

FINANCIAL SERVICES CLIENT AGREEMENT

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FINANCIAL PLANNING CLIENT AGREEMENT

This agreement is issued by Lloyd Vine Limited (hereafter simply termed Lloyd Vine) of 65 Fleet End Road, Warsash, Southampton, Hampshire, SO31 9JH who can be contacted on +44 (0) 23 80601601 or by emailing: info@lloydvine.co.uk. Once completed, signed and dated by you, this agreement will constitute an ongoing legally binding agreement between both parties.

Authorisation statement Lloyd Vine Limited is authorised and regulated by the Financial Conduct Authority. The Financial Conduct Authority 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 www.fca.org.uk and entering our FCA firm reference number 832055 or by contacting the FCA on 08456061234.

Permitted business: Our permitted business is described on Page 9.

Client classification:

Each client with whom the firm does business is categorised to identify the level of regulatory protection afforded to them. We propose to classify you as a 'Retail Client' which gives you the benefit of all the protections available. You may request that we classify you as a professional client in order to receive less information and protection, but we do not believe this will be in your best interests.

Communications All communications will be in English.

Scope of Service:

We operate independently and therefore offer products and services from the whole market. Our advice will be based on the information provided to us after we have assessed your needs and once implemented this may be adversely affected by developments in taxation or other regulation changes. Should your circumstances or objectives change, you should contact us to arrange a review.

The value of any investments made and any income from them can go down as well as up and past performance is not necessarily a guide to future performance. Additionally, currency fluctuations may affect the performance of the investment. We shall not be held liable for any loss incurred by you arising from changes in market conditions.

Services to be Provided:

With regard to products which we have arranged for you, these will not be kept under review, but we will advise you upon your request or provide reviews in accordance with any pre-arranged instruction agreed with you.

We may contact you in the future by means of an unsolicited promotion should we wish to contact you to discuss the relative merits of an investment or service which we feel may be of interest to you.

Our advice and/or recommendations offered to you will be based upon your stated investment objectives, acceptable level of risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. We will issue you a suitability letter to confirm our recommendation. Unless confirmed we will not place any restrictions on our recommendations.

Lloyd Vine does not handle clients' money. In respect of investment business, we never accept cash or a cheque made out to us unless such cash or cheque is in settlement of charges or disbursements for which we have sent you an invoice.

We will forward all policy documents and contract notes to you within fourteen days of receipt, either in person or by post, unless agreed otherwise.

Clients are responsible for the answers given on proposal forms, claim forms and other documentation. All of these should be read and checked carefully before they are submitted.

Documents held by us may not be lent or forwarded to a third party unless we are in receipt of written authority from you. We therefore do not accept liability for default by any third party you have nominated.

Lloyd Vine acts as your agent in advising you and arranging investments. We never own the investments, which you buy through us and all investments will be registered in your name unless otherwise agreed in writing.

We normally ask our clients to give us instructions in writing to avoid possible disputes. However, we may accept verbal instructions at our discretion.

We reserve the right to decline to execute for you, for any reason whatsoever, any transaction.

Paying for our Services:

Not all firms charge for advice the same way. We will discuss your payment options with you and answer any questions you may have. We will not charge you anything until you have agreed the amount and how we are paid. Further important information can be found in the 'Keyfacts' document on Page 6.

Material interest We will act honestly, fairly and professionally when conducting business with you in accordance with '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.

Rights to cancel: We will inform you of your statutory right to cancel. The Distance Marketing Directive normally grants you up to 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.

Under the Financial Services (Distance Marketing) Regulations 2004, where we have not met face-to-face before agreeing to provide services to you under this agreement, you have the right to cancel this agreement by delivering a notice of cancellation to us within 15 days of this agreement being entered into signed by both parties as applicable.

Please note, however, that if you request us to start work within that 15-day period under the Financial Services (Distance Marketing) Regulations 2004 if you subsequently cancel we will be entitled to charge you for the work carried out.

By signing and returning a copy of this agreement you are authorising us to start work immediately, unless you explicitly instruct us in writing not to commence work within this period. You can send your right to cancel to the address stated above or by emailing info@lloydvine.co.uk.

Data Protection:

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 processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management. "Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FCA 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 (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested. Telephone calls may be recorded for monitoring and/or training purposes. Information will not be provided to third parties for mailing purposes.

The information provided may also contain sensitive personal data for the purposes of the Act, being information relating to your physical or mental health or condition; the commission or alleged commission of any offence; any proceedings for an offence committed or alleged to have been committed, including the outcome or sentence in such proceedings; political opinions, religious or similar beliefs, sexual life; or membership of a Trade Union. 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 Officer, Lloyd Vine Limited, 65 Fleet End Road, Warsash, Southampton, Hampshire, SO31 9JH who can be contacted on +44(0)23 80601601 or by email info@lloydvine.co.uk.

