



COPPERSTONE
Financial Services Ltd

OUR TERMS OF BUSINESS AND COMMITMENT TO YOU

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How we work

Copperstone Financial Services follow a carefully designed financial planning process so that you know exactly what is happening at each stage of its **six steps**:



Step 1

Engagement

An introductory meeting to fully explain how our service works, identify your primary objectives and answer any questions.

Step 2

Discovery

Here we start to get to fully understand your objectives so we can develop well defined goals.

Step 3

Research & Analysis

This is where we develop your Personal Financial Plan. We do this by covering a series of critical steps.

Step 4

Present

Recommendations
We'll discuss the Personal Financial Plan we've developed specifically for you, setting out the realistic recommendations designed to achieve your goals.

Step 5

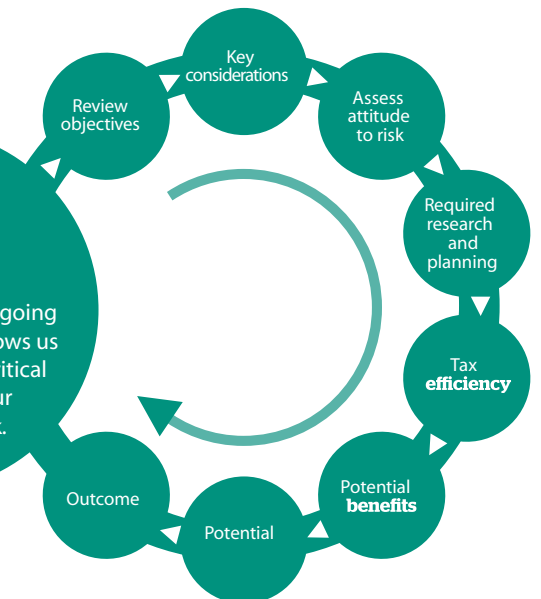
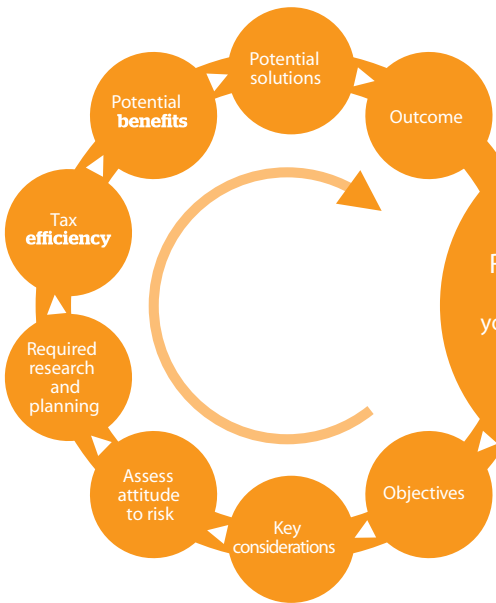
Implementation

Once you fully understand your plan and our recommendations, we put it into action.

Step 6

Ongoing service and relationship

You can agree to an on going service from us. This allows us to, again, follow the critical steps to ensure your plan stays on track.



REGULATION

Copperstone Financial Services is authorised and regulated by the Financial Conduct Authority and bound by its rules. Our regulated identification number is 448232 and you can visit the FCA website to confirm our details at www.fca.gov.uk.

OUR SERVICE TO YOU

We offer independent financial advice. This means we act on behalf of our clients, advising them on products from the whole of the market place. We will always establish exactly what your needs and objectives are prior to providing you with any advice. This is normally achieved using a “fact find” questionnaire. It is therefore important that the information you give us is both accurate and a true reflection of your circumstances. If we arrange any contract(s) under your instructions, we will agree the level of service that you will receive in the future in writing to you. We will always confirm to you in writing the rationale behind any advice recommended or transaction carried out on your behalf.

PRODUCTS

Copperstone is authorised to advise on and arrange products from the whole of the market dependent upon clients risk approach and objectives.

We can advise you on some un-regulated products such as some buy to let mortgages (although not all). We will always make it clear when this is the case and advise you of your rights.

INVESTMENT RISK

Investment products we recommend may fluctuate in value and depend on the financial markets, which are outside of our control. You are advised that because investments can fall as well as rise in value and/or the level of income produced, you may not get back the full amount invested. Past performance is not necessarily a guide to the future and so you should ensure that you read all the documentation provided to you and only proceed when you are satisfied you understand the risks involved.

Specific warnings relevant to the investments we recommend will be highlighted to you in the product literature you receive before you make an application and will typically be followed by a Right to Cancel after your application is accepted. All recommendations made to you will be confirmed in a “Suitability Report” which we will send to you.

