

How our service works for you....

This document is aimed at providing you with a brief overview of our firm and to introduce you to our service in more detail.

After you have read this document you will need to select the service and remuneration package that best suits your needs.

We will discuss this with you so that you fully understand what is offered and how it will benefit you.

Should you have any questions regarding any element of this please do not hesitate to ask us.

Heritage Investments is a trading name of Heritage Financial Limited which is an appointed representative of Sense Network Ltd, which is authorised and regulated by the Financial Services Authority.

Who are we?

We provide Independent Financial Advice to a wide range of personal and corporate clients by providing holistic financial advice for individuals and businesses on investments, savings, retirement planning and protection planning.

We are an appointed representative of Sense Network Limited, Brookdale Centre, Manchester Road, Knutsford, Cheshire, WA16 0SR, which is authorised and regulated by the Financial Services Authority, 25 The North Colonnade, Canary Wharf, London, E14 5HS. Sense Network Ltd's FSA Register number is 465124.

Sense members are committed to independent advice, constructing financial solutions using products from the whole of the market. Financial advice is provided exclusively by qualified and experienced practitioners, and is regulated by the Financial Services Authority.

Being a member of Sense Network gives us quality support and back-up which in this changing market is a very important factor as it enhances our ability to continue to look after clients. With heightened regulatory requirements and ongoing market instability this allows us to focus on advice with a team of professionals providing all the support required.

Our Mission Statement

We believe that Treating Customers Fairly is about delivering a fair outcome to our customers whilst offering a first class business service. It is embedded in our culture, and our customers can be assured of this as:

- We are open about the way we carry out our business and how we are remunerated
- We welcome customer feedback on a regular basis
- We encourage all our staff to continue with their professional development
- Our business is about our customers, and we are always conscious of this.

We look at all areas of our business on a regular basis to ensure that:

- Customers can be confident that they are dealing with a firm where the fair treatment of customers is central to our firm's culture.
- We consider our customers when promoting new services and products and ensure that it is relevant to them.
- Our customers are provided with clear information and we keep them informed before, during, and after the point of sale.
- Where advice is provided, we take time to understand our customers' situation and ensure that our advice is suitable and appropriate.
- We meet our customer's expectations, providing them with a level of service and products that are of an acceptable standard.
- We will ensure that our customers can switch providers, change products, surrender policies and make any complaints without any undue barriers.

Advice Process

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 be based on your stated objectives, circumstances and take into account any restrictions that you wish to place on the type of products you would be willing to consider.

With very few exceptions, 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 we may recommend to you including, for example, the minimum duration of the product, information on the right to cancel or whether no right to cancel arises, and any other early termination rights and

penalties, will be covered in the relevant product disclosure information you will receive before conclusion of any contract.

Client Responsibility

It is important that you provide us with the information that we request in order for us to provide the advice and services you want. 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.

Under the FSA rules, 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.

As we are required by Anti Money Laundering legislation to know who we are dealing with, it would be helpful if you could bring to the meeting evidence of your identity and address. This would normally include either your passport or driving licence and a utility bill in your name. If these documents are not available please speak to the Adviser who will confirm what alternatives would be acceptable.

Client classification

Unless we notify you in writing to the contrary, we will be treating you as a "retail client". This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service. Details of our complaints procedure are available on request.

Client Money

We are not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

Disclosure of charges/fees

All charges/fees will be fully disclosed to you. These will be disclosed in summary form before we undertake any work for you. The precise charges relating to any recommendations we make will be confirmed in your Suitability Report or relevant product disclosure information that is provided to you.

There is no additional cost to you for using a means of distance communication.

Conflict of interest

We will endeavour always to act in the best interests of our clients. However, circumstances can arise where we or one of our other customers may have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other customers conflict with your interests, 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.

Business Support

We obtain professional support services from Sense Network Ltd and threesixty services LLP, who provide us with regulatory and business advice. Sense Network and threesixty are supported by product providers, fund managers and platforms, through the provision of training resources and occasionally through commission payments made direct to them, which can be used to offset our own fees to them. In the event that either Sense Network or threesixty is remunerated through commission, this will be disclosed in the literature provided to you, and in no way will it affect the charges you pay.

Loans and ownership

Threesixty Support LLP owns approximately 13% of the share capital of Sense Network Limited. Threesixty Support LLP is 100% owned by the Standard Life group.

Best execution

In executing or transmitting orders on your behalf to third parties, we will take all reasonable steps to ensure that we obtain the best possible result for you in terms of best execution.

Risk warnings

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, or investment strategies, we recommend will be confirmed to you in your Suitability Report.

We may also on occasion, advise on other financial products which are not regulated by the FSA under the Financial Services and Markets Act 2000. The Financial Services Compensation Scheme does not apply to any of these products.

Under the terms of this agreement, we may if appropriate advise you on investments which are not readily realisable. We would draw your attention to the risks associated with these investments as there is a restricted market for them. In some circumstances it may therefore not be possible to deal in the investment or obtain reliable information about its value.

Our services may also include advice on investments relating to, or executing transactions in units in unregulated collective investment schemes. Accordingly, you should carefully consider whether such investments are suitable for you in light of your personal circumstances and the financial resources available to you.

