

Financial Advice
Investments
Pensions
Insurance



Our Services



Whatever stage in
life you're at, we can
help you and those
you care for.

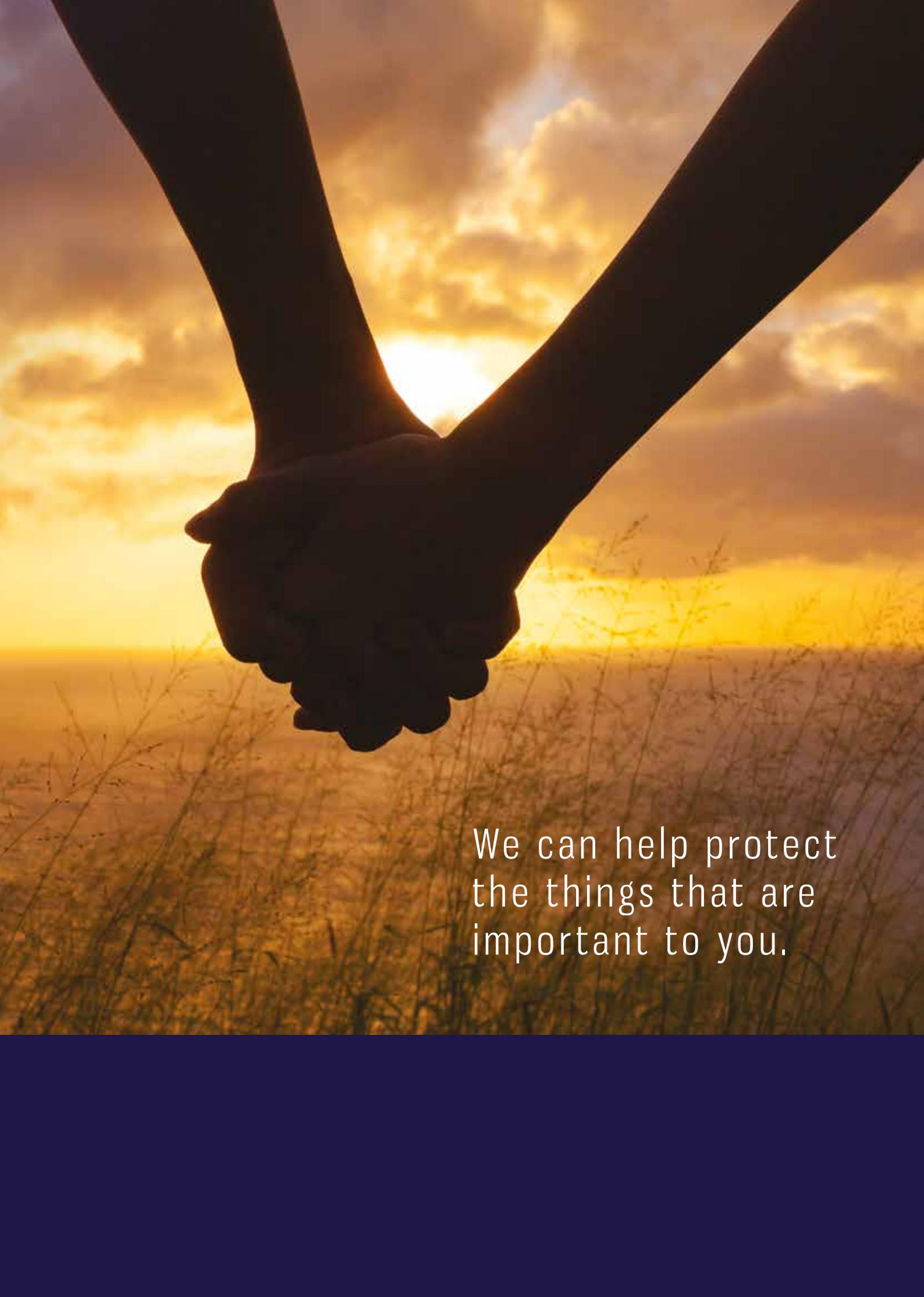
Index

- 5 Introduction
- 7 Who are we?
- 8 What services do we offer?
- 9 Basis of Advice
- 10 What is the Advice Process?
- 15 EISFS Professional Service
- 17 Our Costings
- 19 Client Agreement
- 23 Glossary of terms

eis FINANCIAL
SERVICES

6 Clairmont Gardens
Glasgow, G3 7LW

Tel: 0345 355 3242
enquiries@eisfs.co.uk
www.eisfs.co.uk



We can help protect
the things that are
important to you.

Introduction

Welcome to EIS Financial Services Ltd.

EIS Financial Services Ltd. was formed by the Educational Institute of Scotland in 1990 giving EIS members and their families access to a dedicated team of professional advisers providing impartial advice on a wide range of financial and insurance products.

