

TERMS OF BUSINESS

This Terms of Business is designed to come into force upon receipt and provides important information regarding the way that we provide our services to you. If you have any questions or require clarification on a particular matter please do not hesitate to contact us.

Clegg Gifford Private Clients Limited, 12 Pepper Street, Glengall Bridge, Docklands, London E14 9QY is authorised and regulated by the Financial Services Authority. Our FSA registration number is 302228.

You can check the above information on the FSA register by visiting the FSA website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

We will obtain sufficient information from you in order to outline your objectives and these will be used to provide you with a full recommendation relating to your mortgage and the associated protection for your mortgage.

It is our intention to categorise you as a private customer 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 categorised as an intermediate customer. 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.

We derive income from commission paid to us by Insurance Companies and Mortgage Lenders. We will advise you of the amount of commission payable to us.

We may charge fees in place of, or together with, commission. In these circumstances, we will notify you in advance and ask that you return a signed copy of the agreement to the charges outlined.

We request that our clients give us instructions in writing to avoid possible disputes. Therefore, verbal instructions should be confirmed in writing.

Where we arrange a life policy or general insurance policy for you, the provider will produce documentation as evidence of the transaction.

We keep records of all business transactions for at least six years. You have the right to inspect copies of any papers or computer records relating to your transactions. We do, however, reserve the right not to provide you with copies of records if information relating to other parties would be disclosed.

To assist us in providing you with a comprehensive service and to keep our records as up-to-date as possible, please notify us of any changes to your personal circumstances, e.g. name change, change of address, etc., as soon as possible.

WE DO NOT HANDLE CLIENTS' MONEY Therefore, we never accept a cheque made out to us, unless it is in settlement of charges or costs for which we have sent you an invoice, nor do we handle cash.

In addition to making calls at your express invitation, we may contact you at intervals to review your existing requirements. This may involve writing or telephoning you to outline possible changes in legislation or to advise you on services that might be of particular interest.

In the course of our dealings with you we consider it unlikely that we will have a conflict of interest, or material interest in the transaction, other than the receipt of fees or commission described above. Where however, we have a conflict of interest, or a material interest, or where we are aware that one of our other customers has such an interest, we will disclose full details to you in writing or orally before we advise you about the transaction and give you the opportunity to object to this interest.

It is our intention to always provide the highest quality level of advice and service. If however you become dissatisfied with our provision of, or the failure of us to provide, a financial service then you can complain to us in writing or orally by contacting us. Complaints can be directed to the Compliance Officer at the address given in this letter and will be dealt with in accordance with our internal complaint handling procedures, a summary which is available upon request. Complaints we cannot settle may be referred to the Financial Ombudsman Service.

We are covered by the Financial Services Compensation Scheme. 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. Further information about compensation arrangements is available from the Financial Services Compensation Scheme.

Information that we hold about you will be held on computer and/or in paper files under the Data Protection Act 1998. This information will be used to administer your application, to deal with queries and to bring to your attention additional services and products that may be of benefit to you.

The information that you give us may be disclosed to third parties, such as product providers and credit reference agencies for the purpose of processing your application, to our Regulators, the Financial Services Authority, and to our Compliance Advisers. It will also enable further services to be provided to you, and so that your details can be best matched with the services available.

You may ask us not to contact you about additional services and products by writing to us at the address shown in this letter.

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.

Client name

Client name

Signed

Signed

Date of Issue: