

Client Agreement

incorporating service & costs disclosure document

Park Investments (Leicester) Ltd
97 Dunton Road
Broughton Astley
Leicestershire
LE9 6NA
Tel: 01455 284528
Email: admin@parkinvestments.co.uk

1. Who Regulates Us?

Park Investments (Leicester) Limited, are Authorised and Regulated by the Financial Conduct Authority. Our Financial Services Register Number is 231706. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on 0800 111 6768.

2. Client Classification

Each client with whom the firm does business is categorised to identify the level of regulatory protection. We propose to classify you as 'Retail Client' with the highest level of protection.

3. Whose products do we offer?

- **Investment:** We offer products from the whole of market for all types of investments we deal with.
- **Insurance:** We offer products from the whole of market for Life Assurance, Critical Illness Cover and Income Protection. We only offer products from a limited number of insurers for Buildings & Contents Insurance and Accident, Sickness & Redundancy Insurance. Ask us for a list of the insurers we offer insurance from.
- **Mortgages:** We offer mortgages from the whole market.

4. What services do you require and how will you pay us for our services?

Investment

Our Investment Management Service. e.g. A pension with a single managed fund reviewed annually. Our charge is 0.5% per annum of the advised investments.

Example: You invest £75,000. Our charge is £375 per annum. If the investment grows to £90,000 our charge becomes £450 per annum.

You may ask us instead for a fixed charge quotation. For example advising a new client on a Pension Annuity our standard charge is £800.

We reserve the right to charge more than our standard fees for complicated cases. If so this will be notified to you in a separate Fee Agreement that you will sign before any such fees are incurred.

Do you require advice on investments?

YES	NO
-----	----

Would you prefer to pay our fees?

Cheque or BACS	Deduct from investment
----------------	------------------------

Insurance

You have the option of us working on a fee or commission basis.

Our standard fee for arranging a protection policy is £800.

Park Investments (Leicester) Ltd is registered in England & Wales at Tanglewood, 97 Dunton Road, Broughton Astley, Leicestershire LE9 6NA. Company Reg No. 4996401. Authorised and Regulated by the Financial Conduct Authority.

1 December 2023

Do you require advice on Insurance?

YES	NO
-----	----

If Yes would you prefer to pay us

A fee	Commission
-------	------------

Mortgages

You have the option of us working on a fee or a reduced fee and commission basis.

Our standard fee for arranging a mortgage is £1,000. We will refund any commission received from the lender to you.

Our standard fee for arranging a mortgage where we will also receive any commission payable by the lender is £250. If we arrange a product switch with your current lender our fee is £150. We may offer discounts for multiple buy-to-let applications.

Our fee is payable on the lenders issue of an offer of mortgage letter.

Do you require mortgage advice?

YES	NO
-----	----

If Yes would you prefer to pay us?

A fee	A reduced fee plus commission
-------	-------------------------------

5. Services to be provided

Any advice or recommendation that we offer to you, will be based on your stated objectives, circumstances and take into account any restrictions that you wish to place on the type of products you would be willing to consider.

With very few exceptions, we will confirm to you in writing the basis of our reason for recommending the products arranged on your behalf.

Your stated objectives will be reiterated in the Suitability Letter, which we will issue to you following our recommendation, along with details of any special risks associated with the product recommended. 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.

Full details of the products we may recommend to you including, for example, the minimum duration of the product, information on the right to cancel or whether no right to cancel arises, and any other early termination rights and penalties, will be covered in the relevant product disclosure

information you will receive before conclusion of any contract.

All Investment, Insurance and Lender's 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 not provide any advice other than on the selections you make above. We do not provide legal advice and will not review past advice that you may have received.

We may refer you to Solidus IEP Ltd for Wills and Trusts. Solidus are responsible for this advice. We may advise you that you need to register a Trust on the Trust Registration Service. We do not act as agents to register Trusts on the Trust Registration Service.

Investment Advice

Any products we have arranged for you, will not be kept under review unless you opt for one of our 'Management Services'.

On issue of this letter any subsequent advice or recommendation offered to you will be based upon 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. We will issue you a suitability letter to confirm our recommendation. Unless confirmed we will not place any restrictions on our recommendations.

We will also make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing.

Mortgage & Insurance Advice

Any products we have arranged for you, will not be kept under review but we will advise you upon your request. However, we may contact you in the future by means of an unsolicited promotion should we wish to discuss the relative merits of a particular product or service which we feel may be of interest to you.

6. Communications

We will communicate with you in English both verbally and written for the sending and reception of orders. We will confirm emails with you by telephone.