You may be assured that we will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. As a corporate policy, we will maintain all records relating to any transaction for a period of seven years. 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.

The General Data Protection Regulation (GDPR) is a regulation in EU law on data protection and privacy for all individuals within the European Union. It also addresses the export of personal data outside the EU. The GDPR aims primarily to give control to citizens and residents over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.

It was adopted on 14 April 2016, and after a two-year transition period, becomes enforceable on 25 May 2018. The GDPR replaces the 1995 Data Protection Directive. Because the GDPR is a regulation, not a directive, it does not require national governments to pass any enabling legislation and is directly binding and applicable.

Lloyd Vine's GDPR Privacy Notice can be viewed on our website: <http://www.lloydvine.co.uk/gdpr.html>

The Law:

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

Termination:

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.

Full details of the risks are contained in the product literature, which should be read carefully. You should carefully consider whether such investments are suitable for you in the light of your personal circumstances and the financial resources available to you.

Money Laundering & the Financial Sanctions Register:

In line with anti-money laundering legislation, Lloyd Vine is required to verify your identity. In light of changing legislation to combat money laundering, the Company reserves the right to do so electronically at outset of this relationship and on an on-going basis. This will result in a 'non-negative' record or 'footprint' being created on your electronic file with credit agencies which will be visible to you on accessing your records but will not usually serve as a detriment to you when applying for credit.

Further enquiries may also be made such as checking the financial sanctions register.

1 The 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 Whose products do we offer?

Investment

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

Insurance

- We offer products from a wide range of insurers and Lloyds underwriters for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Personal & Business Insurance.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

Mortgages & Home Finance Transactions

- We offer mortgages from the whole of the available market.
- We only offer mortgages from a limited number of lenders.
- We only offer mortgages from a single lender.

3 Which service will we provide you with?

Investment

- Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market
- Restricted advice – We will advise and make a recommendation for you 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

- We will advise and make a recommendation for you after we have assessed your needs for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Personal & Business Insurances.
- 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.

Mortgages

- We will advise and make a recommendation for you on after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of that we will provide details on. You will then need to make your own choice about how to proceed.

4 What will you have to pay us for our services?

If you require a visit to your home or workplace, there is a minimum charge of £30.00 per visit. This is additional and irrespective of any other instruction fees detailed below.

Investment

The new Financial Services Rules called Retail Distribution Review (RDR) have now come into full effect from the 1st January 2013. In the past, deductions have been made on your investments and commissions paid by your chosen investment or insurance company. From now, **no** commission will be paid to Independent Financial Advisers. All advisers and institutions offering unrestricted independent financial advice will have to charge you for their service. In certain cases, this fee (or part of it) can be deducted from your investment if so required.

- You will pay for our services on the basis of our fee structure detailed below. We will discuss your payment options with you and answer any questions you have. We will not provide any formal advice or charge you until we have agreed with you how we are to be paid.

Lloyd Vine Limited is a totally independent firm. Our standard charging structure is set out below. However, we can discuss variations and provide caps or fixed cost charges for certain instructions.

1. We do offer an initial client meeting for free, but strictly with no advice. This allows us to meet and for us to explain our services and understand your requirement. You can also establish if you would like to proceed. Under the rules of our regulator, we cannot provide any formal advice at such meetings, unless you formally instruct us by signing our Client Agreement. Once you have formally appointed Lloyd Vine Limited, we can immediately proceed to a full consultation basis and / or arrange a further meeting.

2. Our hourly rate:

- I. £140.00 per hour for our fully qualified consultants.
- II. £70.00 per hour for market research.
- III. £40.00 per hour for administration.

3. An optional annual financial review for existing clients. To include a meeting and a written report.

£250.00

4. As an alternative to 2. above, many of our clients appreciate being able to call Adrien at any reasonable time to run things by him and gain some quick informal advice. So, we have devised a monthly payment scheme which provides such access to Adrien and we include an annual review and meeting all for just:

£15.00 per month

a banker's order will be set up. This service may be cancelled by you at any time.

5. Lump Sum Investments including investment bonds, ISAs, unit trusts, pension, pensions, annuities:

3% of the initial sum invested and .5% annually thereafter.

though your actual rate will be discussed in advance and will be based on the size of your investment.

6. Full financial review of your current finances, investments, insurances, loans and mortgages. Two meetings are included. There will be an initial meeting where we collect all your information and assess your requirements. Following this, we will usually have to communicate with some of your providers to obtain

full information. Then engage in market research. We will then provide our written report with recommendations and arrange a further meeting to discuss.

£300.00 to £500.00

depending on the size of your current portfolio. The actual charge will be agreed in advance.

8. If after formally instructing Lloyd Vine and for whatever reason you do not proceed or cancel our agreement, we will levy a charge for our time spent on your instruction. Such charge will be based on our standard hourly rates, but will never exceed any capped or fixed charge arrangement in place.

