Palm Financial Management Ltd

4100 Park Approach
Thorpe Park
Leeds
LS15 8GB

About Our Services, Costs & Regulation

The Financial Conduct Authority (FCA)

Palm Financial Management Ltd is authorised and regulated by the Financial Conduct Authority (FCA) Firm Reference Number 593725. You can check this on the Financial Services Register by visiting www.FCA.gov.uk/register. or by contacting the FCA on 0800 111 6768.

Our Director, Scott Glover is fully authorised and regulated by the Financial Conduct Authority and his individual reference number is SEG01078.

Our permitted business is advising and arranging Investments, Pensions, Insurance and Mortgages.

Our registered office is 5 – 7 St Pauls Street, Leeds, LS1 2JG. 08244605.

Whose products do we offer?

We are Fully Independent Financial Advisers having no ties or links to any institutions.

The service will we provide you with

Investments, Mortgages & Protection

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.

General Insurance

We will advise and make a recommendation for you after we have assessed your needs.

What will you have to pay us for our services?

You will pay for our services on the basis of a fee, adviser charge, commission or a combination of all three. We will discuss your payments options with you and answer any questions you may have. We will not charge you until we have agreed with you how we are to be paid.

In most cases these charges can be taken directly from your investments and paid to us by the provider unless you request otherwise.

Our Services and Commitment to you

Prior to providing you with any advice we will take time to understand your current needs, circumstances and attitude to risk. Any advice provided will be confirmed to you in writing.

We aim to provide all 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 those objectives and to maximise the opportunities for achieving your goals.

Any advice or recommendation that we offer to you, will only be given after we have assessed your needs and considered your financial objectives and your attitude to any risks that may be involved. We will also take into account any restrictions you wish to place on the type of products you would be willing to consider.

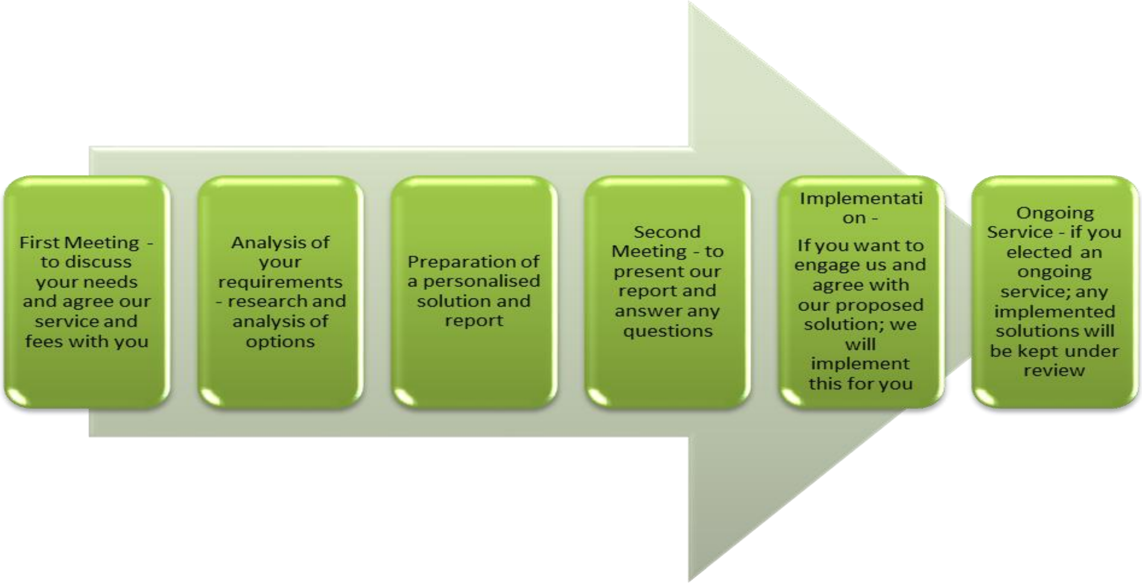
We will confirm to you in writing the basis of our reason for recommending the products arranged on your behalf. Your stated objectives will be reiterated in the Suitability Report, which we will issue to you following our recommendation, along with details of any special risks associated with the product recommended.

Full details of the products or services we recommend to you, including for example: product terms, your right to cancel, penalties etc. Will be covered in the product disclosure information you receive before the conclusion of any contract.

Unless you advise us otherwise, we will communicate with you via the following methods of communication, Face to Face, E-mail, Telephone, Letter & Fax, and all our communications will be in English. We may contact you in the future by means of an unsolicited promotion (by telephone, email or post) should we wish to discuss the relative merits of a particular product or service which we feel may be of interest to you.

Please note that any products we have arranged for you will only be kept under review as part of an agreed on-going service for which you agree to pay. If you elect a Transactional Only Service for any investments and non-investment insurance contracts which we arrange for you, these will not be kept under review unless we agree this with you.

The Advice Process



Initial Meeting

We offer you an initial meeting to understand in broad terms, your goals, needs and objectives and to explain our services to you; and if appropriate, we will agree with you which level of service will be right for you.

This meeting usually lasts for around one hour, depending upon your requirements; the cost of this initial meeting is met by our firm.

