



TQ Invest Service Fee Agreement

This agreement is issued on behalf of TQ Invest, which is a trading name of Capital Professional Ltd, 6th Floor, Reading Bridge House, George Street, Reading, RG1 8LS.

1. Authorisation Statement

Capital Professional Ltd is Authorised and Regulated by the Financial Conduct Authority. The Financial Conduct Authority (FCA) regulates the financial services industry in the UK and their address is 25 The North Colonnade, Canary Wharf, London, E14 5HS. You can check this on the FCA's Register by visiting the FCA's website [http://www.fca.org.uk/](http://www.fca.org.uk) FCA No. 578614 or by contacting the FCA on 0800 111 6768.

2. Permitted Business

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

3. Communications

We will communicate with you in English both verbally and written for the sending and reception of orders. To avoid any doubt instructions should be issued in writing.

4. Commencement

This agreement shall commence on the date of signature and shall remain in force until terminated in accordance with 'Section 6 – Cancellation' or if Bellpenny make changes to our service offering and associated fees in the future. We will ensure that you are notified in writing about any changes.

5. Scope of Service

We offer a service restricted to selected retail investment & protection products selected from the whole market. We provide access to Investment Funds (Unit Trusts; Open Ended Investment Companies and Investment Trusts). We also offer specific tax-advantaged 'wrappers' in which these funds can be held e.g. Individual Savings Accounts (ISAs) and Self Invested Personal Pensions (SIPPs). We do not offer the following products via our Execution only service: Non Mainstream Pooled Investments (NMPs) which may include Unregulated Collective Investment Schemes (UCIS), Enterprise Investment Schemes, Structured Products, Exchange Traded Notes or Commodities (ETN & ETCs) or Offshore Investment Bonds.

6. Services to be provided

TQ Invest will act as an investment broker. You will not receive advice or a recommendation from us. We will instead arrange the transactions on your behalf in certain non-complex products on an execution only basis.

Transactions taken out on an execution only basis via TQ Invest will be carried out without advice on their merit or suitability. When buying a contract under these terms, you will not benefit from some of the regulatory protection provided when authorised advice is given and you have no right to redress should the contract turn out to be unsuitable.

To help guide our clients we provide web-based tools and issue product information, independent investment research, market commentary and example portfolios. In providing these we are not giving you personalised advice.

We reserve the right to monitor and record telephone calls for regulatory and training purposes as well as having an accurate record of your instructions.

When we have arranged any investments or policies for which you have given us instructions we will not give you any further information unless specifically agreed.

We will also make arrangements for all your investments 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 as soon as practicable after we receive them, where a number of documents are due involving a series of transactions, we normally hold each document until the series is complete, then forward them to you.

7. Paying for services

For any aspect of our service all charges and fees will be fully disclosed to you. We will not charge you until we have discussed your payment options and agreed with you how we are to be paid. We will also let you know if there are any other costs that might arise in connection with the services we provide to you.

Our charges/fees will be VAT exempt unless the work we provide for you only involves advice and/or preparing a report, in which case VAT may be applicable. We will always tell you if you have to pay VAT before we undertake any work for you. Charges for the ongoing service will not be liable to VAT (unless the initial service was liable to VAT) where both the initial and ongoing services are part of the same package.

We do not charge an initial fee. There is a Service Charge which is determined by the value of the funds on which the service is required. The fee is shown below:

Standard Service Charge: -

0.5% per annum Service Charge calculated and paid monthly using the value of the fund.

Examples of the Standard Service Charge:

Value of funds £20,000 the fee is £8.33 per month / £100 per annum

Premier Club Service Charge: -

The Premier Club is available to clients who have a portfolio of ISAs and Unit Trusts valued at £30,000 or more and held on the FundsNetwork or Cofunds platforms.

0.25% per annum Service Charge calculated and paid monthly using the value of the fund.

Examples of the Service Charge:

Value of funds £30,000 the fee is £6.25 per month / £75 per annum

Payment Options: –

Paying via the product & product provider, the client agrees that the Firm can receive the Service Charge from the Product Provider for the full amount determined above. **The amount payable will reduce or increase in line with the value of the fund.** You may be required to complete a provider instruction should you wish to pay fees in this way.

By agreeing to this method of paying the fee, you authorise the third party product provider to sell units/shares from the fund and pay TQ Invest to satisfy the Service Charge.

In some circumstances we may currently receive ongoing payments (commission) from product providers relating to existing investments you hold. Any such payments may be taken into account when determining the charges for ongoing services. We will discuss and agree this with you where relevant.

Paying by fee only, Invoices will be sent every 6 months – July and January. Fees are paid in arrears. Fees will be charged pro rata from the first calendar day of the month following the transaction and calculated on the first working day of the month in which the invoice is issued. There will be an annual administration charge of £25 for this service, paid twice yearly.

We will recalculate the value of fee paying investments every 6 months.

For new investments made before the next invoice is issued, the fee will be charged pro rata to the beginning of the next 6 month period.

At the point the firm receives written confirmation that the Client no longer requires the services of TQ Invest, the Firm will ensure that the Service Charge ceases.

The purpose of the Service Charge is intermediation whereby the Firm acts on behalf of the Client with the provider. This may include but is not limited to: - provide web-based tools and issue product information, independent investment research, market commentary and example portfolios.