Insurance

- A charge of £10.00 for all general insurance products such as home contents, buildings and personal effects.
- No fee for life assurance products such as mortgage protection, life assurance, keyman assurance, whole of life, partnership, director share. A commission is paid to us by the provider and full details will be provided to you in your key feature's illustration.

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

Home Finance Transactions & Mortgages

- No charge. We will be paid a commission by the lender.
- A charge may be made. In many cases there is a commission paid to us for new first charge mortgages. If this is sufficient to cover our charge, then we will not make further charge. Where there is insufficient commission or none at all, we will levy a charge for our work. You will receive a key facts illustration which will detail any commission provided by the lender and any additional charge we may to make.

We incur considerable costs on your behalf when arranging home financing products. If for any reason prior to the issue of your finance offer the transaction does not proceed, we will levy an administrative charge up to £250.00. If for any reason after issue of your finance offer the transaction does not proceed, then we will charge up to £800.00, having fully completed your instruction.

- If you have accepted our recommendation for a solicitor/conveyancer and cancel this instruction after we have confirmed your instructions to the firm, an administrative charge of £35.00 will be made.
- Mortgage Review: We offer a one-off meeting to assess your current mortgage and give you access to our mortgage rate market research software. This an ideal way to find out what your options are in terms of borrowing limits, affordability and compare the market. All at no obligation to actually do anything.
£50.00

Your Payment Options:

1. Payment of our charge will be due within 14 days of the completion of our work or termination of your client agreement. You will be invoiced accordingly. We can offer several payment methods. Direct payment to us by Bank Transfer, Cheque or Cash. We can agree payment in installments in some cases and if required, you should ask us for full details at the time you sign the client agreement.
2. If you buy certain financial investment products, you can choose to have your adviser charge deducted from the product through installments. Although you pay nothing to us up front, that does not mean that our service is free. You still pay us indirectly through deductions from the amount you pay into your product. These deductions will pay towards settling the adviser charge. These deductions could reduce the amount left for investment.

Refund of fees

- It is not our usual policy to charge you in advance of our work. If any non-refundable charge is made at the outset of our work, this will be fully explained and agreed before proceeding.

5 Who regulates us?

Lloyd Vine Limited of 65 Fleet End Road, Warsash, Southampton, Hampshire, SO31 9JH is authorized and regulated by the Financial Conduct Authority. Our FCA Register number is 832055.

Our permitted business includes the following, though you should refer to the FCA Register for full details: -

- Making arrangements with a view to transactions in investments
- Making arrangements with a view to regulated mortgage contracts
- Making arrangements with a view to transactions in investments
- Dealing in investments as agent
- Assisting in the administration and performance of a contract of insurance
- Arranging (bringing about) regulated mortgage contracts
- Arranging (bringing about) deals in investments
- Agreeing to carry on a regulated activity
- Advising on regulated mortgage contracts
- Advising on P2P agreements
- Advising on investments
- Advising on Pension Transfers and Pension Opt Outs

You can check this on the FCA's Register by visiting the FCA's website www.fsa.gov.uk/register/home.do or by contacting the FCA on 0845 606 1234

6 What to do if you have a complaint

If you wish to register a complaint, please contact us:

...in writing Write to Lloyd Vine Limited, Complaints Department, 65 Fleet End Road, Warsash, Southampton, Hampshire, SO31 9JH.

... by phone Telephone +44 (0) 23 80601601

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

8 Are we covered by the Financial Services Compensation Scheme (FSCS)?

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.

Investment

Most types of investment business are covered up to a maximum limit of £85,000.

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Except, for compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Mortgages and Home Purchase Plans

Mortgage and Home purchase advising and arranging is covered up to a maximum limit of £85,000.

Further information about compensation scheme arrangements is available from the FSCS. www.fscs.org.uk. Our summary detailed above may not superseded and you should always check directly with the FSCS direct following the above link.

DECLARATION

LLOYD VINE LIMITED Financial Services Agreement DIGI v2.2022
www.lloydvine.co.uk


Authorised & Regulated by the Financial Conduct Authority.

By acceptance you hereby confirm the appointment of Lloyd Vine Limited and you have read and understood this Client Agreement and Terms of Business.

Any special terms and conditions or pre-agreed variations to this agreement as to the service being provided and/or the charging structure will be detailed in a 'Variations & Additions agreement'. Notwithstanding this, all other terms and conditions apply.

This agreement forms the basis of our contract. Any additions and variations detailed in a subsequent 'Variations & Additions agreement' add to this agreement and do not replace any part thereof. If you do not understand any point, please ask for further information.

On behalf of Lloyd Vine:

| | |
|-----------------------|---|
| Consultant Name: | George B. Jubb BSc, Cert(MP & ER) |
| Consultant Signature: |  |