WE DO NOT HANDLE CLIENTS' MONEY

We do not accept cash or cheques made payable to us (unless it is a cheque made payable to us in settlement of fees, charges or disbursements for which we have sent you a bill). Cheques for premiums, investments, contributions and so forth should always be made payable to the relevant insurer, investment manager or pension provider.

WHAT YOU CAN EXPECT FROM US

GETTING TO KNOW YOU

FACT FINDING

RESEARCH

RECOMMENDATIONS

IMPLEMENTATION

FOLLOW-UP SERVICE

PAYMENT FOR SERVICES

We will always agree with you in advance how we will get paid. 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.

TERMINATION OF AUTHORITY

You, or we, may terminate our authority to act on your behalf at any time, without penalty. If you want to terminate our authority, you must write to us at our address shown in section 7 of our Keyfacts document and give us one month's notice. If we want to terminate our authority, we must give you one month's notice by writing to you at the correspondence address we hold for you. We will treat our letter as having been received by you three days after posting it to you.

You or we may terminate our authority to act on your behalf immediately if we or you reasonably believe there are serious grounds for immediate termination. An example of "serious grounds" is where we or you believe there is a reasonable suspicion of fraud or other abuse.

Notice of termination will not affect the completion of a transaction on your behalf.

DATA PROTECTION

We will keep all of your personal information private and confidential, even when you are no longer a client, except where disclosure is made at your request or with your consent or where we are legally obliged to do so. In order to process an investment on your behalf it may be necessary to disclose some or all of your information to third parties. Under the terms of the Data Protection Act, you have the right to view personal data we may keep on you.

You agree that personal information held by us may be disclosed on a confidential basis and in accordance with the Data Protection Act 1998, to any such third parties. Some of these parties may hold this information indefinitely. You also agree that this information may be transferred electronically (e.g. by email) and you agree that we may contact you in the future by any means of communication which we consider appropriate at that time.

Under the terms of the Data Protection Act, you have the right to view personal data we may keep on you.

CONFLICTS POLICY

Copperstone Financial Services will always manage potential conflicts of interest appropriately and communicate to you when they arise. When we make a recommendation to you, it will be free of influence from third parties.



KEY FACTS ABOUT OUR COSTS AND SERVICES

1. FINANCIAL CONDUCT AUTHORITY (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. OUR SERVICES

Copperstone Financial Services is able to act on your behalf advising you on the products and services shown in this document.

Client Categorisation

We treat all our clients as “Retail Clients” unless you request otherwise. This means you are provided with the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Services Ombudsman Service.

3. WHOSE PRODUCTS DO WE OFFER?

Investment

Please refer to section (4) of this document.

Insurance

- We offer products from a range of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection, critical illness and buildings & contents insurance from a range of insurers.
- We only offer products from a limited number of insurers for non-investment insurance contracts. Ask us for a list of the insurers we offer insurance from.
- We only offer products from a single group of insurers for non-investment insurance contracts. We only offer our own products for non-investment insurance contracts.

Mortgages

- We offer products from the whole market.
- We only offer products from a limited number of companies.
- We only offer products from a single lender.

4. WHICH SERVICE WILL WE PROVIDE YOU WITH?

Investment

- Independent advice** – we offer an independent advice service. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. We will however only make a recommendation where it is suitable for you.
- Restricted advice** – We will advise and make a recommendation for you only after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.
- 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.

Insurance

- Non-investment protection contracts** – we offer non-investment protection products e.g. term assurance, income protection, critical illness and buildings & contents insurance from a range of insurers.
- You will not receive advice or a recommendation from us for non-investment insurance contracts. 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.

Mortgages

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us for non-investment insurance contracts. 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.

5. WHAT WILL YOU HAVE TO PAY US FOR OUR SERVICES?

We will discuss 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.

Investment and Pensions

The cost & your payment options for initial work

You will pay for our services on the basis of either:

- An initial fee only (transactional)
- An on-going fee
- An initial and on-going fee
- An ad-hoc fee / fixed fee

These charges will be based on

- A percentage of your investment
- An agreed hourly rate
- An agreed fee by instalments (please note you can only pay by instalments when you fund your investment by regular premiums)

a) A percentage of your investment

This is a one-off initial fee of the capital sum invested or monthly contributions made into a plan we have arranged on your behalf. This fee starts at 4% but reduces to 1% dependent upon the size of the investment. The tiers of funds invested are listed below.