For 'non collective' investments i.e. bonds and pensions we will not receive initial or ongoing commission from the provider. We will charge you a fee of £75 plus VAT in respect of purchasing these products and for any subsequent additional lump sum payments, which are processed by TQ Invest. Payment will be due upon application. This fee is non refundable in all circumstances including where you have cancelled the product within the statutory cancellation period.

8. Verification of your Identity

Before we do any work for you we are required by the anti-money laundering regulations to verify your identity to obtain information as to the purpose and nature of the business we conduct on your 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. An electronic check of your identity will leave a soft footprint on your credit records. This will not affect your ability to obtain credit.

9. Receiving Instructions

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing. We may, at our discretion, refuse to accept instructions although such discretion shall not be exercised unreasonably. We will record all transactions on our files which, along with copies of relevant documentation, will be retained by us for a period of not less than six years. You have a right to inspect copies of contract notes, vouchers and entries in our books or computerised records relating to your transactions. We reserve the right to withhold copies of these records if information to other parties would be disclosed.

10. Best Execution

In transmitting investment applications on your behalf to third parties we will take all reasonable steps to ensure that we obtain the best possible result for you. This is referred to as 'best execution'. A copy of our best execution policy is available on request.

11. Investment Performance and Risks

Please be aware that investments can fall, as well as rise, and that you may not get back the full amount invested. The price of investments we may recommend may depend on fluctuations in the financial markets, or other economic factors, which are outside our control. Past performance is not necessarily a guide to future performance.

Specific warnings relevant to the investments, investment strategies or other products we recommend will be confirmed to you in your suitability report. Under the terms of this agreement, we may, if appropriate, advise you on investments which are not readily realisable. We would draw your attention to the risks associated with these investments as there is a restricted market for them. In some circumstances it may therefore not be possible to deal in the investment or obtain reliable information about its value.

12. Conflict of Interest

We will act honestly, fairly and professionally known as conducting business in 'client's best interest' regulations. 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.

TQ Invest may, from time to time, receive fees from product providers for advertisements in the company brochure, bulletins, website or other material. The existence of an advertisement should not be taken as an endorsement of any particular product by TQ Invest.

13. Cancellation

Termination of this Agreement

The authority to act on your behalf 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.

Product cancellation rights

We will inform you of your statutory right to cancel. The Distance Marketing Directive normally grants you 30 days in which you may cancel a life or pension contract. However there will be occasions where no statutory rights are granted, however this will be explained before any contract is concluded.

It is important that you read the Product Provider's Key Features Document carefully and we would particularly draw your attention to the section on Cancellation and Withdrawal Rights. Please note that as you are investing as an Execution Only client your cancellation and withdrawal rights may be affected.

14. How you are protected

Capital Professional Ltd trading as Bellpenny is authorised and regulated by the Financial Conduct Authority (FCA), 25 The North Colonnade, Canary Wharf, London, E14 5HS.

Our Financial Services Register number is **578614**. Our permitted business is advising on and arranging pensions, savings and investment products, non-investment insurance contracts and mortgages. You can check this on the Financial Services Register by visiting the FCA's website <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

Unless we notify you in writing to the contrary, we will be treating you as a **retail client**. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Complaints

If you are dissatisfied with a service we have provided you are entitled to make a complaint. We have a complaints procedure which is available on request.

If you wish to register a complaint, please write to The Compliance Department, 6th Floor, Reading Bridge House, George Street, Reading, RG1 8LS or phone +44 (0) 345 475 7500 or email at hello@bellpenny.com

If you are not satisfied with our decision you can ask the Financial Ombudsman Service (FOS) to look at your complaint. This is a free, independent service for resolving disputes. You can refer your complaint to FOS at any time

after we have had the opportunity to investigate it as long as we have contacted you with our decision within 8 weeks of receiving your complaint. You should contact the FOS within 6 months of the date on our Final Response letter.

For more information you visit their website at www.financial-ombudsman.org.uk

Contact Details:

Call:

UK: 0300 123 91 23

Abroad: +44 20 7964 1000

Write to: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business and the circumstances of the claim. Most types of investment business are covered up to a maximum limit of £50,000. For non-advised investment services an investor may not have access to FSCS through TO Invest, however, they would have access via the product provider, should the product provider default. Further information about this compensation scheme arrangement is available from the FSCS.

Client Money

We are not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of a service for which we have sent you an invoice) or handle cash.

Protecting your personal information

Your personal information is important to us. We will endeavour to take all due care to protect this information. We highlight below matters relating to your information that you should be aware of.

The information you have provided is subject to the Data Protection Act 1998 (the "Act"). By signing this document you consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing administration and management.

"Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the Financial Conduct 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 and email) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

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 Compliance Department, 6th Floor, Reading Bridge House, George Street, Reading, RG1 8LS or phone +44 (0) 345 475 7500 or email at hello@bellpenny.com

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.

15. General

Law

This client agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

Force Majeure

Capital Professional Ltd shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Declaration - 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. If you do not understand any point please ask for further information. By signing the form you are consenting to us or any company associated with us for processing, both manually and by electronic means, your personal data.

I/We agree to pay for the services provided by TQ Invest as set out in this agreement.

Please tick the payment options below:

Provider Option Fee Option

I would like to join the Premier Club.

Signed _____

Signed _____

Print Name _____

Print Name _____

Date _____