



Client Agreement

This agreement is between the client ('you') and Chase Wealth Solutions for the provision of advice and services described later in this document

Chase Financial Services Limited trading as Chase Wealth Solutions is licensed by the Isle of Man Financial Services Authority and is registered with them in respect of General Business

Chase Wealth Solutions
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Chase Wealth Solutions is a trading name of Chase Financial Services Limited which has for nearly twenty years been focused on delivering quality financial advice in a friendly and transparent way.

Independence and Permitted Business

At Chase Wealth Solutions we are completely independent of all investment and insurance companies, fund providers and management groups. This means we offer solutions from the whole marketplace and, are not restricted to providing any one company's products, this can often represent a better outcome for our clients.

Our permitted business is advising on Investment and Savings Plans, Retirement Solutions, Protection policies for family and businesses and Mortgage options.

Service Propositions

You have a choice of two distinct offerings available from Chase Wealth Solutions:

Lifestyle Cash Flow Planning (Financial Planning & Solutions) – this brings together the services of a number of experts in putting together a plan for you to be able to meet your financial and lifestyle objectives. In doing so it can answer fundamental questions such as how much income is needed to retire or whether you can afford to send your children to university?

Investment and Savings Plans, Protection and Pensions (Financial Solutions) – this provides individual product solutions including comprehensive and diversified portfolios. The solutions recommended are designed specifically to meet your individual needs.

What can you expect from us?

- Ethical professionals providing independent advice
- Access to highly qualified individuals – all our practitioners hold Diploma Status with the Personal Finance Society and Level 4 accreditation with the Chartered Insurance Institute
- Face-to-face meetings - it is sometimes difficult to see clients who arrive without a specific appointment and we ask that save in emergency you contact us in advance should you wish to meet so that we can fully prepare a meeting for you
- Access to the range of 'Chase Tailored Portfolios' monitored by our Investment Committee
- Access to the range of products and services of Financial Options, including property investment, corporate and relocation services
- Formal annual financial review process and regular valuations
- Quarterly portfolio reports and market commentary
- Access to our secure client online area delivering market insight and analysis
- Regular newsletters providing details of industry, regulatory, taxation, product and market changes

If you access our Planning and Solutions option you can also benefit from Lifetime Cash Flow Planning, Catastrophe Analysis and personalised Net Worth, Income, Expenditure and Cash Flow Statements.



Our advice process involves a thorough review of your financial situation to understand your aims, goals and financial needs. Analysis and research is then completed and a solution recommended which is suitable to your individual objectives and acceptance of risk. We will detail our recommendations to you within a bespoke financial report.

What do we expect from you in return?

This agreement is two-way as we need to understand your overall financial circumstances to be able to provide you with the best financial solution. In order to achieve this we require you to:

- Be open and honest in your dealings with us
- Provide full, accurate and up to date financial information
- To contact us in advance if you require a meeting so that an appointment can be made at a time convenient to you
- Read our reports and accompanying material and let us know, before you sign to proceed, if there is any part of our advice that you do not understand or if you require further information
- Respond in a timely manner to our reports and other communications (e.g. requests we make to update or rebalance your investment portfolio)
- Provide documentation confirming personal identity and residential address
- Confirm the source of funds and accumulation of wealth behind any funds to be invested
- Advise us of any significant changes to your financial position or other factors such as your health or employment situation
- Sign this Client Agreement as confirmation of your acceptance of these terms of business

Payment for Services

Historically Financial Advisers automatically received a commission payment from product providers whenever a client purchased a product. The result was that investors “appeared” to pay nothing because the charges were opaquely part of the product structure. However, the reality was that the rate offered reflected the payment of the commission.

As a result of the enactment on 31 December 2012 of the Retail Distribution Review in the UK, product providers no longer pay commission for the vast majority of product types. The reason for this change is to provide transparency in relation to the costs consumers really pay. Since we no longer receive commissions we now need to make charges to obtain the commissions we would once have received automatically. Adviser Charges can be paid by paying the product provider (which then pays us) or by paying us directly.

We operate a tiered initial charging structure for new monies of up to 3% from capital, based upon cumulative amounts invested with us. There is also an ongoing servicing fee typically equating to 1% of value of the funds invested deducted from a combination of capital and income. You will be provided with full details of our fees within the Financial Report before you take out a product we recommend. We will provide you with a minimum of 1 month’s notice of any changes to our charges.



