

Our Terms of Business

This Terms of Business is designed to come into force upon receipt and, in conjunction with the Key Facts about our services document, 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.

Honister Partners Ltd is an appointed representative of Sage Financial Services Limited, which is authorised and regulated by the Financial Services Authority to advise on and arrange home finance transactions, life assurance and pensions, pension transfers and opt-outs, investments in authorised unit and investment trusts, personal equity plans, individual savings accounts, securities and non-investment insurance contracts (e.g. critical illness insurance, life assurance, permanent health insurance and private medical insurance).

Please note that our services also include advising on investments relating to, or executing transactions in, units in collective investment schemes that are not regulated by the Financial Services Authority.

Client Classification

It is our intention to categorise you as a 'retail' customer from outset and provide advice to you on this basis, as it offers you the highest level of regulatory protection. Following our discussions, it may be appropriate to categorise you differently. If this becomes applicable, we will discuss this with you in more detail, and if acceptable, issue an amended Terms of Business for your agreement. Other client categories do not benefit from the full level of regulatory protection offered to retail clients, and may not be eligible to take a complaint to the Financial Ombudsman Service.

Our Services

Any advice we provide will be based on your investment objectives and risk profile, and will be confirmed in writing in a suitability report. We may communicate with you in writing, by email, fax or on the telephone, and our communications will be in English.

We will initially provide our services to you on the basis that you have not put any restrictions on us regarding the types of investment, or the markets you wish us to consider. If, during our discussions, you indicate that restrictions should be put into place, we will confirm this in writing to you.

When we have arranged investments or services for which you have given us instructions, we will not provide any additional advice or services unless you have entered into a separate agreement with us or unless you request it, but will be pleased to advise you at any time, should you ask us to do so. There may be a cost for any further advice requested.

Information provided by you

In order to provide you with a personal recommendation, you must disclose all necessary information to enable us to ensure that recommendation is suitable for your circumstances. We may ask you to give us instructions in writing to avoid possible disputes. We will accept oral instructions at our discretion, but these must be confirmed immediately in writing. We can refuse your instructions at our discretion. It is your responsibility to provide complete and accurate information to us and to the insurance company or mortgage lender when you effect your policy or loan, throughout the life of your policy, and when you renew your insurance. It is important that you ensure all statements you

make on proposal forms, claim forms and other documents are full and accurate. We cannot be held responsible for incorrect data held in the event of non-disclosure.

If you fail to disclose any material information to us or to your insurance company, this could invalidate your insurance cover and could mean that part, or all, of a claim may not be paid. 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.

Your Investments

Where we arrange a life policy, a pension or an investment for you, the provider will produce documentation as evidence of the transaction. All investments will be registered in your name, unless you first instruct us otherwise in writing. We will forward to you all documents showing ownership of your investments as soon as practical after we receive them. Where a number of documents relating to a series of transactions are involved, we will normally hold each document until the series is complete and then forward them to you. We cannot retain such title documents for whatever reason, including holding them as security. All cheques, documents of title, etc, may be sent by post to your last known address and shall be sent at your own risk. The Recorded Delivery service will not normally be used.

Best Execution

In placing your order with a provider or fund manager we will endeavor to obtain the best possible outcome, taking into consideration your instructions. We will usually forward applications and cheques to the chosen provider or fund manager within 24 hours of receipt, the chosen provider or fund manager is then responsible for placing your order on the relevant market.

Conflicts of 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. 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 take all possible steps to manage the conflict. If we are unable to manage the conflict we will disclose full details to you in writing before we advise you about the transaction and give you the opportunity to object to this interest. You may, at any time, request further details of our Conflicts of Interest policy.

Client Money

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

Confidentiality

Sage Financial Services Limited is registered under the Data Protection Act 1998.

By receiving these Terms of Business:

- You agree that information we have about you can be held on computer and/or in paper files.
- You agree that any information you give us may be disclosed to third parties, such as product providers, for the purpose of processing your application, credit reference agencies, and our regulators, the Financial Services Authority.
- You agree that we may use the information to contact you if your details match any of the services our group of companies provide. You may ask us not to contact you about additional services by

writing to us at Sage Financial Services Ltd, Elmwood Court, Springwood Close, Tytherington Business Park, Macclesfield, Cheshire, SK10 2XF.

Under the Data Protection Act, you have the right to see personal information about you that we hold on our records. A small charge may be made for supplying you with this data or information. If you have any queries in this respect, then please write to the Compliance Department at the address detailed above.

You, or your appointed agent, may inspect, during business hours and having given us reasonable notice of your wish to do so, contract notes, vouchers and entries in our books, whether kept manually or electronically, which relate solely to your investments.

We reserve the right not to give you copies of your records if, to do so, would allow access to files containing confidential records about other clients. We keep records of all our business transactions for at least six years.

Anti-Money Laundering

We are required under UK Money Laundering Regulations to verify your identity before we enter into a business relationship with you. In order to fulfill the requirements, it may be necessary to undertake a search using an electronic data source. If conducted, the electronic check would be shown on your credit file as an identity check. Alternatively, we may ask you to provide documentary evidence to verify your identity, copies of which will be retained on your client file for our records and will be passed on to product providers if they request it.

Third Parties

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

The Law

This agreement shall be governed and construed in accordance with the laws of England and be subject to the jurisdiction of the English Courts.

Amendment & Termination

We reserve the right to amend these Terms of Business without your consent, but will notify you in advance of any changes, unless it is impractical to do so.

Either party may terminate our authority to act on your behalf under these Terms of Business at any time without penalty. Notice of termination must be given in writing and will take effect immediately upon receipt. This will not affect any transactions we have already arranged for you, or are in the process of arranging for you.

Sage Financial Services Ltd

Elmwood Court
Springwood Close
Tytherington Business Park
Macclesfield
Cheshire
SK10 2XF

Sage Financial Services Ltd is authorised and regulated by the Financial Services Authority.

www.sagefinancial.co.uk