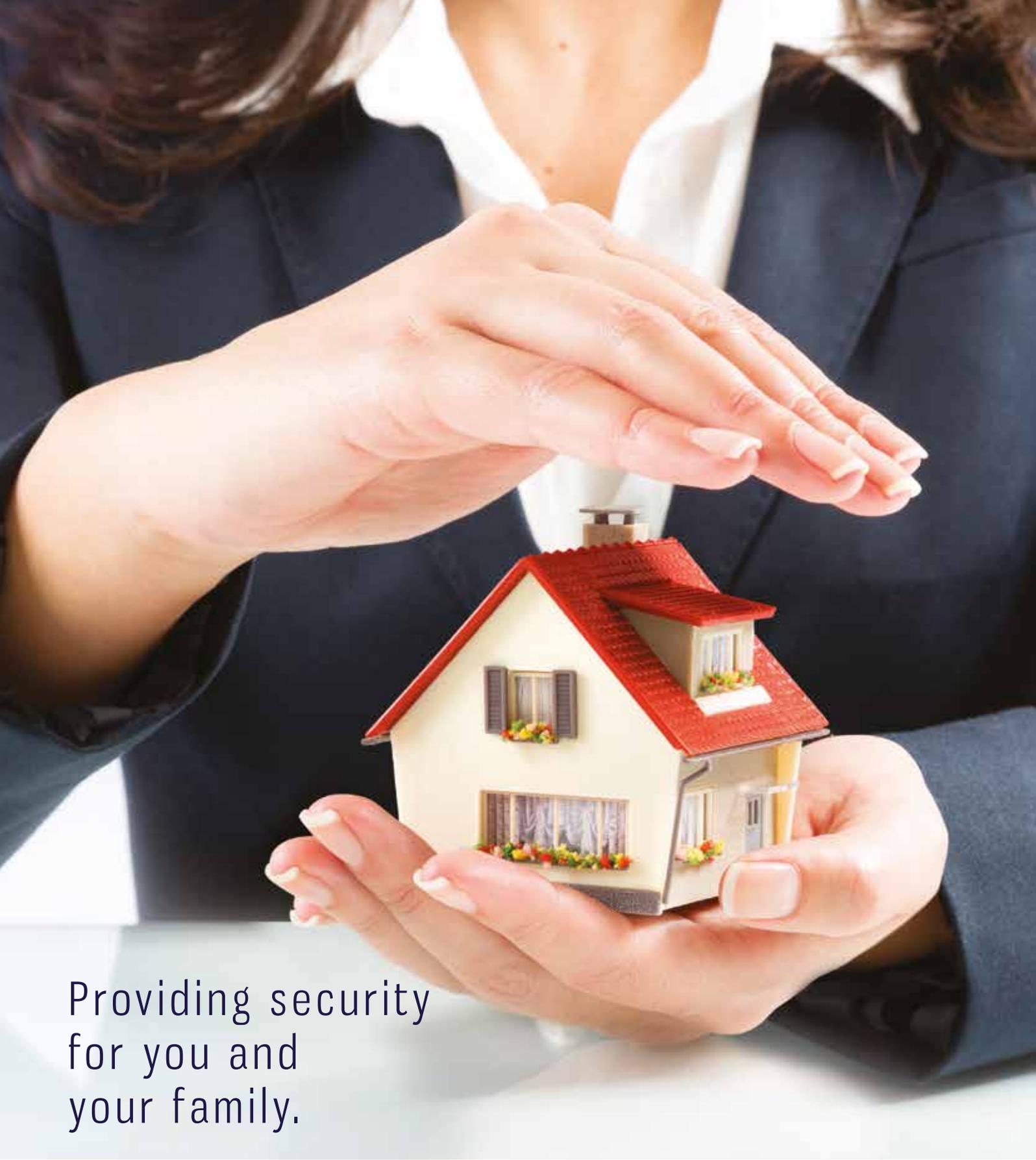
We pride ourselves on our excellent reputation and our whole team are committed to providing a world class service to the EIS membership. Investing can be a complex and confusing process, so our team of EISFS Independent Financial Advisers are fully trained to ensure that they provide straightforward and easy to understand advice and support at every stage.

We have created this document to set out the services that we provide to you and would recommend that you review this document with your personal EISFS Independent Financial Adviser so that you can select the level of service that meets with your requirements.

At EIS Financial Services we take our relationship with you very seriously. We have created a mission statement that all employees of EIS Financial Services adhere to when dealing with you -

“Our mission is to deliver an effective and efficient financial service that exceeds your expectations”

We will always strive to maintain the highest possible standards and it is important to us that the experience we provide exceeds your expectations both now and in the future.



Providing security
for you and
your family.

Who are we?

EIS Financial Services was set up by your Union for the benefit of you and your family.

Our Advisers have been helping teachers, lecturers and other education professionals to secure their financial future for over 25 years.

With an excellent working knowledge of the Scottish Teachers' Superannuation Scheme, including the 2015 Career Average Revalued Earnings (CARE) Scheme, we are ideally placed to help with all your financial services needs.

We are able to offer advice and give examples of how best to utilise your savings, pensions and investments to give the best possible outcome.

Whether you are full time or part time, permanent or supply, just starting out or approaching retirement, we understand your needs and we're here to help.

We've developed a comprehensive financial planning service which is especially tailored to you.

What services do we offer?

Independent Financial Advice

We offer a wide range of services which we can tailor to meet your individual needs. Here are some of the services we offer:

Holistic Financial planning

It's important to consider your aims and ambitions and to establish what you want to achieve. We can help you to identify your goals and create a plan to help you succeed.

Retirement planning

It's not always easy to know whether the money you are saving towards retirement will provide you with sufficient funds to meet your retirement objectives. We can work with you to proactively plan for your retirement and help you decide on the options available.

Protection planning

Most of us want to protect the things that are important to us, our family, and quality of life. Protection planning can help to provide peace of mind in the event of your income changing due to unexpected events. We can help you plan for the best way to protect you and your family.

