

KEYFACTS ABOUT OUR SERVICES AND COSTS

DHM Wynchwood LLP, DHM House, 8 Shottery Brook Office Park, Timothy's Bridge Road, Stratford upon Avon, Warwickshire CV37 9NR

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is designed to be given to consumers considering buying certain financial products. **You need to read this important document. It explains the service you are being offered and how you will pay for it.**

2. Whose products do we offer?

Investment

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

Insurance

- We offer products from a range of insurers for life assurance, critical illness, income protection, private medical insurance, long term care insurance and household buildings and contents insurance.
- We offer products from only a limited number of insurers for life assurance, critical illness, income protection, private medical insurance, long term care insurance and household buildings and contents insurance.
- We offer products from only a single insurer.

Mortgage and Equity Release Products

- We offer mortgages and equity release products from the whole market.
- We offer mortgages and equity release products from only a limited number of companies.
- We offer mortgages and equity release products from only a single lender/company.

3. Which service will we provide you with?

Investment

- We will advise and make a recommendation for you after we have assessed your needs.
- 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.

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for life assurance, critical illness, income protection, private medical insurance, long term care insurance and household buildings and contents insurance.
- You will not receive advice or a recommendation from us for accident, sickness and unemployment insurance.

Mortgages and Equity Release Products

- We will advise and make a recommendation for you on mortgage or equity release products after we have assessed your needs.
- You will not receive advice or a recommendation from us.

4. What will you have to pay us for our services?

You will pay for our services on the basis of one of the options outlined below. We will discuss your payment options with you and answer any questions you may have.

Investment

Paying by fee

We will agree the basis of your fee, including whether VAT is applicable, before commencing work and this will not exceed our typical charging structure outlined below.

We will also agree whether the fee is to be taken from the money you have available for investment or whether you prefer to be invoiced separately.

You may ask us for either an estimate of how much in total we might charge, or not to exceed a specified amount without your approval, or even negotiate a fixed fee. Fees become due and payable upon completion of our work.

Our standard charges are:

Senior Partner/ Specialist Financial Advice	£300 per hour
Financial Advice	£200 per hour (minimum 2 hours)
Administration	£75 per hour

Percentage of funds under advisory management

Funds under £100,000 – set up fees apply at 1%, maintenance fee 1% p.a.

Funds under £250,000 – set up fees apply at 1%, maintenance fee 0.75% p.a.

Thereafter – no set up fee, maintenance fee 0.5%

Other benefits we may receive

From time to time we may receive non-monetary benefits from product providers. Details will be provided on request.

Insurance

- A fee.
- No fee for life assurance, critical illness, income protection, private medical insurance, long term care insurance and household buildings and contents insurance. Fees earned, from the insurance company, as a result of insurances arranged will be disclosed before the business is completed. However, if you ultimately decide not to proceed with buying any product at all we reserve the right to charge a fee, based upon our normal hourly rates (details available on request) which will reflect the time spent on providing our services and/or advice.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Mortgages and Equity Release Products

- No fee. We will be paid by fee from the lender or company.
- We will normally invoice you directly for our fee of £275. Also we will usually be paid a procuration fee by the lender or company when the mortgage or scheme is completed.
You will receive a key features illustration when considering a particular equity release product which will tell you about any fees relating to it.

Refund of fees

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

- A full refund if the lender/company rejects your application.
- A full refund if your application falls through.
- No refund if you decide not to proceed.

5. Who regulates us?

DHM Wynchwood LLP of DHM House, 8 Shottery Brook Office Park, Timothy's Bridge Road, Stratford Upon Avon, Warwickshire CV37 9NR is authorised and regulated by the Financial Services Authority. Our FSA Register number is 569713.

DHM Wynchwood's permitted business is advising on and arranging life insurance, pensions, investments, mortgages and non-investment insurance contracts.

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.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

In writing: Write to The Complaints Manager, DHM Wynchwood LLP at DHM House, 8 Shottery Brook Office Park, Timothy's Bridge Road, Stratford upon Avon, Warwickshire CV37 9NR

By phone: Telephone 01789 299655

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

A copy of our internal complaints procedure is available on request.

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

We are covered by the 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 per person per firm (for claims against firms declared in default from 1 January 2010).

Long-term insurance (e.g. pensions and life assurance)

90% of the claim, without any upper limit (for claims against firms in default from 1 January 2010).