We will conduct an in depth analysis of your circumstances and future objectives. We will advise you on how realistic your goals and objectives are and how best to plan to attain them. This will consist of:

Initial Assessment

- Evaluate and adopt existing arrangements
- Collect relevant facts to understand your current position
- Establish your financial objectives
- Establish your financial planning requirements e.g. protection, pension, investment etc.
- Establish your tolerance to risk
- Establish your required liquidity

Produce Your Financial Plan

- Interpret your financial objectives
- Collect the data needed to produce your financial plan
- Identify any shortfalls and make recommendation in regard to your protection requirements
- Establish a suitable Asset Allocation to match your attitude towards investment risk
- Identify the most tax efficient wrappers
- Construct a suitable Investment Portfolio
- Present your written Financial Plan in a written report
- Agree the way forward and the action required

Implementation

Once you have agreed your Financial Plan, or parts of it, we will implement the recommendations. This will consist of:

Implementing Your Financial Plan

- Help with completion of any paperwork
- Establish the new arrangements
- Process all documentation

Ongoing Service and Reviews

Following the implementation of the financial plan and investment portfolio, you may transact with us on a purely transactional basis only which means after we conclude our reports and recommendations our client relationship ends, however if you require our services in relation to ongoing reviews and monitoring, we can offer this service to you also, the costs for which are outlined below and will be agreed on an individual basis.

If you select to have ongoing adviser servicing, we ca provide:

Ongoing Service

- An annual review meeting (if appropriate and agreed with your adviser)
- Re-balancing of Asset Allocation to benchmark (if appropriate and as agreed with your Adviser)
- Monitoring and evaluations of original funds
- Written portfolio valuations (at agreed intervals)
- Online access to 'Wrap Platform' (where appropriate)
- Review of other Investment opportunities upon request
- Regular review of your documents to reduce any excess paperwork held

Priority Response & Availability

- Additional meetings available on request
- Phone and email contact available with your Adviser during normal business hours.

General Administration

- Maintain your files securely
- Deal with correspondence received from you and product and/or Wrap providers(s)
- Provide you with information held on your file at your request

Fees

As stated we will always provide you with an initial free meeting to determine if our services are appropriate for you.

We will not undertake any work on your behalf until you have agreed any outlined fees for our services which will be provided to you based on your needs and circumstances.

We have a clear charging structure which is available on request and will be explained in more detail at our initial meeting.

What to do if you have a complaint

It is our intention to provide you with the highest possible level of client service at all times. Should we not meet your expectations we have a complaints procedure, which can be provided on request. Should you wish to complain please contact Scott Glover either: in writing: 4100 Park Approach, Thorpe Park, Leeds, LS15 8GB, e mail; info@palmfinancial.co.uk or by telephone: 0113 3970323.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (FOS). You can find out how to do this on the FOS' website, www.financial-ombudsman.org.uk, or by contacting the FOS on 0800 023 4567.

Website: www.financial-ombudsman.org.uk for further information.

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

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.

The maximums are:

- For long-term insurance (e.g. workplace pensions, personal pensions, annuities, endowments and investment bonds) 100% of the claim with no upper limit
- For investments (e.g. Unit Trusts, Open Ended Investment Companies and Stocks & Shares ISA) 100% but limited to £85,000 per person, per firm in default
- For home finance (e.g. mortgage advice and arranging) 100% limited to £85,000 per person, per firm in default. Further information about the compensation scheme is available from the FSCS: **www.fscs.org.uk**

Conflicts of interest

We offer independent advice but occasions could arise where we, or one of our clients, could have some form of interest in business that we are transacting for you. If this happens, or we become aware that our interests (or those of one of our other clients) conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions.

Money laundering regulations

We are required by law to verify the identity of all our investment clients. No application will be made on your behalf until such verification has been obtained. We may also check your details against HM Treasury Sanctions list as part of our obligation to prevent financial crime.

Client Money

We are not authorised to accept client money and therefore we never accept a payment unless it is in settlement of our charges or disbursements. All other payments MUST be payable to the product provider. Under no circumstances will we accept cash.

Client Assets

We will register all investments in your name unless otherwise agreed in writing. All contract notes and documents of title in respect of your investments or policies will normally be sent to you directly by the issuing company but where this is not the case they will be forwarded to you, unless otherwise instructed in writing, as soon as practicable after being received by us. Where a number of documents relating to a series of transactions are involved we will normally retain the documents until the series is complete and then we will forward them to you.

Commencement and Termination

This Terms of Business Agreement takes effect from the date it is given to you and will apply until terminated. You, or we, may terminate our authority to act on your behalf under this agreement at any time, without penalty. Either party may terminate this agreement by providing one month's notice in writing. Any outstanding fee payments must be settled immediately upon termination. Termination will not prejudice the completion of transactions already initiated on your behalf or any rights or obligations already arising. Where you are paying for on-going review services on a monthly basis you may terminate payment by giving notice in writing, but payments made on account towards periodic reviews will not be refundable

Your duty to disclose information

We will base our recommendations on information you have given to us. It is important that you give us full information on your financial circumstances in order that we may provide the best advice for your needs and circumstances. It is your responsibility to provide complete and accurate information. It is important that you ensure all statements you make on insurance proposal forms, claim forms and other documents are full and accurate to the best of your knowledge. Please note that if you recklessly, carelessly or deliberately fail to disclose any material information to your insurers or us this could invalidate your insurance cover. If you are a commercial customer buying insurance, you have a duty of 'fair disclosure'.