Teachers' Pension Advice

We have extensive knowledge of the various Teachers' Pension Schemes, and are able to assist you on all aspects of how these schemes work, including:

- how to calculate your pension and tax free lump sum
- how to increase your pension benefits
- guidance on commutation options to maximise your tax free lump sum
- enhancing your benefits from AVC, Stakeholder or Personal Pension arrangements.

As you would expect, we offer a wide range of services designed to assist you every step of the way.

Basis of Advice

We offer independent investment advice.

This means that we consider a wide range of financial strategies and products. We are constantly reviewing the market to ensure that the services and products we offer are appropriate for our clients.

Where we recommend particular investment strategies and products to you, these will be selected based on your personal circumstances, financial goals and objectives. We'll consider a number of factors, including the services you need, the cost of investing, how much risk you are prepared to accept in an investment product and how much of a drop in its value you could withstand.

Some of the areas we can advise on are as follows:

- Life assurance
- Unit trusts
- Investment bonds
- Open ended investment companies
- Pensions
- ISAs
- Annuities
- Phased retirement & income drawdown
- Investment trusts
- Term assurance
- Critical illness cover
- Income protection
- Structured products

We don't provide advice in relation to individual share holdings.

We don't provide advice on options, futures and other derivative contracts as we believe that these are unlikely to be suitable for our clients.

Protection Advice

Where we provide protection planning services, we are an insurance intermediary and will provide advice which is based on a fair and personal analysis of the market

Advice Process

We aim to provide all of our clients with clear financial direction. This is achieved by having a full understanding of your current financial position, your objectives and identified needs. This enables us to provide suitable solutions for you in order to treat you fairly. Our aim is to reduce future barriers to these objectives and to maximise the opportunities for achieving your goals.

We do this by following a three-stage process detailed on page 11.

Your Responsibility

It is important that you provide us with the information that we require, in order for us to provide the advice and services you need. We therefore ask that clients do not unreasonably withhold relevant information. Please note that any advice we provide to you will be based on the information you provide to us.

We are required to consider whether it is in your best interests for us to act for you if you refuse to provide us with what we believe to be the necessary information. We therefore reserve the right to decline to act for you if we believe you have not provided us with the requisite information.

Financial Crime / Anti Money Laundering

EIS Financial Services is committed to ensuring it takes reasonable steps to reduce the risk of being implicated in Financial Crime and it is crucial that we know who we are dealing with. To assist us with this it would be helpful if you could bring to the meeting evidence of your identity and address. This would normally include original documents of either your passport or driving licence and a utility bill in your name. If these documents are not available please speak to your adviser who will confirm what alternatives would be acceptable. We may conduct these checks from time to time throughout our relationship, not just at the beginning.

Stage 1 - A clear picture of where you stand



Stage 2 - Options & Choices



Stage 3 - Implementation



Ongoing Service - Stay on Track



Stage One

Initial Discussion

Finding out about us

- We'll introduce ourselves and provide you with a business card confirming your adviser's contact details.
- We'll discuss our services and give you a copy of this document outlining your options and how we intend to work with you.
- We'll also discuss the charges for our services.
- All actual charges and fees (in pounds and pence) will be agreed with you before we do any work and we'll explain your payment options. We'll also let you know where any fees are subject to VAT.

Finding out about you

- The main purpose of our first meeting is to find out about your financial circumstances and objectives. We'll collect this information by completing our financial planning questionnaire. This is often referred to as a FactFind.
- It would be helpful if you could bring along to this meeting, details of any policies, schemes, investments, mortgages, financial outgoings, wills, interests in trusts that you already have.
- It's important that you provide us with the information we request about your circumstances and objectives to allow us to provide you with the appropriate advice and services. It's also important that you do not unreasonably withhold any information. All advice that we give will be based on the information you provide.
- If you specifically instruct us that you only wish to discuss a particular area of financial planning, and that area should form the basis of the advice given, this will be treated as 'focused advice'. In such cases however please be aware that limiting the information provided may affect the completeness of the advice we are able to give and could affect how appropriate our advice is to your circumstances.
- One of the most valuable things we can do for you is to draw out a clearer vision of your financial future. We can help you understand what options you have around longer term issues, such as retirement, estate planning and looking after your family. If you have an obvious and immediate need, we can also help you to meet this.
- You may even find you have financial needs you've not yet considered. Our professional experience can help to highlight these and address them for you.
- Once your financial needs are clear, the next step is to be clear on your priorities. Depending on the amount of disposable income and investable wealth you have, maybe you'll be able to satisfy all of your financial needs. Or you might need to prioritise some over others. Your adviser can guide you through in this area, and develop a plan of action that suits your personal situation.
- Where we are providing advice on investments, one of the key areas we will explore is establishing how much risk you are prepared and able to take with your money. Understanding what risk really means to you, is critical to the investment decisions you make.
- At this stage we may ask you to sign any authority forms that may be needed so that we can act on your behalf, for example to obtain the current valuations of your existing investments.

Timeline

Typically, this meeting will take 1 to 2 hours, depending on the complexity of your situation. You may wish to include other parties such as your spouse, partner, children or other professional advisers.

Stage Two

It's all about
achieving your
goals

Research and Analysis

Where necessary, we'll forward your authority to obtain additional information from the relevant product providers. We may also need to contact you for further information and ask your permission to liaise with your other professional advisers (e.g. accountant, solicitor).

