



OUR CLIENT PROPOSITION

Forward Financial Planning is a long established Financial Services company whose success has been based on three core principles; integrity, professionalism and impartiality coupled with a creative and innovative approach to financial planning and a belief in excellent client service.

The firm is authorised and regulated by the Financial Conduct Authority (FCA) to advise on and arrange Life Assurance, Pensions, Collective Investments, Personal Equity Plans, Individual Saving Accounts and Financial Planning. We are bound by the rules of the FCA and we will communicate with you orally and in writing.

WHAT WE OFFER

We offer a wide range of services, including advice on Investments, Inheritance Tax Planning, Trust and Business Planning, including all types of Pension Schemes, Mortgages and Protection for you, your family or your business. Our focus is on both wealth enhancement and wealth protection. We believe in providing a high quality service, with the emphasis on building long term relationships with our clients.

CUSTOMER CLASSIFICATION

The firm proposes to classify you as a Retail Customer.

INVESTMENT OBJECTIVES AND RESTRICTIONS

Following the issue of this letter any subsequent advice or recommendation offered to you will be based on your stated investment objectives, acceptable level of risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. Details of your stated investment objectives will be included in the Suitability Letter we will issue to you to confirm our recommendation. Unless confirmed in writing, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

WHICH SERVICE WILL WE PROVIDE YOU WITH

Investments

<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	Restricted advice - We will advise and make a recommendation for you after we have assessed your needs. We offer advice on limited types of products which we offer from a limited number of companies. You may ask us for a list of the companies and products we offer advice on'.
<input type="checkbox"/>	No advice - 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.

CONFLICTS OF INTEREST

Occasions can arise where we, or one of our customers, will have some form of interest in business that 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 in writing and obtain your consent before we carry out your instructions.

CLIENT MONEY

The firm **does not handle client money**. We never handle cash or accept a cheque made out to us unless it is a cheque in settlement of our standard Admin Fees for which we have sent you an invoice.

MAKING A COMPLAINT

If you should have any complaint about the advice you receive or a product that you have bought please write to the Compliance Officer at Forward Financial Planning 35A Fore Street, Wellington, Somerset TA21 8AG Telephone 01823 669897 Fax 0871 5944785.

If you feel that your complaint has not been sufficiently handled you may subsequently complain to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR, Tel: 0207 676 1000. If you would like a copy of our complaint handling procedures, please ask us.

FINANCIAL SERVICES COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme. 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.

Most types of **Investment** business are covered up to a maximum limit of £50,000.

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

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

Further information about the compensation arrangements is available from the Financial Services Compensation Scheme.

DATA PROTECTION

The information you have provided is subject to the Data Protection Act 1998 (the "Act"). By signing this document you consent to us or any company associated with us for 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 FSA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

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; the commission or alleged commission of any offence by you; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings; your political opinions, religious or similar beliefs, sexual life; or your membership of a Trade Union.

LAW

This agreement will be based on English law and legislation.

OUR SERVICE PROPOSITION

The services we offer can be broken down into four stages as follows:

- **INITIAL CONSULTATION**
- **REVIEW AND RECOMMENDATION PROCESS**
- **IMPLEMENTATION PROCESS**
- **ONGOING REVIEW SERVICE**

INITIAL CONSULTATION

We offer a complimentary consultation at our expense and the purpose of this is to identify your personal needs and objectives, establish what benefits would result from using our services, outline our associated costs and give you the opportunity to appoint us. Following our initial consultation should you decide to go ahead there is a cost for our services, known as an "**Adviser Charge**".

We offer a variety of methods by which we can be remunerated so that you can select the method that best suits your needs. 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. We will also tell you if there are other costs that might arise in connection with the service we provide to you.

PAYING YOUR ADVISER CHARGE

You can pay your adviser charge by cheque or by deduction from a financial product that you might invest in. Please note that if you choose to pay by deduction from a financial product this could reduce the amount left for investment.

Please note a minimum charge may be applied even if you choose not to invest in a product and this will be agreed in writing with you before any chargeable work commences.

Our adviser charge is consistent regardless of whether the advice relates to a pension, ISA, unit trust, investment bond or any other financial investment product. In certain circumstances it is necessary to impose a minimum fee. If this is relevant, we will discuss and agree the amount with you.

A typical minimum fee is £250.

REVIEW AND RECOMMENDATION PROCESS

This could involve a specific review of particular issues you feel require attention or could involve a complete overview of your entire financial situation. Any or all of the following issues could form part of our review service and we would agree this with you at the initial consultation.

Investment Review

An objective assessment of your risk tolerance and complete review of existing investments held, including the interest rates applicable on cash deposits.

Pensions Review

A review of your existing pension arrangements along with an assessment of the viability of value added strategies such as Self Invested Personal Pension Plans (SIPPs).

