



Client Agreement

Authorisation Statement

Stratton Wealth Management Limited is Authorised and Regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register. Our Financial Services Register number is 845274.

Our Services

We provide independent investment advice. We will consider a range of regulated products from the available market that can meet the investment objectives of a retail client but we will only provide a recommendation to you when we know the product is suitable for your personal circumstances.

You should be aware that investments carry varying degrees of risk and as their underlying value can fall as well as rise you may not get back the full amount invested.

For **Non-investment protection contracts** we are an intermediary and will act on your behalf when providing advice and making our personal recommendation(s) to you. We will do this based on a fair and personal analysis of insurers for business protection, term assurance, income protection and critical illness.

We offer a comprehensive range of mortgages from across the market, but not deals you can only obtain by going direct to a lender.

Full details of the products we recommend will be confirmed in the product literature you will receive before it is arranged. We will inform you if any investment we recommend restricts future access to your capital.

Your Aims and Objectives

Unless we notify you in writing to the contrary, we will be treating you as a "retail client" for investment business. 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).

Any advice or recommendation(s) we offer to you will only be given after we have assessed your needs and considered your financial objectives, attitude to risk and capacity to bear any losses. We will also take into account any restrictions that you wish to place on the types of products or investment strategy you would be willing to consider.

With very few exceptions, we will confirm to you in writing the basis of our recommendations along with details of any risks associated with the products recommended. Full details of the products we recommend to you including, for example, the minimum duration of the product, information on your right to cancel or whether no right to cancel exists, and any other early termination rights and penalties, will be covered in the relevant product disclosure information you will receive before the conclusion of any contract. We will issue any documentation/ recommendations and any other communication to you in English (unless agreed otherwise).

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. The Financial Services Compensation Scheme will not apply to any of these products.

Under the terms of this agreement, we may, if appropriate, advise you on investments which are not readily realisable. We would 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.

Please note that any products we have arranged for you will only be kept under review as part of an agreed ongoing service for which you agree to pay. Any ongoing service will be agreed with you in writing in a fee and services agreement.

The price of investments we may recommend may depend on fluctuations in the financial markets, or other economic factors, which are outside our control. Past performance is not to be treated as a guide to future performance. Specific warnings relevant to the investments, investment strategies or other products we recommend will be confirmed to you in your suitability report.

Neither Stratton Wealth Management Limited nor its employees are qualified to render legal or accounting advice or to prepare any legal or accounting documents.

It is hereby understood and agreed that the onus is on you, the client, to refer to a solicitor or accountant any point of law or taxation that may arise during the course of discussions with us.

Instructions

We only accept instructions in writing (paper or electronic means) to aid clarification and avoid future misunderstandings.

If you decline to give relevant information, we may not be able to act for you. You must give complete, accurate information to us and product providers when setting up your contract, throughout its life and when renewing. If you fail to disclose any material information to us or your product providers this could invalidate your contract and could mean that part or all of a claim may not be paid.

Our agreement comes into effect when you sign it and the Contracts (rights of Third Parties) Act 1999 shall not apply. This agreement shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

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. For any transactions effected before termination a due proportion of any period charges for services shall be settled to that date.

Any ongoing service we provide is optional and, as above, you can stop our ongoing charge and cancel the agreement at any time. Please refer to the appropriate agreement for full details of the service provided under each arrangement.

Client Money

We are 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.

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 contract documents will be forwarded to you immediately after we have received 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 issue all communications in English, unless agreed otherwise.

Cancellation Rights

In most cases you can exercise a right to cancel by withdrawing from the contract. In general terms you will normally have a 30-day cancellation period for a life, pure protection, payment protection or pension policy and a 14-day cancellation period for all other contracts. For investments this will typically start when funds are invested and for pure protection policies this will normally begin when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product information issued to you.

If you cancel a single premium contract, you may incur a loss due to market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

Material Interest

We will act honestly, fairly and professionally known as the conducting business in 'Client's 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. Where this cannot be achieved we will not conduct the business.

Additional protection

You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/fcaregister or by contacting the FCA on 0845 606 1234.

In the event that you are dissatisfied with a recommendation we have made you may be entitled to make a complaint. We have a complaints procedure that is available on request. If you wish to register a complaint, please contact us:-

In writing: Write to our Compliance Officer at Imperial Court, 2 Exchange Quay, Manchester, M5 3EB. By phone: Telephone 0800 970 8984. By email: info@strattonwm.co.uk.

For your further protection, if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service ('FOS'). Please be assured we treat complaints very seriously.

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:-

Investments - most types of investment business are covered up to a maximum of £85,000.

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

More information about compensation scheme arrangements is available from the FSCS at www.fscs.org.uk

Anti-Money laundering

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up to date. For this purpose we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

Investment Services and Costs

We provide you with an initial consultation free of charge. This helps us to understand your financial objectives and we will confirm how we can support you in working towards these goals. We will also discuss the cost and levels of our services both, initially and throughout our relationship with you. We typically charge our service by way of a reporting fee and a percentage of the amount you invest, subject to a minimum fee.

The Policy Arrangement & Implementation fee applicable differs depending on whether our advice is to an Advised or Transactional client. An Advised client agrees to Stratton's ongoing servicing proposition.