Once we have all the necessary information in place, we'll undertake our research to assist us in identifying appropriate plans and solutions which will help you to achieve your objectives. As part of identifying appropriate solutions we take into account areas such as:

- Your attitude to, and understanding of, the risks involved
- Timescales relevant to your objectives
- Appropriateness of products and investments, including types of fund, where these are invested and how these fit with products or investments you may already hold
- Tax efficient investments and planning - We'll try wherever possible, to consider tax efficient opportunities and in this respect, we may need to liaise with your tax advisers (please note that the Financial Conduct Authority does not regulate tax advice).
- Costs and charges

We'll set out our recommendations in a financial planning report.

Timeline

The research and analysis we undertake may typically take between 1-2 weeks to complete. If necessary, we will liaise with you during the preparation process to inform you of any delays.

Recommendation

Presenting our recommendations

Depending on what we agree, we'll send you our report to review or we'll arrange to meet again and discuss it.

Our report will outline your current position and detail our professional observations and recommendations. In developing our recommendations, we'll always look to agree a solution for you that strikes the right balance between your financial needs and objectives, and the amount of risk you are prepared and able to take in achieving them. Sometimes that means you'll need to compromise, and your adviser will be able to identify where that is the case and build it in to your plan.

The report will also contain the supporting information behind our recommendation including where applicable, illustrations and brochures for any financial products recommended. The costs associated with our recommendation(s) will also be confirmed in our report.

If further meetings are required these will be discussed and agreed. If you decide not to proceed with our recommendations, our service to you will end and there will be no cost to you.

Timeline

The second meeting will typically last between 30 and 90 minutes, depending on the complexity of your situation. Again, you may wish to include other parties such as spouse, partner, children or other professional advisers.

Stage Three

Implementation

Once we have discussed our initial recommendations as confirmed in Stage 2 you will have two options:

Option 1

If, having considered our initial recommendation, you decide you do not wish to proceed any further, then you will not be liable for any fees and we would consider our work with you as being completed.

Should you wish to delay acting on our initial recommendation report you can notify your adviser and they will discuss how best to proceed. Again, there will be no liability for any fees at this stage. Your adviser can inform you of how long the initial research and recommendation can be relied upon and will be happy to arrange a further meeting with you in the future.

Option 2

If you are happy with the advice given and decide to proceed with our recommendations we will ensure your understanding of:

- The specific products we are recommending
- Any risks and disadvantages associated with our recommendation
- The on-going service required to meet your investment objectives
- Specific information that covers the costs of managing the product recommended

If subsequent meetings are required these will be discussed and agreed separately with you.

If our recommendations involve putting in place any financial products, once we have received your instructions, we'll forward the completed application forms and payments on your behalf.

Details of any transactions undertaken will be recorded on our back office system and monitored to ensure they are correctly concluded. Please refer to Page 16 for details of our Data Protection procedures.

Prior to implementation we will prepare and supply you with a written Suitability Report.

EISFS Professional Service

What ongoing services or reviews will I receive?

Whether you are a new or existing client of EIS Financial Services, we will always endeavour to provide you with a first class service.

As part of our initial meetings and our final recommendation, where applicable, we will explain the services we provide so that you have an understanding of what we do and how this can assist you going forward.

EISFS Professional Service

Having taken the decision to engage our services, you have clearly understood the value of sound, independent financial advice. We have taken the time and care to professionally research and prepare the most suitable investment for your circumstances.

However, this is only part of the process and it is equally important to apply the same level of expertise on an ongoing basis.

By selecting our optional 'EISFS Professional Service', you can rest assured that we will be on hand to guide you beyond our initial meetings and ensure that your investments remain suitable for your needs.

No Ongoing Service

You understand that if you opt for no ongoing service then EIS Financial Services will not monitor or review your investments. Any future reviews, amendments or further advice will be subject to subscription to our EISFS Professional Service plan as detailed above.

EISFS Professional Service Overview:

Telephone/Email access to your adviser

When you require support/guidance you may contact us. Where we are not available at the time of your call, we will contact you as soon as is possible, subject to normal office hours and availability of an adviser.

Access to an EISFS administrator

If your adviser is not available, your EISFS administrator can provide valuations, answer many simple queries and help with any other administration issues.

EISFS Personal Finance Portal

We will give you access to view and monitor your Investments 24 hours a day, 7 days a week, 365 days a year.

Access to your Personal Finance Portal

Benefits of the Portal include:

- Secure Messaging: the facility to send messages direct to your adviser.
- Document Vault: the ability to store any information/documentation you wish.
- Financial Overview: Intuitive and Graphical dashboards to view your finances.
- Investment Analysis: Portfolio X-ray views of your Investments, including fund value and holdings.
- Fund Fact Sheets: Allowing you to view information of a specific fund.
- Update Personal Details: Securely input changes to your own personal details.

Full Financial Planning Review

A review of your investments will be offered at least annually. This review will take into account any changes in your circumstances to ensure that your investments remain suitable for your requirements. These reviews will typically be carried out remotely by video call or telephone.

Portfolio Report

This is available at any time throughout the year upon request and provides a snapshot of your current position, including fund breakdown, valuations and transaction history.

You can request Portfolio Rebalancing, anytime throughout the year.

You can request a meeting in our office, at your place of work or at home, whichever is more convenient.

EISFS Professional Service is available during the initial application process and for the lifetime of the ongoing service agreement.