We may on occasion recommend certain types of business to you, such as Life Assurance Policies and particular Offshore Investment Bonds, which fall outside of the scope of the Retail Distribution Review. In these instances we will disclose to you in advance the amount of the commission payment we will receive in lieu of the Adviser Charge.

In circumstances where new clients decide not to proceed with our recommendations then we reserve the right to make a report charge in lieu of these fees. This charge equates to £200 for a Financial Solutions report or £875 for an initial Financial Planning and Solutions report (£295 for any subsequent report).

Client Classification

Each client with whom the firm does business is considered to be a retail investor and as such will receive the appropriate level of regulatory protection.

Scope of Service

Chase Wealth Solutions does not handle clients' money except for premiums in respect of general insurance such as buildings and contents. We never accept a cheque made out to us unless it is in payment for fees as detailed above or in settlement of specific charges such as: when we have to conduct specialist and time-consuming research to meet your specific investment objectives; we have to enter into complicated and time-consuming work concerning your pension arrangements. In such instances we would always discuss this charge and obtain your agreement before we start chargeable work and issue you with a written invoice.

We will also make arrangements for all your investments, life assurance policies and other plans to be registered in your name unless you first instruct us otherwise in writing. We will forward you all documents showing ownership of your investments and other plans as soon as practicable after we receive them but in all cases no more than 2 working days after receipt.

Material Interest

We will act honestly, fairly and professionally but 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. We will provide details of our Conflict of Interest policy should you request this from us.

Communications

All investment instructions must be put to Chase Wealth Solutions in writing by post, fax or email.

Associated Bodies

We will not advise you to use the services of an associate without describing the relationship between us.



Authorisation Statement

Chase Wealth Solutions is the trading name of Chase Financial Services Limited and is regulated and licensed by the Financial Supervision Authority. The Financial Supervision Authority regulates the financial services industry on the Isle of Man and their address is PO Box 58, Finch Hill House, Bucks Road, Douglas, IM99 1DT. Our license number is 1072.

We are also registered with the Financial Supervision Authority in respect of General Business under the Isle of Man Insurance Intermediaries (General Business) Act License Number 7.

Complaints

If you ever have cause to complain about our conduct in relation to any advice or service which we have provided we ask you to write to us so that we have the opportunity to investigate the matter and deal with it, where upon we will send you a copy of our Complaints Procedure. The address to write to is The Compliance Officer, Chase Financial Services Limited, 10 – 12 Prospect Hill, Douglas, Isle of Man. IM1 1EJ or telephone 01624 612611.

If you cannot settle your complaint with us, you may be entitled to refer it to the Isle of Man Financial Services Ombudsman Scheme details of which are provided in our Complaints Procedure.

Cancellation Rights

We will explain to you in writing before you effect a contract the details of any Cancellation Rights in existence.

Data Protection

The information you have provided is subject to the Data Protection Act 2002 (the “Act”). By signing an agreement you consent to us or any company associated with us 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 Financial Supervision Authority 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. If at any



time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer at Chase Financial Services Limited, 10 – 12 Prospect Hill, Douglas, Isle of Man IM1 1EJ or telephone 01624 629300.

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purposes. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

Law

The terms of this Client Agreement are governed and shall be construed in accordance with Manx Law and the parties shall submit to the exclusive jurisdiction of the Isle of Man Courts.

Termination and Review

The agreement to act as your agent 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.

The agreement is reviewable and may be varied by either party giving seven days notice in writing to the other and these new terms being accepted.

Client Referrals

One of the main ways that we grow our business is by receiving referrals to new clients by our existing client base. By referring potential clients to us, an existing client can increase their profitability and this can help us to keep down their future fees.



Confirmation of Receipt & Acceptance

I/We confirm receipt, understanding and acceptance of this document entitled "Chase Wealth Solutions Client Agreement"

Full Name Client 1: _____

Signed: _____

Dated: _____

Full Name Client 2 _____

Signed: _____

Dated: _____

Full Name (Chase Wealth Solutions) _____

Signed: _____

Dated: _____