Retirement Planning

Guidance on how best to use the pension funds you have available to generate income in retirement, including conventional annuity purchase, investment linked annuities, capital protected annuities, Impaired Life Annuities, Unsecured Pension (USP), Alternatively Secured Pension (ASP), Open Annuity and Scheme Pension.

Protection Review

An assessment of any life or health protection policies in place, the level of cover provided and any identified shortfalls.

IMPLEMENTATION PROCESS

This process only begins once we have your signed agreement on the strategy to be put in place and agreed the cost of meeting your objections and requirements. This may involve arranging investments or acquiring products on your behalf or simply implementing a specific financial planning process, such as estate planning.

OUR STANDARD FEES

The cost of our services and Your Payment options

Our Typical adviser charges are:

REVIEW AND RECOMMENDATION PROCESS FEES

SERVICE	FEE
In respect of a report covering a specific review or investigation	£250.00
In respect of a pension transfer analysis	£500.00
In respect of a comprehensive report covering multiple issues	£750.00

IMPLEMENTATION

Settling your adviser charge in a single payment

If the agreed strategy involves investing in new financial products or additional investments to existing products (either personal investments or pensions) then the following standard charges will apply based on the investment or fund amount:-

INVESTED AMOUNT	INITIAL CHARGE
Standard Initial Charge Applies Across ALL investment Amounts And Products From £1+	3%

Examples:

- If you invest a lump sum of £100,000 into an investment, we would charge an 'initial adviser charge' of 3% of the amount invested, which would mean an initial 'adviser charge' of £3,000.00 ($£100,000 \times 3\% = £3,000.00$).

We will tell you how much the total initial 'adviser charge' will be before you complete an investment, but you may ask for this information earlier. **OUR NORMAL EXPECTED INITIAL FEE IS 3%**

Settling your adviser charge by Instalments

Paying by instalments through your recommended product

If you buy a financial product, you can chose to have your adviser charge deducted from the product through instalments. Although you pay nothing to us up front, that does not mean that our service is free. You still pay us indirectly through deductions from the amount you pay into your product. These deductions will pay towards settling the adviser charge. These deductions could reduce the amount left for investment.

For example, the total cost of advice is £600. You have been recommended a regular premium product of which £250 will be paid each month. £50 will be taken from this amount to pay off your adviser charge over 12 months. The remaining £200 will be invested during this time. At the end of this period the adviser charge would have been settled in full. From month 13 the full £250 will be invested.

Keeping up with your payments

If you choose to pay for the advice you receive via instalments, the full amount of the adviser charge will need to be paid irrespective of whether:

- the recommended product(s) is /are cancelled before the full amount is paid; and/or
- you subsequently decide to transfer your business to another firm / financial adviser.

Any outstanding amounts, as at the date of cancelling the recommended product / transferring to another firm or adviser, will be due to be paid in full within 28 business days of the termination / transfer date. An invoice will be raised for the full outstanding amount.

All the fees outlined will be payable on completion of the work.

ON-GOING REVIEWS and OUR ON-GOING REVIEW SERVICE

An on-going review service has always been integral to our business as we believe that it can add significant value to both individuals and businesses. The purpose of this is to develop your planning strategies over time to take into account your changing circumstances and objectives as well as developments in economic conditions or legislation (taxation etc.). It also gives us the opportunity to give you access to new ideas and financial products.

The way these services are provided is broken down into three distinct categories and they have been designed around the levels of face to face appointments and contact you feel you need:-

Lifetime Client Service

An annual ongoing fee of 1% calculated as a percentage of your total holdings

Based on a fund value of £100,000, an ongoing charge of 1% of this amount would mean that it would cost £1,000.00 per annum to provide an ongoing service ($£100,000 \times 1\% = £1,000.00$). If the fund value increases over time, the ongoing charge then increases accordingly.

Gold Client Service

An annual ongoing fee of 0.75% calculated as a percentage of your total holdings

Based on a fund value of £100,000, an ongoing charge of 0.75% of this amount would mean that it would cost £750.00 per annum to provide an ongoing service ($£100,000 \times 0.75\% = £750.00$). If the fund value increases over time, the ongoing charge then increases accordingly.

Silver Client Service

An annual ongoing fee of 0.5% calculated as a percentage of your total holdings

Based on a fund value of £100,000, an ongoing charge of 0.5% of this amount would mean that it would cost £500.00 per annum to provide an ongoing service ($£100,000 \times 0.5\% = £500.00$). If the fund value increases over time, the ongoing charge then increases accordingly.

Pay-As-You Go Client Service

This service is provided on an individual costed basis and these fees and the level of work required will be agreed with you upfront before any work is undertaken.

Ongoing services can be cancelled at any time by simply informing us in writing but please note that we reserve the right to charge you for services provided prior to cancellation.