Protecting your personal information

To provide our services properly we'll need to collect information about your personal and financial circumstances. We take your privacy seriously and will only use your personal information to deliver our services.

Processing of your personal data is necessary for the performance of our contract for services with you. Generally, this is the lawful basis on which we intend to rely for the processing of your data. (Please see the reference to special categories of data below). Our policy is to gather and process only that personal data which is necessary for us to conduct our services appropriately with you.

We adopt a transparent approach to the processing of your personal data. Sometimes, we may need to pass your personal information to other organisations. If you apply to take out a financial product or service, we'll need to pass certain personal details to the product or service provider.

We may engage the services of third party providers of professional services in order to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. Your personal information may be transferred electronically (e.g. by email or over the internet) and we, or any relevant third party, may contact you in future by what we believe to be the most appropriate means of communication at the time (e.g. telephone/ email /letter etc.).

The organisations to whom we may pass your details also have their own obligations to deal with your personal information appropriately. Sometimes a product or service may be administered from a country outside Europe. If this is the case, the firm must put a contract in place to ensure that your information is adequately protected.

We will issue you with our Privacy Notice. This is a separate document which provides more information about the nature of our personal data processing activities and includes details of our retention and deletion policies as well as your rights of access to the personal information that we hold on you.

As part of this agreement we'll ask you to consent to the transfer of personal information in accordance with the protections outlined above.

Special categories of personal data: there are certain categories of personal data that are sensitive by nature. The categories include: data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership and data concerning health. Depending on the nature of the products and services that you engage us for we may need to obtain your sensitive personal data particularly in relation to health. Our policy is that should we require any special category of personal data we will only gather this with your explicit consent.

If you are concerned about any aspect of our privacy arrangements, please speak to us.

Our Costings

How are we remunerated for the services we provide?

The way we are paid for our services may depend on the type of advice given. Typically, this will be:

- **Investment business:** fees agreed and paid by you
- **Insurance business:** Typically paid by commission, payable by the insurance provider. We will discuss the option of you paying by fee.

More details on these options and how they are paid is found in the following sections on initial and ongoing charges.

Our charges fall into the following categories:

- **Initial charges:** these are the upfront costs of our services. We offer several types of initial service depending on your needs.
- **Ongoing charges:** once your financial plan is in place it is important to keep it under review so it can be adapted, where necessary, as your circumstances change. Our ongoing services are designed to do this.

Initial charges

Our initial fees are only payable upon implementation of our advice and are generally payable at outset.

Service description	Charges
<ul style="list-style-type: none"> • Financial Planning Service • Retirement Planning Service • Investment Planning Service (see pages 11 to 14 for details of what is included in this service)	Our charge is 3% of any funds invested or transferred. There is no minimum fee. Here are some examples of how our charges could apply: <ul style="list-style-type: none"> • If you invested £10,000, our fee would be £300. • If you invested £50,000, our fee would be £1500.
<ul style="list-style-type: none"> • Protection Planning Service 	Our minimum fee is £500. Wherever possible, we are paid by commission from the provider, we'll tell you the amount before we implement your plans. Any commission we receive from the product provider can be used to offset this fee. If a provider does not offer a commission option, the fee will be payable by you upon completion.

Payment options
Initial charges can be paid in a number of ways: <ul style="list-style-type: none"> • Cheque, card or electronic transfer (we cannot accept payments by cash). • Payment via deductions from the financial product(s) you invest in or (if relevant) deductions from the amount invested with a discretionary fund manager (DFM). Most product providers / DFMs offer this facility but using it will reduce the amount you have left to invest and may, depending on your circumstances, have other consequences (we'll discuss this with you beforehand). • For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable. • If, as a result of our recommendations, you take out a regular contribution product where investments are made on a monthly, quarterly or annual basis, it may be possible to have our initial charges deducted from the product in instalments (where the provider is able to offer this facility). In such cases, our normal approach will be for the payment to be spread over a maximum of 12 months. Here's an example to show how this could work based on a £100 per month policy: <ul style="list-style-type: none"> • The initial charge for our service £600. • The monthly charge over 12 months is £600 divided by 12 = £50. • Each month you pay your product premium of £100 but for the first 12 months your product provider pays us £50 of that £100. • For the first 12 months - £50 is invested / £50 pays our charge. • It is important to note that paying fees in this way will have a significant impact on your investment, particularly in the early years. • In some limited circumstances (for protection planning only) we may receive commission from a product provider in relation to an insurance product we have arranged for you. The amount of commission is a percentage of the total annual premium and we'll tell you the amount before we carry out business for you.

Our actual charges and fees (in pounds and pence) will be agreed with you before we do any work and we'll explain your payment options too.

Our Costings

Ongoing charges

Our ongoing services are optional. If you agree to purchase an ongoing service, unless otherwise agreed, the service will be provided as a follow up to the initial service.

Ongoing service	Ongoing charges
<ul style="list-style-type: none">Financial Planning ServiceRetirement Planning ServiceInvestment Planning Service (see pages 11 to 14 for details of what is included in this service)	<p>Our annual ongoing charge for this service is 0.75% of funds under management. There is no minimum fee.</p> <p>Here are some examples of how our charges could apply:</p> <ul style="list-style-type: none">For a fund of £10,000, our fee would be £75 per annumFor a fund of £50,000, our fee would be £375 per annum
<ul style="list-style-type: none">Protection Planning Service	Where there is no underlying fund value, there will be no ongoing fee charged

Payment options

Ongoing charges can be paid in a number of ways:

- By deduction from your investment(s) on a monthly, quarterly, six-monthly or annual basis, where the product / platform provider or DFM is able to offer this facility
- For investments held on a platform (an online investment administration service) you may choose to pay our charges out of the funds held in the platform cash account, although it's important to maintain sufficient funds in the account to cover our charges as they become payable.

