

# OUR CLIENT AGREEMENT

Unit 36, 88-90 Hatton Garden, London, EC1N 8PN  
Telephone: 08444 936 043 Fax 01792 241 254  
Email: office@sterling-uk.net



## Disclosure

1. Following our initial discussions with you, we must now provide you with the details of the service we are to provide and the costs of this service. We need to obtain your agreement to proceed before we undertake any work that will attract any cost. This document sets out the agreement between us and the costs of our services in monetary terms or where a monetary value cannot be given, the basis of its calculation.

## Level of Service

2. We have agreed that the level of service we are being engaged to provide is:

Level of service	Home Finance Products	Non-Investment Protection	General Insurance
We will advise and make a recommendation for you 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 products that we will provide details on. You will then need to make your own choice about how to proceed.			

### Range of Products

3. We have agreed that the range of products that we are being engaged to advise upon is:

Range of Products	Home Finance Products	Non-Investment Protection	General Insurance
Products from the whole market			
We only offer products from a limited number of companies. You can ask us for a list of the companies whose products we offer.			

### Remuneration

4. You have agreed that our remuneration should be:

- By a Fee
- By Commission (through product charges) or Procuration fee (from a lender)
- By a combination of a Fee and Commission (through product charges) or Procuration fee (from a lender)

### Paying by a Fee or a Combination of Commission (through product charges) and a Fee

5. If you make the decision to pay for our services by way of a fee or combination or a fee only, the amounts of the fee that we would ask you to pay are set out below:

#### MORTGAGES:

- a. If you choose to pay by a fee we will charge you a fee of 0.35% of the mortgage advance plus a fixed, non refundable application fee of £99. The application fee is payable at the outset and the 0.35% is due when the mortgage completes. For example, if you had a mortgage of £100,000 you would pay a non-refundable fee of £99 on application and then £401 when the mortgage completes.
- b. If you chose to pay by commission, we will require an upfront application fee of £250. We will receive on completion of the mortgage a procuration fee from the lender.
- c. If you chose to pay by a combination of a fee and commission you will be charged an application fee of £99.00 and any further fees will be offset against the commission received from the lender.

#### LIFE ASSURANCE:

- a. If you choose to pay us a fee we will charge you 150% of the first year's premium for each policy that you ask to arrange on your behalf. The fee will be due on application and is non- refundable. We will however refund your fee (minus an administration fee of £99) if the application is declined by the life insurance company due to health reasons as long as the reason for decline is not

non-disclosure. For example, if you decided to take a policy with a monthly premium of £20 we would charge you a non refundable fee of £360.

- b. If you chose to pay by commission you not be charged a fee as we will receive a commission from the insurance company.
- c. If you chose to pay by a combination of a fee and commission you will be charged an application fee of £99.00 and any further fees will be offset against the commission received from the lender.

**GENERAL INSURANCE:**

- a. If you chose to pay by commission you not be charged a fee as we will receive a commission from the insurance company.
6. Where the fee is to be paid directly by you and not through the product, we will issue you with an invoice at the completion of the work, detailing the breakdown of the costs incurred.

**By Commission (through product charges) or a Procurement fee (from a lender)**

7. If you make the decision to pay any part of our costs by commission (through product charges) or procurement fee (from a lender) we will inform you in writing of the amount of commission we will receive before you complete any application form.
8. The following table gives details of our normal commission levels in relation to some of the product areas we are able to advise upon. The actual amount of commission received may be higher or lower than these figures.

Product	Example term or age	Normal Commission Levels	Normal Amount of Commission
<b>This shows the normal amount of commission in relation to a monthly investment or premium of £100</b>			
Whole of Life assurance	Age 40	155% of the first 12 months premiums	£1,800 initially
<b>This shows the normal procurement fee in relation to a mortgage of £200,000</b>			
Standard Mortgage	25 years	0.35%	£700
Adverse Credit Mortgage	25 years	1%	£2,000

**Commission liability**

9. If you agree to pay our costs by using commission only and we are required to pay all or part of this amount back because you have cancelled or otherwise ended the policy, we reserve the right to require you to reimburse any money we have to repay. Examples of the amounts we can ask you to pay are set out below.

### Examples of commission liability

Liability Period	1 month	3 months	5 months	12 months	20 months	30 months	40 months
24 months	96%	87%	80%	50%	17%	N/A	N/A
36 months	97%	91%	86%	66%	44%	16%	N/A
48 months	98%	93%	90%	75%	58%	<b>38%</b>	17%

10. As an example if a policy has a 48 month liability and is cancelled after 30 months and the initial commission was £500 the approximate amount that will be payable will be £190.

### When is our remuneration is payable

11. Unless otherwise agreed with you in writing, all fees become payable at the point that a transaction is completed or where no transaction is made, at the point that we provide you with details of our recommendation. Commissions are payable on completion of the transaction.

### Ongoing Service Proposition

12. You have agreed to engage us to provide you with the following level of ongoing service under our client service proposition:

- Annual review service
- Six monthly review service
- Three monthly review service

13. You have agreed to remunerate us for this ongoing service as set out below:

Description of Service Level	Initial Registration Cost	Payment Method
N/A	N/A	N/A

### Financial Promotions

14. We may become aware of an opportunity arising from a new product being launched that we may consider would interest you. If this happens, we would like to write to you or phone you with some details. We may also give you a written recommendation about that opportunity. If you want to receive this type of contact, you should let us know by inserting a 'tick' in this box.

### Law

15. The law applicable to this agreement is English Law.

### Warning Notice

16. This document 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.

Name	
Signature	
Date	

Name	
Signature	
Date	

### Adviser's declaration

17. I confirm that I have issued the above named client with a copy of the **About Us** document and that I have discussed both the **About Us** document and this **Our Client Agreement** with the client/s and that I have given the client an opportunity to ask any questions or receive further explanation.

Adviser's Name	David Rose
Position	<b>Advisor</b>
Date	
Signature	