General insurance (e.g. home and general)

90% of the claim, without any upper limit (for business conducted on or after 14 January 2005).

Home Finance (e.g. mortgage advice and arranging)

100% of the first £50,000 per person per firm (for claims against firms declared in default from 1 January 2010).

Further information about compensation scheme arrangements is available from the FSCS.

Message from the Financial Services Authority (re equity release products)

**Think carefully about this information before deciding whether you want to go ahead.
If you are at all unsure about which equity release product is right for you, you should ask your adviser to make a recommendation.**

Client Agreement

Commencement date. This Client Agreement comes into effect on the date you receive it from us.

How we act for you. We will treat you as a retail client in accordance with the rules of the FSA. We normally ask our clients to give written instructions before we act for them but, at our discretion, oral instructions will also be acceptable provided they are confirmed in writing. Any advice we give you will normally be in writing, but if given orally, will be recorded in writing in your file. When we have arranged any transaction for which you have given instructions we will not give you any further advice unless you request it, but will be glad to advise you at any time you ask us to do so. We do not offer a discretionary investment management service (whereby you authorize us to manage investments on your behalf without your specific instructions).

Where any recommendation we make, or transaction we undertake for you, results in a right to cancel the policy under certain conditions, we will advise you of these rights. We will also tell you if you do not have a right to cancel the arrangement.

Occasions can arise where we, or one of our other customers, will have some form of interest in business which we are transacting for you. If this happens, or we become aware that our interests, or those of one of our other customers, conflict with your interests, we will inform you and obtain your consent before we carry out your instructions.

When we arrange a transaction for you we will register it in your name unless otherwise agreed in writing. Additionally, we will ensure you receive either a contract note, documents of title, certificates evidencing title or other appropriate documentation. All such paperwork will be forwarded to you by post as soon as possible after we receive them. Where a number of documents relating to a series of transactions are involved, the documents will normally be retained until the series is completed.

DHM WYNCHWOOD 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 a bill) or handle cash.

We will register all investments in your name unless otherwise agreed in writing. All documents of title in respect of investments will be forwarded to you by post as soon as possible after we receive them. Where a number of documents relating to a series of transactions are involved, the documents will normally be retained until the series is complete.

Investment risk. All investments carry a degree of financial risk which will tend to increase in proportion to the potential rate of return on the investments. Any product which is directly or indirectly invested in assets which may fall in value (for example equities) may itself fall in value along with any decrease in value of those assets. Before entering into any investment agreement we will endeavour to explain to you in written simple terms how much risk you are taking and you should ensure that you understand the risk associated with the product and are content to accept that level of risk.

Legislation. Data Protection Act: we occasionally mail our clients with information which we consider will be of interest to them. If you do not wish to receive this please notify us in writing. There may be occasions when it is necessary for us to pass information from our files to another Independent Financial Adviser or the FSA. Unless we hear from you in writing we shall assume you have no objection to this.

In many circumstances to conform to the statutory requirements of the Proceeds of Crime Act 2002 and the Money Laundering Regulations 2007, it is necessary to obtain verification of your circumstances by your provision to us of original documents. These can be a Passport or Birth Certificate together with a domestic bill confirming your address. We do not accept responsibility for delays due to this lack of verification.

You have the right to inspect copies of contract notes, vouchers, and entries in our books or computerized records relating to your transactions. We will account to you for transactions effected on your behalf either by means of a contract note or by providing documents of title or certificates evidencing title. We undertake to maintain such records for six years from the date of each transaction. We treat all client records as confidential.

We maintain professional indemnity insurance for the protection of clients.

Termination of this 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 by first class post. It will be deemed to be received **2 business days after being posted**. Any business currently being completed will be completed unless we receive **your instructions to the contrary**. Any fees outstanding at the date of termination will be due within four weeks of the termination date.

Law. This Client Agreement is governed and shall be construed in accordance with English law and the parties shall submit to the exclusive jurisdiction of the English Courts.

Signed by a duly authorised officer for

and on behalf of the Company **Date**

I confirm that I have received, read and retained a copy of this agreement, including overleaf the information 'keyfacts about our services and costs', which has been provided by DHM Wynchwood LLP.

NAME NAME
(BLOCK CAPITALS)
SIGNATURE SIGNATURE
DATE DATE

[30 March 2012]