authority.

In addition to the above, for certain transactions that we recommend to you, we may also receive a royalty payment from the provider as part of the annual management charge. This payment will be made on an annual basis and again will not affect the charges applied to your contract as disclosed to you at the point of application. We will be happy to provide you with details of the payments as they relate to your investment should you request these.

Complaints

If you wish to register a complaint, please contact Paradigm Financial Advisers Ltd in writing at Paradigm House, Brooke Court, Wilmslow, Cheshire, SK9 3ND or telephone us on 0845 303 6333. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. 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 and the circumstances of the claim.

Investment

Most types of investment business are covered for 100% of the first £50,000 so the maximum compensation is £50,000.

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the 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.

How to contact us and Paradigm Financial Advisers Limited

You can contact us by phone, fax, e-mail or by writing to us.

	Our details	Paradigm Financial Advisers Ltd
Phone:	08452 417192	0844 209 8451
Fax:	08452 417193	0845 303 8333
E-mail:	info@joneshill.co.uk	Helpdesk@paradigmfinancialadvisers.co.uk
Address:	17 Church Street Trowbridge Wiltshire BA14 8DW	Paradigm House Brooke Court Wilmslow Cheshire SK9 3ND
FSA registration number:	500259	497604

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 of Issue