



TERMS OF BUSINESS

1 Introduction

Surrey Downs Financial Services Limited is regulated and authorised by the Financial Conduct Authority under Financial Services Register Number 787019.

Our permitted business is advising on and arranging Investments, Pensions and Non-Investment Insurance.

You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0800 111 6768.

It is our intention to consider you as a retail client from outset and provide our services on this basis as it offers the highest level of regulatory protection to you. Following our discussions, it may however be appropriate, based upon your experience and understanding of the service being provided, for you to be considered as a Professional client. If this becomes applicable, we will discuss this area with you in more detail and if acceptable issue an amended Terms of Business for your agreement.

2 Instructions

To avoid possible disputes we prefer written instructions before providing any services. We will, however, accept verbal instructions but we would be grateful if you would follow them up in writing.

To enable us to provide advice we will need to obtain information about your personal and financial circumstances from which we will make a suitable recommendation. Within our written recommendation we will confirm your investment objectives and will outline whether or not there are any restrictions on the types of investments and the markets into which you wish to invest.

If all relevant information is not disclosed at the outset of advice we cannot be held responsible for the subsequent advice we give.

We will notify you of any cancellation rights that apply prior to transacting any business. Please be aware that there are some circumstances where cancellation rights do not apply.

In addition to making calls at your express invitation, we may contact you sometimes to review your investment requirements, to outline possible changes in legislation or to let you know of services or investments that might be of particular interest.

It sometimes happens that we have to amend our Terms of Business, usually to comply with a change in the regulations. Unless we obtain your consent we will give you at least fourteen days notice of our intention to do so before conducting investment business with or for you, unless it is impracticable in the circumstances to do so.

You or we may terminate our authority to act on your behalf at any time without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without

prejudice to any transactions already initiated which will be completed according to these terms of business unless otherwise agreed in writing. You will of course be liable to pay for any transactions made prior to termination and any fee which may be outstanding.

3 Personal Interests

Although we offer independent financial advice, occasions may arise where we, or one of our clients, may have some form of interest in business which we are transacting for you. If this happens, or if we become aware that their interests or those of one of their other customers conflict with your interests, we will obtain your consent after disclosing the details of the issue or issues before we carry out your instructions.

4 Registration

All investments will be registered in your name unless otherwise agreed in writing, and all contract notes and documents of title will be posted to you as soon as possible. When several documents relating to a series of transactions are received we may keep them at our office until we have them all before sending them to you.

5 Information

You or your appointed agent may inspect copies of contract notes, vouchers and any other entries whether kept manually or electronically which relate solely to your investments.

6 Remuneration

We will issue to you as required by the FCA the Key Facts Guide - "About the Cost of our Services" before we begin any work for you.

We do not handle clients' money. We never accept a cheque made out payable to Surrey Downs Financial Services Limited unless it is in settlement of an invoice nor do we accept cash payments.

If we make a recommendation that is likely to involve a transaction with or through another person with whom we have an agreement to receive goods or services we will let you know at the time of the recommendation of any such agreement and our policy regarding such agreements. At present we have no soft commission agreements in place.

7 Liability

Surrey Downs Financial Services Limited does not accept any responsibility for any loss or depreciation to the value of any investment, nor for any failure to increase the value of any investment, or for any failure to secure a particular level of income, or for any adverse tax consequences, except where you suffer loss as a result of wilful default or negligence on Surrey Down Financial Services Limited's part. Surrey Downs Financial Services Limited maintains professional indemnity insurance.

8 Information Held About You

During the course of dealing with us, we will ask you to provide us with detailed personal information relating to your existing circumstances, your financial situation and, in some cases, your health and family health history (**Your Personal Data**).

Your Personal Data means any information that describes or relates to your personal circumstances. Your Personal Data may identify you directly, for example your name, address, date of birth, National Insurance number. Your Personal Data may also identify you indirectly, for example, your employment situation, your physical and mental health history, or any other information that could be associated with your cultural or social identity.

If at any time you wish us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on james.britton@surreydowns-fs.co.uk or in writing at Surrey Downs Financial Services Limited, Sandy Farm Business Centre, Farnham, Surrey, GU10 1PX.

Details regarding how we process Your Personal Data, and your Rights related to this are contained within a Customer Privacy Note which should be read alongside this document.

9 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. These terms of business exclude any rights which may be conferred upon third parties by the Contracts (Third Party Rights) Act 1999.

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