Up to £50,000	4% initial fee
£50,000 – £250,000	3% initial fee
£250,000 – £1,000,000	2% initial fee
£1,000,000+	1% initial fee

For example, if we arrange an investment on your behalf for; £25,000 our fee would be £1,000

£500,000 our fee would be £13,000

£1,000,000 our fee would be £23,000

b) An agreed hourly rate

Our charge for this service is up to £120 per hour based on the amount of time it takes, we will provide you with an estimate of how many hours we expect this to take and we will not exceed this without checking with you first. This payment is paid directly by you (a fee agreement and an invoice will be provided for this payment).

c) An agreed fee by instalments (Regular Premium Investment Only)

There are two charging options for setting up a regular premium investment plan.

Option One

As shown in (a) – A percentage of each monthly contribution can be taken from the regular premium investment. **For example; £250 invested per month, 4% (£10) of this contribution is paid to us each month for the duration of the policy**

Option Two

Up to 50% of the first year's premium. You can ;pay this in either of the following ways:

- You can pay this directly on commencement of the plan by fee – a fee agreement & invoice will be provided for this payment.

Example 1: if your monthly contribution is £20 our setting up fee would be $£20 \times 12 \times 50\% = £120^*$

Example 2: if your monthly contribution is £200 our setting up fee would be $£200 \times 12 \times 50\% = £1200$.

*As this is less than our minimum fee of £500, we would charge you the balance of £380 directly.

- You can pay this by facilitation via the platform/provider/if;
 - The payment can be deducted proportionally from each monthly contribution during the first year only.
 - The payment can be deducted from an existing account with the same platform/provider – with your express permission.

Please note, Should you decide to pay the set up charge proportionally and payments to the plan subsequently cease, we will calculate the total payments received to date and charge you the balance.

Example: if you invest £100 pm our total charge will be £600. You will pay £50 per month until paid in full. Should payments cease before full payment is received we will request the difference – i.e. if payments stop after 6 months (and £300 has been collected) the difference between this and the total charge expected will become payable (i.e. £300).

The cost of your payment for ongoing Service

We will agree separately the level of ongoing services at the time of, or prior to, making our recommendations to you.

Our costs are 0.75% based on the value of your investment(s) at each 12 month anniversary, and are paid pro-rata in arrears.

Service Options Cancellation Policy

You have the right to cancel your Service Option at any time and elect to stop any ongoing fees paid to Copperstone. In this event any arrangement to review ongoing suitability of any arrangements managed by Copperstone will cease.

Cancellation must be informed in writing to Copperstone at the address shown or by email to enquiries@copperstone-financial.co.uk

Upon receipt we will acknowledge your request and notify any providers of your wishes, alternatively you can contact the provider directly.

Service and information

Wealth Management (minimum £100,000)

Bi-annual visit – if requested

Unlimited telephone contact

Copperstone Bespoke Portfolios

U-Skan report or equivalent

Bi-annual valuation

Annual Risk Assessment

Switching

Asset Management (minimum £50,000)

Annual visit – if requested

Unlimited telephone contact

Copperstone Bespoke Portfolios

U-Skan report or equivalent

Bi-annual Valuation

Annual Risk Assessment

Switching

Transactional

Annual Investment Report

Annual Valuation

Risk-controlled Multi-Manager portfolios

Additional switch fee of 1%

For example your portfolio is valued at:

£100,000 we will receive £750 per annum

£50,000 we will receive £375 per annum

Similar to your investment services we will provide you with a personal and financial review prior to making our recommendation to you. Should you accept our recommendation we will arrange the implementation of this for you. The reasons for our recommendation will also be provided to you in a written report.

No Fee. We do not charge a fee for our general Insurance and Protection Services as we will normally receive commission from the product provider. You will not be subject to VAT for this service.

You will receive a quotation which will tell you about any other fee relating to any particular insurance policy.

Any fees due which are offset by commission are repayable by the client should the contract not run to the end of its clawback period.

What will you pay us for our Mortgage Services ?

For our Mortgage Service we offer our clients the option of paying by fees, commission or a combination of fees and commission.

A fee of £499.00 payable on completion for the administration involved in researching your application.

We will also be paid a procurement fee from the lender on application.

No Fee. We will be paid commission by the Lender.

You will receive a Key Facts Illustration when considering a particular mortgage that will tell you about any fees and commission relating to it.

Refund of Fees

If we have charged you a fee, and your mortgage does not go ahead, you will not receive a refund in any circumstances.

DECLARATION (MORTGAGE ADVICE ONLY)

I authorise Copperstone Financial Services to undertake the work on my behalf and wish to enter into this agreement on the remuneration basis outlined within the Key Facts About Our Cost and Services

You may / may not* contact me/us* from time to time with new mortgage offers.

