



**ANAND
ASSOCIATES**
WEALTH ARCHITECTURE

CLIENT AGREEMENT

Commencement

The following terms will come into force with immediate effect.

Our Services

We will act on your behalf for the purposes of arranging and advising on Life Assurance, Critical Illness Cover, Permanent Health Insurance, Waiver of Premium Cover, Private Medical Insurance, Travel Insurance, Savings & Investments, Pensions and Mortgages. Under the terms of Financial Services Authority regulation, we will classify you as a Retail Client for Investment Business and will act in your best interests at all times.

As a Retail Client, you have the right to request to be treated as an Elective Professional Client either generally or in respect of a particular service, type of transaction or product. Such a request must be made in writing and we will consider any requests received on a case by case basis against the criteria set out in FSA Rules. We will inform you of the FSA protections you will lose as a result of such a re-categorisation together with the scope of that re-categorisation. If, following such a request, you are classified as an Elective Professional Client, you must keep us informed of any change in your circumstances that could affect your classification.

We may also advise on products and services which are not regulated by the Financial Services Authority. There is no Financial Services Compensation Scheme available for such products and services. We will tell you where this is the case.

Unless agreed otherwise in writing we will not be obliged to review in the future any investment or policy that we have arranged for you.

We are an appointed representative of TenetConnect Limited, which is authorised and regulated by the Financial Services Authority (FSA). The FSA is the independent regulator of financial services in the United Kingdom. TenetConnect Limited is entered on the FSA register (www.fsa.gov.uk/register) under reference 149826. Their address is:

TenetConnect Limited
5 Lister Hill
Horsforth
Leeds
LS18 5AZ
Tel: 01132 390011

TenetConnect Limited is a wholly owned subsidiary of Tenet Group Limited which is a leading distributor of financial products and services in the UK. Aviva and Friends Provident Life & Pensions Ltd each own 21%, the Standard Life Assurance Company owns 23% and AEGON Distribution Holdings Ltd owns 20% of the capital of Tenet Group Ltd.

We may recommend investments in the IFSL Sinfonia Open Ended Investment Company. This investment company has been jointly developed between BNP Paribas and Sinfonia Asset Management Limited, a subsidiary of Tenet Group Limited.

How we Charge you for our Services

We are fee based, so you pay for our advice and services by way of a fee. The method of calculation will be agreed with you before we carry out any chargeable work. However, we reserve the right to retain small amounts of trail commission or equivalent up to a maximum amount of £75 per annum. You can, if you wish, choose to allow us to receive commissions on products we arrange and use this commission to offset against the fees due. Where you choose to allow us to receive commissions we will tell you how much commission we receive.

We will provide you with further details about the cost of our services separately. We will tell you if you have to pay VAT. It is possible that other costs, including taxes (e.g. stamp duty) related to the business we arrange, may arise. These costs will not be paid by our firm but borne by you.

If we arrange for you a contract from which we receive initial commission to pay our fees, this commission is earned over the initial period of the policy, typically 48 months. IF YOU SUBSEQUENTLY CEASE TO PAY PREMIUMS ON ANY CONTRACT(S) ARRANGED BY US AND, AS A CONSEQUENCE, WE ARE OBLIGED TO REFUND THE COMMISSION PAID TO US, WE RESERVE THE RIGHT TO RECOVER FROM YOU AN AMOUNT EQUAL TO THE AMOUNT WE HAVE HAD TO REFUND WITHOUT THE NEED FOR A SEPARATE FEE AGREEMENT. The date this charge of the amount refunded would become due is the due date on our invoice to you. Our normal business terms are payment within 14 days of the date of the invoice. Interest will accrue for late payment at Bank of England base rate plus 4%. This paragraph applies where we recommend to you or arrange for you, a regular premium protection, savings or pension policy. The amount recoverable and the timeframe over which it is recoverable are dependent on the product chosen. The latest time we would charge the fee would be up to the 4th anniversary of the start of any such policy. Further details of the amount and timeframe will be notified to you prior to the conclusion of the contract in the Suitability Letter or Report we will send you. In the event of Anand Associates having to pursue a liability to us, we reserve the right to charge interest from the due date and to claim costs.

This will not apply where you exercise your statutory right to cancel the contract.

Certain product providers make payments to Tenet Group Limited, the parent company of TenetConnect Limited, in relation to commercial services provided to them. None of these payments relates to volumes of business placed with the product providers or are attributed to individual transactions.

If we receive any other form of benefit in connection with our services to you we will disclose this to you.

