



## ONGOING SERVICE CLIENT AGREEMENT

This Ongoing Service Client Agreement is signed this day \_\_\_\_\_ of \_\_\_\_\_ 20\_\_\_\_ between:

First party: \_\_\_\_\_ (the firm)

Second party: \_\_\_\_\_ (the client/s)

### 1. Introduction

1.1 This agreement sets out the general conditions under which the firm's services are to be provided to the client, including details of the specific services required and the firm's charges for these services. This agreement must be read in conjunction with the firm's Terms and Conditions, About Our Services and Fees, and Client Agreement documents.

### 2. Obligations

- 2.1 The client agrees to provide the firm with full and frank details about their personal, financial and other circumstances including knowledge and experience, risk appetite, ability to tolerate losses, capacity to accept losses and the client's aims and objectives in respect of any financial needs. The client has the legal capacity to enter into this agreement.
- 2.2 The firm confirms that it has the necessary delegated regulatory permissions to provide advice and services in those areas as disclosed in the firm's About Our Services and Fees document.
- 2.3 The client has agreed to appoint the firm as their agent and accepts the firm's Terms & Conditions and Fees.
- 2.4 The firm has agreed to act as the agent for the client in relation to the services recorded at clause 3 below.
- 2.5 Unless otherwise confirmed in writing, the firm agrees to treat the client as a Retail Client.

### 3. Service

3.1 The firm agrees to provide the client with an ongoing service in relation to financial instruments held by the client as listed below:

Provider	Product	Policy Number

3.2 All ongoing services include the monitoring of the client's financial instruments to assess that all of these financial instruments continues to be suitable to meet the client's aims and objectives.

**4. Payment**

4.1 The client agrees to the firm collecting payment as an agent of In Partnership in respect of the firm’s Ongoing Service by:

- 1. Direct Payment from your bank account as an annual or monthly payment
- 2. Cheque paid annually to Nexus IFA Ltd
- 3. A deduction from your investments/pension

PLEASE TICK:

**Payment Option:** 1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ for **Ongoing Service Level\***: WM..\_\_\_\_ B.. \_\_\_\_

\*Ongoing service levels: WM = Wealth Management B = Bespoke

Amount £\_\_\_\_\_ OR \_\_\_\_\_% annually of the value of the client’s financial instruments/portfolio.

(e.g. for investable assets of £20,000 our annual fee would be £\_\_\_\_\_ )

**5. Cessation of the agreement**

5.1 The client agrees to settle in full any outstanding payments due to the firm at the time of the termination of this agreement. The firm agrees to provide the client with full details of all incomplete transaction at the time of the termination of the agreement, to assist the client in achieving completion of these.

**6. Declaration**

6.1 This document is our standard Ongoing Client Agreement upon which we intend to rely. For your own benefit and protection you should read this agreement carefully. If you do not understand any point please ask for further information and explanation before signing this agreement.

Signature for Firm: ..... Name: .....

Signature for Client : ..... Name: .....

Signature for Client: ..... Name: .....



## OUR ONGOING SERVICE LEVELS

Where you request and we agree to provide an ongoing service to you there will be an additional charge. We will confirm the rate, frequency and length of this ongoing service before it starts. Any ongoing service is optional. For further details please see the Payment for ongoing services in our About Our Services & Fees document.

### TRANSACTIONAL SERVICE

You will not be enrolled onto an ongoing service plan. You will instead have to pay for ongoing advice as and when required. Your adviser will not be monitoring the ongoing suitability of advice and will not monitor the performance of the funds. Your adviser will forward all statements from providers so that you can review the performance yourself.

### WEALTH MANAGEMENT SERVICE

This is an ongoing review service suitable for clients who have an established an investment or pension portfolio, or have a range of assets forming the basis of their wealth and upon which they are seeking to review and manage with our help. The aim of this ongoing service is to help clients maintain and grow the value of their wealth or to ensure that investment income levels are maintained. This service is also intended to help a client increase their knowledge and experience in the financial markets. The service can also provide a wealth preservation strategy which may, where appropriate, take advantage of alternative and non-mainstream investments that offer the opportunity for creating a sustainable growth in the client's wealth.

### BESPOKE SERVICE

This is an ongoing review service suitable for clients who believe our other service level will not meet their specific requirements. All Wealth Management and any other services are agreed and provided by negotiation.

## OUR DELIVERABLES

Ongoing Service	Transactional	Wealth Management	Bespoke
Access to an Adviser & the financial planning team via email & telephone	X	✓	✓
Annual assessment of personal situation and risk profiling	X	✓	✓
Annual valuations & provider reports	X	✓	✓
Overview of costs incurred during year	X	✓	✓
Financial Review meeting on request	X	✓	✓
Liaison with other professionals (i.e. accountant)	X	✓	✓
Annual Confirmation of Ongoing Service letter	X	✓	✓
Forwarding provider correspondence	✓	✓	✓
Periodic Newsletters and Investment Bulletins	✓	✓	✓

Ongoing Service Level	Payment Direct from Client or paid through product funds	Examples where the fee is based upon a percentage of the fund value
Wealth Management Service	1% of investable assets on which the ongoing service is being provided.	For investable assets of £100,000 the annual charge would be £1,000. No minimum amount.
Bespoke	By negotiation	No minimum amount.