7. Client Money

Park Investments (Leicester) Limited is not permitted to handle client money. 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.

8. Services which are not regulated by the Financial Conduct Authority

Some of the services provided by us may be not regulated by FCA since they are not included within the Financial Services and Markets Act 2000. These include most Buy to Let and Commercial mortgages.

9. Material Interest

We will act honestly, fairly and professionally known as conducting business in 'Clients best interest' regulations. Occasionally situations may arise where we or one of our other clients have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, 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.

10. Rights to Cancel

We will inform you of your statutory right to cancel. There will be occasions where no statutory rights are granted, however this will be explained before any contract is concluded.

In general terms you will have a 30 day cancellation period for a pure protection policy and a 14 day cancellation period for a general insurance policy. Please note that in most instances you will not be able to exercise a right to cancel a mortgage contract, unless the contract is concluded at a distance with no face to face advice, at which point you will have a 14 day cancellation period.

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.

11. What to do if you have a complaint

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

Park Investments (Leicester) Ltd
Complaints Department
97 Dunton Road
Broughton Astley
Leicestershire
LE9 6NA.

Telephone: 01455 284528.

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

12. 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.

Most types of investment, pension and mortgage business are covered for 100% of the first £85,000.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Compulsory classes of insurance, professional insurance and certain claims for injury, sickness or infirmity of the policyholder are covered for 100% of the claim, without any upper limit.

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

13. Law

These Terms of Business are governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

14. Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

Client Consent Declaration

I understand and consent to the above terms and I hereby authorise the transfer of information, as described above on a confidential basis when warranted between such third parties. I agree that the Client Agreement will come into effect from the date of issue.

Client 1 Name

Client 1 Signature

Date

Client 2 Name

Client 2 Signature

Date

Consent to Data Processing

By signing this document you consent to Park Investments processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

The information you provide is subject to the General Data Protection Regulation.

Once you provide us with your consent we may then be subject to regulations that will require us to continue processing your data. For example we may be required to provide the Financial Conduct Authority or Financial Ombudsman Service with information that they request.

We consent to you processing our personal data.

Client 1 Name

Client 1 Signature

Date

Client 2 Name

Client 2 Signature

Date

Privacy Policy

Information about you that we collect and use includes:

- Information about who you are e.g. your name, date of birth and contact details
- Information connected to your product or

service with us e.g. your bank account details

- Information about your contact with us e.g. meetings, phone calls, emails / letters
- Information classified as 'sensitive' personal information e.g. relating to your health, marital or civil partnership status. This information will only be collected and used where it's needed to provide the product or service you have requested or to comply with our legal obligations
- Information you may provide us about other people e.g. joint applicants or beneficiaries for products you have with us
- Information on children e.g. where a child is named as a beneficiary on the policy taken out by a parent or guardian on their behalf. In these cases, we will collect and use only the information required to identify the child (such as their name, age, gender)

We will collect your personal information directly from you on paper or using our computer systems in meetings with one of our financial advisers. We may also obtain information from a variety of sources, including:

- an application form for a product or service
- phone conversations with us
- emails or letters you send to us
- places such as business directories and other commercially or publicly available sources e.g. to check or improve the information we hold (like your address) or to give better contact information if we are unable to contact you directly.

Park Investments (Leicester) Ltd is registered in England & Wales at Tanglewood, 97 Dunton Road, Broughton Astley, Leicestershire LE9 6NA. Company Reg No. 4996401. Authorised and Regulated by the Financial Conduct Authority.

6 April 2022

We will collect and use your information only where:

- you have given us your consent to send you information about products and services offered by Park Investments and / or selected third parties we have chosen to work with which we believe may be of interest and benefit to you
- it's necessary to provide the product or service you have requested e.g. if you wish to invest in a pension or savings product, we will require some personal information including your name, address, date of birth, bank account details
- it's necessary for us to meet our legal or regulatory obligations e.g. to send you Annual Statements, tell you about changes to Terms and Conditions or for the detection and prevention of fraud
- it's in the legitimate interests of Park Investments e.g. to deliver appropriate information and guidance so you are aware of the options that will help you get the best outcome from your product or investment; where we need to process your information to better understand you and your needs
- it's in the legitimate interests of a third party e.g. sharing information with your employer's adviser for the governance of a pension scheme of which you are a member
- If you do not wish us to collect and use your personal information in these ways, it may mean that we will be unable to provide you with our services.