Reporting Fee

We, typically, start the advice process with either a Focussed Review and Recommendation report, or a Comprehensive Financial Review.

Focussed Review and Recommendation

This report is focussed on a particular advice area. This can be a continuation from the initial discussion, where agreed, or a further appointment. This process covers the:

- gathering of information about your existing financial arrangements and full personal circumstances;
- understanding of your investment knowledge and attitude and tolerance towards investment risk;
- recommendation of an asset allocation model that matches your risk profile and the subsequent assessment and suitability of any existing holdings;
- preparation of our recommendations to you;
- arranging a second appointment to explain and discuss our recommendations in detail.

Individual/Joint Client	£ Charge	£ Charge for Additional Arrangements
Individual client, review of up to two arrangements	£500	£100 each , up to a maximum total charge of £1,000
Joint client, review of up to four arrangements	£750	£100 each , up to a maximum total charge of £1,250

Comprehensive Financial Review

This report covers your complete financial position and is not limited to a single advice area. Depending on our recommendations, this report may suggest that further focussed reviews are undertaken. These additional reports are, typically, covered within the initial reporting fee agreed.

Individual/Joint Client	£ Charge
Individual Client Comprehensive Financial Review	£1,250
Joint Client Comprehensive Financial Review	£1,500

Advised Clients - Policy Arrangement & Implementation Fee – Lump Sum Investments or Transfers

Should you instruct us to proceed with (any of) our recommendation(s) we will act for you in the following ways:

- Handle all fund and policy administration on your behalf;
- Provide regular updates to keep you informed of progress;
- Ensure all your documents are issued in line with your expectations;
- Provide confirmation of all actions taken on your behalf in writing.

Our charge for this service is based on a percentage of the amount you invest and/or transfer with a **minimum fee of £3,000**. These charges are applied as follows:

Amount invested	% Fee	£ Charge
Policy Arrangement & Implementation Fee on investments up to £499,999	2% of the total investment amount	For an investment of £200,000 you would be charged £4,000
Policy Arrangement & Implementation Fee on investments between £500,000 - £999,999	1.5% of the total investment amount	For an investment of £500,000 you would be charged £7,500
Policy Arrangement & Implementation Fee on investments of £1,000,000 and over	1% of the total investment amount	For an investment of £1,000,000 you would be charged £10,000

This payment can either be facilitated by the product provider when they receive your funds or paid directly by you.

Transactional Clients - Policy Arrangement & Implementation Fee – Lump Sum Investments or Transfers

Although the majority of our clients proceed on an ‘Advised’ basis, you can instruct us to proceed on a ‘Transactional’ basis, should you not wish to engage with Stratton Wealth Management on an ongoing basis.

Should you instruct us to proceed with (any of) our recommendation(s) on this basis, we will act for you in the following ways:

- Handle all fund and policy administration on your behalf;
- Provide regular updates to keep you informed of progress;
- Ensure all your documents are issued in line with your expectations;
- Provide confirmation of all actions taken on your behalf in writing.

Our charge for this service is based on a percentage of the amount you invest and/or transfer with a **minimum fee of £3,000**. These charges are applied as follows:

Amount invested	%	£
Policy Arrangement & Implementation Fee for all investment amounts	3% of the total investment amount	For an investment of £200,000 you would be charged £6,000

This payment can either be facilitated by the product provider when they receive your funds or paid directly by you.

Non-Standard Transactional Work

Should you instruct us to undertake a piece of work that falls outside of our standard terms, as outlined in this Client Agreement and/or our Ongoing Service Agreement, then this will be charged at an hourly rate as detailed below.

Position	Hourly Rate
Director	£250.00 per hour
Adviser	£150.00 per hour
Paraplanner	£100.00 per hour
Administrator	£75.00 per hour

Before undertaking any such work your Adviser will make you aware that the request falls outside of our standard terms and the reasons for this. A fee estimate will be provided based on the expected number of hours and the hourly rate of the person assigned to the task and, if agreeable, a confirmation to proceed will be sent for signature before we commence work.

Non-Investment Protection

When we arrange the sale of a protection or insurance contract, we will not normally charge you a fee, as we will receive a commission from the provider/insurer. The amount of this will be disclosed to you in the product literature.

We may agree a fee in advance of any work undertaken, where the advice is either business protection, or where the commission received does not adequately compensate us for the work undertaken.

Mortgages

We charge an **initial fee of up to £750**.

The fee is due upon receipt of the mortgage offer. The actual initial fee is dependent on the complexity of the mortgage case and will be agreed in advance in writing (electronic or letter) before any work is undertaken. We will also receive commission from the Lender.

You will receive a key facts illustration when considering a particular mortgage which will tell you about any fees relating to it.

The initial fee covers:

- An initial personal financial review
- Extensive product research
- Presentation and recommendation & processing of the application

Ongoing Services

It is important to review every investment you hold and at regular intervals. At the time of, or prior to, our recommendation to you we will discuss our on-going service proposition. This is confirmed in our '**service proposition and engagement**' document which will be sent to you separately from this agreement.

VAT

Under current legislation our services are not subject to VAT but should this change in future and VAT becomes payable, we will notify you before conducting any further work.



☎ 0800 970 8984

✉ info@strattonwm.co.uk

🌐 www.strattonwm.co.uk

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