Depending on the requested service selected above, the following benefits are available to you:

	Lifetime Service	Gold Service	Silver Service	Pay-As-You-Go Service
Review Meetings	4	2	1	N/A
Email Access	Unlimited	Limited	Limited	N/A
Telephone Access	Unlimited	Unlimited	Unlimited	N/A
Administrative Support	Unlimited	On request	On request	N/A
Portfolio Valuations	4	2	1	N/A
Online Portfolio Access	Unlimited	N/A	N/A	N/A
Quarterly Newsletter	Included	Included	N/A	N/A
Professional Connections	Included	N/A	N/A	N/A
Seminars	Included	N/A	N/A	N/A
Risk Profiling	Included	Included	Included	N/A
Fund Switches	Included	Included	Included	N/A

The following charges would also be applicable in addition:

Implementation fees

These apply as outlined earlier if new products are recommended and arranged and added to your existing portfolio held with us.

Any changes to your existing portfolio, is covered by the ongoing payment being received.

Information about other costs and associated 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.

REFERRAL FEES

On occasions we will receive and give referrals to associated businesses such as Accountants, Solicitors, Estate Agents, Tax Planners and associated Professional Introducers whereby any fees earned or paid will be disclosed to you. This does not affect the Initial or Ongoing Adviser Fee agreed with you.

FEE AUTHORISATION

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read the terms carefully before signing, as by signing you consent to the terms contained within. If there are any terms within this agreement that you do not understand, please ask for further information. The Client Agreement will come into effect from the date of acceptance of this agreement, which will be confirmed by the date provided in the 'date of signature box' below, unless otherwise stated.

REVIEW AND RECOMMENDATION PROCESS FEES

In line with the standard terms detailed in your Client Proposition above, I/we agree to the sum of £_____ being invoiced to me/us as your **Adviser Charge**.

This represents your professional fee and costs which I have previously agreed to for the services/advice/administration to date and for the completion of a specified detailed report.

Signature.....Print Name.....

Signature.....Print Name.....

Address.....

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Dated this.....Day of.....in the Year.....

Advisers Signature.....

IMPLEMENTATION FEES

In line with the standard terms detailed in your Client Proposition above, I/we agree to an amount equivalent to £_____/_____% of my investments/pensions being invoiced direct to me/us or to being taken directly from my investments/pensions as your **Adviser Charge**. I am aware of your **minimum case fee of £500** and agree that you may invoice me for any shortfall up to this level.

This represents your professional fee and costs which I have previously agreed to, for the implementation of your recommendations and for assistance in the completion of all related paperwork, application forms and processing.

Payment of the above will immediately become due before or upon completion of any application and I agree to settle this fee on demand or within 14 days of your invoice without reservation.

In the event that I/we decide not to proceed with any recommendations made by Forward Financial Planning after instructing them to proceed in line with their Implementation Process, **we accept that a non-refundable Administration Fee of £250.00** will be payable and fully recoverable through legal re-dress as appropriate.

Signature.....Print Name.....

Signature.....Print Name.....

Dated this.....Day of.....in the Year.....

Advisers Signature.....

Please make all cheques payable to **F.F.P (SW) Ltd.**

FEE AUTHORISATION

ON-GOING REVIEWS

I/we have been made aware of the 4 different levels of ongoing services offered by Forward Financial Planning and I/we have indicated our preferred requirements in the relevant section below.

Where we have selected a service form the Lifetime, Gold or Silver service options, I/we consent to the indicated annual charges being applied to our investments/pensions and paid to Forward Financial Planning direct by the policy provider(s) in return for the services detailed.

Where we have selected the Pay-As-You-Go Service, I/we accept that no further advice or contact from Forward Financial Planning will be offered unless specific terms are agreed in advance.

In line with the standard terms detailed in your Client Proposition above, I/we agree to _____% of my investments/pensions being invested being received as an ongoing payment to deliver the services agreed/required.

Based on the sum being invested of £_____, this will equate to £_____ pa.

If the fund value increases over time, the ongoing charge then increases accordingly.

	Lifetime Service	Gold Service	Silver Service
SERVICE REQUIRED (Please indicate your preferred choice by ticking the relevant box)			

Signature.....Print Name.....

Signature.....Print Name.....

Address.....

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Dated this.....Day of.....in the Year.....

Advisers Signature.....

Pay-As-You-Go Service ONLY
By selecting Pay-As-You-Go Service, I/we fully accept that we will receive NO further information, service or administration facilities from our Adviser or Forward Financial Planning without first agreeing a fee and instructing Forward Financial Planning to undertake any work.

Signature.....Print Name.....

Signature.....Print Name.....

Address.....

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Dated this.....Day of.....in the Year.....

Advisers Signature.....