We may share your information with third parties. These third parties include:

- Your adviser or employer
- Companies we have chosen to support us in the delivery of the products and services we offer to you e.g. research, consultancy or technology companies; or companies who can help us in our contact with you, for example an internet service provider
- Our regulators and Supervisory Authority e.g. the Financial Conduct Authority (FCA), the Information Commissioner's Office for the UK (the ICO)
- Law enforcement, credit and identity check agencies for the prevention and detection of crime
- HM Revenue & Customs (HMRC) e.g. for

the processing of tax relief on pension payments or the prevention of tax avoidance

- We will never sell your details to someone else. Whenever we share your personal information, we will do so in line with our obligations to keep your information safe and secure.

The majority of your information is processed in the UK.

However, some of your information may be processed by us or the third parties we work with outside of the UK, including countries such as the United States, New Zealand and India and the European Economic Area.

Where your information is being processed outside of the UK, we take additional steps to ensure that your information is protected to at least an equivalent level as would be applied by UK data privacy laws.

How we protect your information

- We take information and system security very seriously and we strive to comply with our obligations at all times. Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations.
- Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically and must undertake annual training on this.

How long we keep your information

- We will keep your personal information only where it is necessary to provide you with our products or services while you are a customer.
- We may also keep your information after this period but only where required to meet our legal or regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligations we need to meet.

You have several rights in relation to how Park Investments uses your information.

- You have a right to receive clear and easy to understand information on what personal

information we have, why and who we share it with.

- You have the right of access to your personal information. If you wish to receive a copy of the personal information we hold on you, you may make a data subject access request (DSAR).
- If your personal information is inaccurate or incomplete, you can request that it is corrected.
- You can ask for your information to be deleted or removed if there is not a compelling reason for us to continue to have it.
- You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information – but only to ensure we don't use it in the future for those reasons you have restricted.
- You can ask for a copy of your personal information for your own purposes to use across different services. In certain circumstances, you may move, copy or transfer the personal information we hold to another company in a safe and secure way. For example, if you were moving your pension to another pension provider.
- You can object to Park Investments processing your personal information where: it's based on our legitimate interests (including profiling); for direct marketing (including profiling); and if we were using it for scientific/historical research and statistics.

Park Investments is committed to protecting your personal information.

If you have any questions or wish to complain, please contact;

Data Protection Officer
Park Investments
97 Dunton Road
Broughton Astley
Leicestershire
LE9 6NA

Email: admin@parkinvestments.co.uk

Telephone: 01455 284528

If you are still unhappy, you can complain to the Information Commissioners Office. Their website address is:

<http://ico.org.uk>

VERIFICATION OF IDENTITY QUESTIONNAIRE

1. PART ONE: KNOWING OUR CLIENT

We will need two forms of ID. Please provide us with approved documents to confirm your name and residency address, one with a photograph (such as a passport or driving licence) and one to confirm the address of your current main residence. (such as a bank statement or utility bill less than 3 months old).

2. PART TWO: POLITICALLY EXPOSED PERSONS

In addition to confirming the identify as referred to above, we are required to ascertain whether you or any member of your immediate family is classed as a Politically Exposed Persons (PEPs)

Politically exposed persons are persons that are entrusted with prominent public functions, held in the UK or abroad.

Typically this includes:

- Heads of State, Heads of Government, Ministers and deputy or assistant ministers
- Members of Parliament or similar bodies
- Members of the governing bodies of political parties
- Members of supreme and constitutional courts and other high level judicial bodies
- Members of courts of auditors or boards of central banks
- Ambassadors, and high ranking officers in the armed forces
- Members of the administrative, management or supervisory bodies of state owned enterprises
- Directors, deputy directors and members of the board, or equivalent of an international organisation.

The definition includes family members such as spouse, partners, children (of the person and their spouse or partner) and parents and known close associates. Close associates are persons who have:

- joint legal ownership, with a politically exposed person, of a legal entity or

arrangement

- any other close business relationship with a politically exposed person
- sole beneficial ownership of a legal entity or arrangement set up for the benefit of a politically exposed person.

CLIENT 1: Are you, or any member of your immediate family, classed as a Politically Exposed Person (PEP)?

YES ☐

NO ☐

NAME _____

SIGNED _____

DATE _____

CLIENT 2: Are you, or any member of your immediate family, classed as a Politically Exposed Person (PEP)?

YES ☐

NO ☐

NAME _____

SIGNED _____

DATE _____

Park Investments (Leicester) Ltd, 97 Dunton Road, Broughton Astley, Leicester, LE9 6NA
T: 01455 284528
E: admin@parkinvestments.co.uk