Other charges

Depending on the services we provide, there may be costs and charges (including taxes), not charged by us, but related to the financial products we arrange for you. These charges may be one-off charges (payable up front) or charges payable on an ongoing basis. For example:

- Service costs:** If your investments are held on a platform (an online investment administration service) or held with a DFM, the platform provider / DFM will make a charge for administering / managing your investments.
- Investment costs:** These are the costs relating to the manufacturing and managing of your investments – for example, fees charged by the investment fund manager, costs relating to investment transactions.
- We'll always disclose any third party costs as part of making our recommendations.

Aggregated costs and charges

Before we provide you with our advice we will add together all the costs and charges payable so that you are able to understand the overall costs of our services and recommendations. This is referred to as aggregated costs and charges information.

Client Agreement

This agreement sets out the terms under which we'll provide our services to you, so it's important that you read it fully. If there's something you don't understand please ask us to explain

This agreement sets out our respective obligations.

Useful information about our services includes details of the protections available to you under UK financial services regulation. The services we have agreed to provide and the cost for those services are shown in **Services agreed**.

Our obligations

Our recommendations

Before providing advice, we'll assess your needs, consider your financial objectives and assess your attitude to any risks that may be involved. If you don't want to discuss a particular area of financial planning and that area should not form part of the advice given, we can exclude it, if you instruct us to do so. This might of course have a bearing on the advice that might have been given.

Before making any recommendations, we'll carry out a suitability assessment so that we are able to act in your best interests.

We'll confirm any recommendations we make in writing (our suitability report) along with details of any special risks that may be associated with the products or investment strategies we've recommended.

Where we agree to provide you with a service that includes an ongoing review of the suitability of the investments we have recommended, we'll carry out this review at least annually. To do this we will need to make contact with you to assess whether the information we hold about you remains accurate and up to date. These reviews are typically carried out remotely via Video Call or by Phone. We'll issue you with a report setting out the results of our assessment and, if relevant, any updated recommendations.

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 arrange are provided in the relevant product literature provided.

We may, where appropriate, recommend holding some, or all, of your investments with a discretionary fund manager (DFM), a professional investment manager appointed to monitor your portfolio and make investment decisions on your behalf. In such cases we'll explain the respective responsibilities of ourselves and the DFM in relation to your investments.

In some circumstances we may need to act as your 'agent' in relation to the part of your portfolio held with a DFM. This means that you won't have a direct contractual relationship with the DFM and the DFM will instead treat our firm as its client. Before setting up this type of arrangement we'll explain the implications to you.

We may occasionally recommend investments that are not readily realisable. We'll only do this where appropriate but, if we do, we'll draw your attention to the risks associated with the investments in our suitability report. There is a restricted market for such investments and in some circumstances it may not be possible to deal in the investment or obtain reliable information about its value.

Financial crime

We are obliged to put in place controls to prevent our business from being used for money laundering and other forms of financial crime.

We'll verify your identity before undertaking any business with you. To do this 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. The check may leave a 'footprint' on your credit file but it will not affect your credit rating.

Best execution

Where we send investment applications on your behalf to third parties (e.g. to put an investment into force), we'll take all sufficient steps to ensure that we obtain the best possible result for you. This is referred to as 'best execution'.

We have a best execution policy. If you want to see a copy, please ask us.

Conflicts of interest

Although we always aim to act in your best interests, there may be situations where we, or one of our other clients, has some form of interest in the business being transacted for you. If this happens or we become aware that our interests, or those of one of our other clients, conflict with your own interests, we'll write to you and ask for your consent to proceed before we carry out any business for you. We'll also let you know the steps we'll take to make sure you are treated fairly.

We have a conflicts of interest policy. If you want to see a copy, please ask us.

Communicating with you

Our normal ways of communicating with you are by telephone, post, e-mail, video call, SMS text message or in person. Our communications will be in English.

We may ask you to confirm your instructions to us in writing as this helps to avoid any future misunderstandings.

Recording telephone calls

To ensure we carry out your instructions accurately, to help us to continually improve our service and in the interests of security, we will record and may monitor your telephone communications or conversations with us.

Copies of our telephone recordings will be available on request, for a period of 5 years after the recording was made.

Your obligations

This section sets out your obligations in agreeing to receive our services.

Providing information about your circumstances

Our advice will be based on the information that you give so it's important that you provide us with accurate and up to date information when we request details about your circumstances and objectives. This will allow us to provide you with suitable advice. If the information you provide is inaccurate or if you limit the information provided this could affect the suitability of the advice we give.

Payment for services

By signing our client agreement, you are agreeing to pay the charges for our services as set out in **Services agreed**.

Your selected payment method is also confirmed in **Services agreed**. We'll tell you if any payments are subject to VAT.