(delete as applicable)

Name

Signed

Date

Name

Signed

Date

5. WHO REGULATES US?

Copperstone Financial Services is authorised and regulated by the Financial Conduct Authority. Our FCA number is 448232. We are registered as a company in England and Wales No. 05661607 Registered Office is Oldwalls, Llanrhidian, Swansea SA3 1HA. Our permitted business is arranging and advising on Investments, Pensions, Mortgages and Insurance.

You can check this on the FCA's Register by visiting www.fca.org.uk or by contacting the FCA on 0845 606 9966.

6. WHAT TO DO IF YOU HAVE A COMPLAINT

If you wish to register a complaint please contact us :

.... IN WRITING

The Complaints Officer, Copperstone Financial Services Limited, Overton House, 44 Maes Y Deri, Gowerton, Swansea, SA4 3GJ.

.... BY PHONE

Telephone: 01792 873183

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

7. ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME?

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.

Deposits

Cash deposits in Banks and Building Societies are covered up to £85,000 per person per authorised firm.

Investment (e.g. Unit Trusts; OEIC's etc)

Most types of investment business are covered up to 100% of the first £50,000

Insurance (e.g. General Insurance, Life Assurance, Investment Bonds, Endowments, Pensions)

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

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim without any upper limit.

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

INVESTMENT SERVICE & FEES

IMPLEMENTATION FEES SINGLE PREMIUM PENSION/ INVESTMENT

Up to £50,000	4%
Further £50,00 - £250,000	3%
Further £250,000 - £500,000	2.5%
Further £500,000 - £1 million	2%
Further £1 million plus	1%

CONTRACT OF INSURANCE

Indemnity commission with clawback period

Our charge for implementing a regular premium pension or investment plan is 50% of the first year's premium. You can pay this under either of the two options below:-

Option 1: you can pay this directly on commencement of the policy.

Example 1: if your monthly contribution is £20 our implementation fee would be £120. As this is less than our minimum fee of £500 we would charge you the balance of £380.

Example 2: if your monthly contribution is £200 our implementation fee would be £1200. As this is more than our minimum fee of £500 no further charge will apply.

Option 2: you can pay the implementation fee through your policy. The payment will be deducted proportionally from each monthly contribution during the first year.

Example 1: if your monthly contribution is £20 our implementation fee would be £120. This will be collected by deducting £10 from each monthly contribution for the first 12 months. As this is less than our minimum fee of £500 at the end of the first year the balance of £380 will be collected by the same monthly deductions until fully settled.

Example 2: if your monthly contribution is £200 our implementation fee would be £1200. This will be collected by deducting £100 from each monthly contribution for the first 12 months. As this is more than our minimum fee of £500 no further charge will apply.

ONGOING SERVICE LEVEL

Level	Cost	Service
Wealth Management (Minimum £100,000)	0.75% nominated trail	Bi-annual visit Unlimited telephone contact Copperstone Bespoke Portfolio U-Skan report or equivalent Bi-Annual Valuation Annual Risk Assessment Switching
Asset Management (Minimum £50,000)	0.75% nominated trail	Annual Visit Unlimited telephone contact Copperstone Bespoke Portfolios U-Skan report or equivalent Bi-Annual Valuation Annual Risk Assessment Switching
Transactional	0.75% nominated trail	Annual Phone Call Annual Investment Report Annual Valuation Risk-controlled Multi-Manager portfolios Additional switch fee

CLIENT AGREEMENT & SERVICE LEVEL DECLARATION **CLIENT COPY**

CLIENT CONSENT

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

- Please tick this box if you do not consent to us or any company associated with us processing any such sensitive data.
- Please tick this box if you do not wish for us or any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.
- Please tick this box if as a Mortgage Client you do not consent to us contacting you in the future.

My/our service level agreed from Copperstone Financial Services Limited is;

- Option 1 Wealth Management.
- Option 2 Asset Management.
- Option 3 Transactional.

Adviser
Signed
Date

CLIENT DECLARATION

Date Issued
Name
Signed
Name
Signed
Date

CLIENT AGREEMENT & SERVICE LEVEL DECLARATION **CONSULTANT COPY**

CLIENT CONSENT

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- Option 1 Wealth Management.
- Option 2 Asset Management.
- Option 3 Transactional.

Adviser
Signed
Date

CLIENT DECLARATION

Date Issued
Name
Signed
Name
Signed
Date

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Copperstone Financial Services Ltd is
authorised and regulated by the Financial
Services Authority. FSA number 448232.

Registered Office: Copperstone House,
Oldwalls, Swansea SA3 1HA.
Company registration number 5661607.