Your Protection

We prefer instructions to be in writing. If instructions are given orally they should also be confirmed in writing. We may refuse at our discretion to accept certain instructions, although such discretion will not be exercised unreasonably.

Except in respect to settlement of our invoices for agreed fees, cheques should be made payable to the product providers only. We do not accept cash payment.

We will normally register all products and/or investments in your name unless otherwise instructed in writing. In certain circumstances products and/or investments may be registered in the name of a nominee company, for your ease of administration, although you will remain the beneficial owner of those products and/or investments. All contract notes and documents of title in respect of your products will be forwarded to you, unless otherwise agreed 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 normally retain each document until the series is complete before forwarding them to you.

If 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 prior to proceeding with your instructions.

ANAND ASSOCIATES DO NOT HANDLE CLIENTS MONEY. For all parties protection, Anand Associates is not authorised to handle client money and in the circumstances you should never hand over cash or make cheques payable to Anand Associates (unless it is in respect of professional fees for the work carried out on your behalf). Furthermore, it is important that any cheques that you do need to write have the payee's name completed in full (i.e. you do not use acronyms). Generally, product providers are limited companies and as such the payee should end with 'Limited', where appropriate. Please note that we cannot be held responsible for the loss of monies where the payee has not been completed correctly.

Risk Warnings

We will communicate appropriate risk warnings prior to providing products or services. These are for your benefit as you should understand any risks before making an investment.

Complaints and Compensation

If you wish to make a complaint, please contact us either:

In writing: Dispute Resolution Department, TenetConnect Limited, 5 Lister Hill, Horsforth, Leeds, LS18 5AZ; or
by email: Disputes@tenetgroup.co.uk; or
by telephone: 01132 2390011.

Our written complaints procedure is available upon request. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (FOS). Further information about the FOS is available from their website www.financial-ombudsman.org.uk. If we cannot meet our obligations you may be entitled to compensation from the Financial Services Compensation Scheme. This depends on the type of business and the circumstances of the claim.

Advising and arranging on investments is covered up to a maximum limit of £50,000.

Advising and arranging on non-compulsory classes of insurance is covered for 90% of the claim, without any upper limit.

Advising and arranging on compulsory classes of insurance (e.g. motor or employers liability insurance) is covered for 100% of the claim, without any upper limit.

Advising and arranging on mortgages, home purchase and equity release is covered up to a maximum limit of £50,000.

Further information about the FSCS is available from their website www.fscs.org.uk.

Termination

This client agreement may be terminated at any time, by either party. Notice of termination must be given in writing and will take effect immediately upon receipt. Termination will be without prejudice to the completion of transactions already commenced on your behalf or any rights or obligations already arising. You would be expected to pay for any costs incurred up to the date of termination or a due proportion of any fees previously agreed.

Data Protection

Collection of data:

In order to provide you with products and services we need to gather personal and financial information about you. This includes information obtained from you or third parties, such as employers and credit reference agencies, fraud prevention agencies or other organisations. This may include sensitive information about racial or ethnic group, physical or mental health, sexual life, criminal proceedings and offences.

Access:

You have the right to access information we hold about you. You can access a copy of these records by contacting us or alternatively TenetConnect Limited Protection Officer. Contact details are as follows:

Data Protection Officer
TenetConnect Limited
5 Lister Hill
Horsforth
Leeds, LS18 5AZ
Telephone Number: 0113 239 0011

We are entitled to charge a fee for this service of up to £10. If any of the information we hold is incomplete or inaccurate please tell us and we will correct it.

Use of data:

Personal information will be passed to TenetConnect Limited for compliance and monitoring purposes. Information may be passed to other financial firms in the course of providing services. We may provide information to our regulators and their successor. We may also provide information to our auditors, TenetConnect Limited, professional advisers, and other firms within the Tenet Group.

We may from time to time contact you by post, fax or e-mail with details of products and services which may be of interest to you. If you would like to receive this information please indicate your preference by ticking the box here.

We shall disclose information to relevant authorities where we are required to do so by law.

We are legally obliged to verify the identity of our customers and retain these records.

We will retain records after our business relationship has ended for legal and regulatory purposes.

Rights of Third Parties

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

Jurisdiction

This agreement is governed by English Law and the parties of this agreement hereby submit to the exclusive jurisdiction of the English Courts.

Commencement

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

This Client Agreement will come into effect from the date of my/our signature below.

Signature:	Date	Name (Block Capitals)
-----	-----	-----
Signature:	Date	Name (Block Capitals)
-----	-----	-----
Signature for & on behalf of Anand Associates :	Date	Name (Block Capitals)
-----	-----	-----