Our initial charges are payable once we've completed our agreed work and must be settled within 28 business days. If you are paying our initial charges by instalment (only applies when you have taken out a regular contribution contract) it's important that you make payments as agreed. Where you miss a payment, or cancel the contract from where the payments are coming from, we may send a separate invoice for the missed amount. In some limited circumstances (for protection planning business only) we may receive a commission payment from a product provider. Typically, the commission payment will be offset against the charges you owe us for our services. If the commission payment relates to a regular contribution policy and you stop paying premiums on that policy we may be obliged to refund the commission received back to the policy provider. In such cases, we reserve the right to request the full payment of any outstanding balance of charges for our services.

Any products we have arranged for you will only be kept under review as part of an ongoing service for which you have agreed to pay. Our ongoing services are optional, but if you agree to purchase an ongoing service, unless otherwise agreed, the ongoing service will be provided as a follow up to the initial service.

Our charges for ongoing services will be payable monthly and are typically taken as a percentage of funds under management. Our charges are payable within 28 business days of the end of the relevant period.

Ongoing services can be cancelled at any time by informing us in writing, see **Cancellation and amendments**, but please note that we do reserve the right to charge you for services we have provided before cancellation.

Where our charges are based on a percentage of your investments, the amount of our ongoing charges may increase as the size of your fund grows.

Legal and accounting advice

We are not qualified to provide legal or accounting advice or to prepare any legal or accounting documents. This means that the onus is on you to refer any point of law or accountancy that may arise during the course of discussions with us, to a solicitor or accountant.

Cancellation and amendments

Ending this agreement

You or we may terminate this agreement at any time, without penalty.

Notice of termination must be given in writing and will take effect from the date of receipt.

Any transactions already initiated will be completed according to this agreement unless otherwise agreed in writing.

You will be liable to pay for any services we have provided before cancellation and any outstanding fees, if applicable.

Amendments

From time to time it may be necessary to amend the terms set out in this agreement where it's not necessary to issue a new agreement. If this is the case, we'll write to you with details of the changes at least 28 business days prior to any change taking effect.

Product cancellation rights

Full details of any financial products we recommend to you will be provided in the relevant product information you will receive. This will include information about any product cancellation rights along with any other early termination rights and penalties.

Useful information about our services

Who authorises us to advise you?

We are authorised and regulated by the Financial Conduct Authority (FCA), 25 The North Colonnade, Canary Wharf, London, E14 5HS. www.fca.org.uk. Our firm reference number is 401581.

Our permitted business is advising on and arranging pensions, savings and investment products, non-investment insurance contracts.

You can check our details on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

Unless we tell you otherwise, we'll treat you as a retail client for investment business. This means that you are given the highest level of protection available under the UK's regulatory system.

What if things go wrong?

If you are unhappy with our advice or any aspect of our services, we encourage you to contact us as soon as possible. We'll do our best to resolve your concerns.

- Telephone: 0345 355 3242
- Email: enquiries@eisfs.co.uk
- In writing: The Managing Director, EIS Financial Services Ltd., 6 Clairmont Gardens, Glasgow, G3 7LW

We have a complaints procedure and we can provide further details on request. If you do have a complaint, and you are not happy with our response, the Financial Ombudsman Service (FOS) may be able to help. The FOS settles disputes between financial services business and their clients. Full details are available at www.financial-ombudsman.org.uk.

If your complaint relates to products or services you have bought from us online, or by other electronic means such as by email, you may refer your complaint to the online dispute resolution (ODR) platform at <http://ec.europa.eu/odr>.

Additional peace of mind

The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation fund for customers of authorised financial services firms who are unable to pay claims against them, usually because they have gone out of business.

You may be able to claim compensation from the FSCS if we can't meet our obligations. The amount of compensation available will depend on the type of business and the circumstances of the claim. We can provide more specific information on request, but as a guide:

Investments - eligible claims for most types of investment business are covered for up to a maximum of £50,000.

Insurance - in the majority of cases, eligible claims about the advising and arranging of protection products are covered for 90% of the claim, without any upper limit. Further information is available from the FSCS at www.fscs.org.uk.

Benefits we may receive

Under the rules of our regulator, the FCA, as a firm providing independent advice we are unable to accept or retain payments or benefits from other firms (e.g. product providers) as this would conflict with our independent status.

From time to time we may attend training events funded and /or delivered by product providers, fund managers and investment platforms. These events are designed to enhance our knowledge and enhance the quality of service we provide to our clients. As such this doesn't affect our obligation to act in your best interests. Please ask us if you want further details.

Client Agreement

Between	EIS Financial Services Limited 6 Clairmont Gardens Glasgow, G3 7LW
And	[Client Name] _____ of [Address] _____ _____ _____

Obligations

I/We acknowledge that the client agreement will come into effect once it has been signed by all parties and will remain in force until terminated.

This agreement is governed, and shall be interpreted in accordance with Scottish law and both parties shall submit to the exclusive jurisdiction of the Scottish Courts.

Basis of Advice

In order to provide complete and comprehensive advice we can review all aspects of your finances, alternatively we can offer advice on any specific area of need that you choose.

Please select the extent of advice you would like to receive by ticking the appropriate box below

Full Advice covering all areas	<input type="checkbox"/>
Focused advice on a specific area	<input type="checkbox"/>

Termination of Agreement

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 unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees outstanding, if applicable. Ongoing services can be cancelled at any time by simply informing us in writing. Please note that we reserve the right to charge you for services provided prior to cancellation. Please note that a charge will be made for any future work we undertake at your request.

Services Agreed

The following services have been agreed and are chargeable as follows:

Service Provided	Initial Fees
Investment Planning <input type="checkbox"/>	£
Retirement Planning <input type="checkbox"/>	£
TOTAL	£ Calculated as 3% of the total amount invested / transferred. See Page 17 of Our Services guide for full details of our costs.
Protection Planning (Minimum £500) <input type="checkbox"/>	Where selected Payment by commission - YES <input type="checkbox"/> NO <input type="checkbox"/>
Total Amount Payable	£
Ongoing Service	
EIS Professional Service <input type="checkbox"/>	£ Calculated as 0.75% per annum of funds under management
No ongoing Service <input type="checkbox"/>	NIL

Declaration

I accept that any advice given was based on information provided by me in the Fact Finding process. I confirm that the information provided is accurate and up to date.

On behalf of EIS Financial Services Limited.

Name: _____

Signed: _____

Your Consent

The primary basis on which we intend to process your personal data is for the performance of our contract with you. In the case where we need to process special category (sensitive) data as described above we require your consent by indicating your agreement to the following statement:

I / we consent to the processing of sensitive personal data as far as it is necessary for the services I / we require from EIS Financial Services Ltd. (see page 16 of our Services guide for details)

Please note that you may withdraw this consent at any time by notifying us at our main business address.

We may also engage the services of third party providers of professional services in order to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. If you wish to know the names of these third parties, please contact us for further information.

Marketing

From time to time we may wish to contact you to offer additional products or services which may be of interest to you. In order to do this, we require your consent by agreeing to one or all of the options:

I / we consent to be contacted for marketing purposes by:

Email Telephone Text Post

Please note that you may withdraw this consent at any time by notifying us at our main business address.

Customer Name 1: _____

Customer signature 1: _____

Customer Name 2: _____

Customer signature 2: _____

Date: _____

*Delete as applicable

Glossary of Terms

We always aim to use plain English and explain things clearly in an easy to understand manner, however, there may be times when you come across industry jargon and so this glossary is designed to help explain these terms.

If you are unsure of any of the terms we use, please just ask.

ACTIVELY MANAGED

A method of fund management in which a manager attempts to generate returns above a specific benchmark by selectively picking stocks.

ANNUITY

An annuity is a product that can provide you with a lifetime income, typically on retirement.

ANTI-MONEY LAUNDERING (AML)

A set of guidelines to detect the conversion of illegal sources of money to ethical sources.

ASSET ALLOCATION

An investment strategy where the investor attempts to achieve returns by investing in different asset classes and different countries.

ATTITUDE TO RISK

The level of risk that a person is prepared to accept within an investment.

CAPACITY FOR LOSS

An amount that a person can afford to lose if an investment underperforms.

COMMERCIAL PROPERTY

Real estate property that is used for business activities. Commercial properties may include industrial properties, shopping centres, offices, or even vacant land.

COMMUTATION

An option within the Teachers' Pension scheme to give up a proportion of your pension income to gain a bigger tax free lump sum.

CORPORATE BOND

A type of IOU issued by a government, local authority or company to raise money.

DIVERSIFICATION

To avoid having all your eggs in one basket; investing in different asset types or geographically.

FINANCIAL CONDUCT AUTHORITY (FCA)

Regulator for the financial services industry in the UK.

GILT

A gilt-edged security (gilt) is a government bond – a security or stock issued by the government paying a fixed rate of interest and redeemable on a set date for a set amount.

INDEX

A measurement used to indicate market performance. An index sets a basis for comparing returns against a sector of the market such as the FTSE 100.

INDIVIDUAL SAVINGS ACCOUNT (ISA)

Individual Savings Accounts (ISAs) are a way of saving and investing without paying income tax or capital gains tax.

INVESTMENT RISK

Risk that a fund or managed portfolio creates as it attempts to beat the returns of the benchmark against which it is compared.

INVESTMENT TRUSTS

An investment trust is a company whose business is to invest in other companies.

KNOW YOUR CUSTOMER (KYC)

A set of due diligence activities that financial institutions are required to complete before doing business with a client.

MATURITY DATE

The date upon which an investment expires.

OPEN-ENDED INVESTMENT COMPANY (OEIC)

An open-ended investment company, or OEIC (pronounced 'oik'), is a modern and more flexible version of a unit trust.

PORTFOLIO

A set of accounts which represent the full financial picture of that client's holdings with a given investment professional.

POUND COST AVERAGING

The ability to drip feed money into shares or units on a regular basis rather than committing a single larger lump sum.

PLATFORM

An online administration service which allows you to buy and sell investments across your whole portfolio

PREMIUM

The amount to be paid for a product, usually monthly or annually.

REBALANCING

The process of realigning the weightings of a portfolio of assets. Rebalancing involves periodically buying or selling assets in a portfolio to maintain an original desired level of asset allocation.

SIPP

A self-invested personal pension, or SIPP, is a type of DIY pension.

UNDERWRITING

Often used with regard to life assurance, underwriting is a method of establishing the risk to a provider when accepting an application.

UNIT TRUST

A form of 'collective' investment whereby many investors pool their funds which are then managed by a fund manager.

VOLATILITY

Volatility refers to the fluctuations in the price of a security, commodity, currency, or index.



6 Clairmont Gardens
Glasgow, G3 7LW

Tel: 0345 355 3242
enquiries@eisfs.co.uk
www.eisfs.co.uk

V01/2018