Cancellation rights

In most cases you can exercise a right to cancel, by withdrawing from the contract recommended to you. In general terms you will normally have a 30 day cancellation period for a life, pure protection, payment protection or pension policy and a 14 day cancellation period for all other policies. In most instances, you will not be able to exercise a right to cancel a mortgage contract, unless the contract is concluded at a distance (i.e. no face to face advice), at which point you may have a 14 day cancellation period.

The start of the cancellation period will normally begin, for pure protection policies, when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you.

If you cancel a single premium contract, we may require you to pay for any loss you might reasonably incur in cancelling it which is caused by market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

Documentation

We will endeavour to make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. All Policy Documents or Lender's Offer Documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you.

Termination

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 of business unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees outstanding, if applicable.

What are your payment options?

Following our initial discussion (without charge) should you decide to go ahead there is a cost for our services. We offer a variety of methods by which we can be remunerated so that you can select the method that best suits your needs.

The options are:

1. Paying by fee.

Whether you buy a product or not, you will pay us a fee for our advice and services. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could (a) rebate it to you in the form of enhanced benefits (b) use it to reduce your regular premiums (c) offset it against our fees, as appropriate.

2. Paying by commission (or product charges).

If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing up front, that does not mean our service is free. You still pay us indirectly through product charges. Product charges pay for the product provider's own costs and any commission the provider may pay to us. These charges reduce the amount left for investment. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower. We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

3. Paying by a combination of commission and fee.

In some circumstances, we also charge a fee on top of any commission we might receive.

Service Level Options

	Retail Clients		
	Transactional	Advisory	Wealth Management
Free Initial Financial Review	Included	Included	Included
Free Telephone Access to Adviser	Included	Included	Included
Portfolio Valuation	Not included	Annual	6 Monthly
Newsletter	Not included	Not included	Included
Asset Allocation Review	Optional charge	6 monthly	3 Monthly
Review Meeting	Optional charge	Annual	6 Monthly
ISA Utilisation	Optional charge	Included	Included
Estate Planning	Optional charge	Optional charge	Included
Charges and Costs	See Page 7 and 8		

Please note that with the Transactional only options we will be providing this service only. Any products we arranged for you, will not be kept under review in future. We will however provide further services to you upon your request and these may be subject to a new service agreed with you at that time.

However, 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.

Description of additional service elements

Telephone Access to 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 back within the next 24 hrs, subject to normal working hours.

Portfolio Valuation - This provides a consolidated snap shot of your current position.

Newsletter - On a regular basis we issue a newsletter highlighting current events in the field of financial services which we deem to be of relevance to our clients. To reduce the amount of paper being issued, this may be distributed by email so please ensure we have your latest email address.

Quarterly Asset Allocation Review - Your valuation will be divided based upon the underlying assets and the allocation of these will be assessed against your recorded objectives and attitude to risk. Suggestions on any rebalancing action to be taken, for example to rebalance the portfolio, will be made.

Free Review Meeting – A meeting will be held to review your current situation and a financial planning report will be issued summarising any recommendations.

ISA Utilisation – Utilising your ISA allowances from existing holdings – Transferring assets from taxed holdings to tax-privileged holdings to make use of your annual allowance as it arises.

Estate Planning – Regular review of your financial situation to assess potential inheritance tax liability and make appropriate recommendations.

Information about our services and costs

1 The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document has been designed to be given to consumers considering buying certain financial products. Use this information to decide if our services are right for you.

2 Whose products do we offer?

Investment

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

Insurance

- We offer products from a range of insurers for Term Assurance, Critical Illness, Income Protection and Private Health Insurance.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer

3 Which service will we provide you with?

Investment

- 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.
- We will provide basic advice on a limited range of stakeholder products and in order to do this we will ask some questions about your income, savings and other circumstances but we will not:
 - conduct a full assessment of your needs;
 - offer advice on whether a non-stakeholder product may be more suitable

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.

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

Investment

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

Paying by fee

Whether you buy a product or not, you will pay us a fee for our advice and services, which will become payable on issue of our written recommendations. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could reduce our fee; or reduce your product charges; or increase your investment amount; or refund the commission to you.

We will confirm the rate we charge in writing before beginning work. We will tell you if you have to pay VAT.

Our typical hourly rate charges are:

Principal	£150	Per hour
Financial adviser	£100	Per hour
Administration	£50	Per hour

You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first.

Our typical fee based charges are:

	Transactional		Advisory		Wealth Management	
Initial fee %	2% of the funds invested (subject to a minimum fee payable of £500)					
Initial fee £	For an investment of £100,000 you would be charged an initial investment fee of £2000					
Annual charges	%	£	%	£	%	£
	0.5% of the funds under management	For a fund of £100,000 you would be charged a fee of £500 per year	0.85% of the funds under management	For a fund of £100,000 you would be charged a fee of £850 per year	1% of the funds under management	For a fund of £100,000 you would be charged a fee of £1000 per year
Quarterly Asset Allocation Review	0.2% of the funds under management	For a fund of £100,000 you would be charged an additional fee of £200 per year	0.2% of the funds under management	For a fund of £100,000 you would be charged an additional fee of £200 per year	Included – No additional charge	

Paying by commission (through product charges)

If you buy a financial product, we can receive commission on the sale from the product provider. Although you pay nothing to us up front, that does not mean our service is free. You still pay us indirectly through product charges. Product charges pay for the product provider's own costs and any commission. These charges reduce the amount left for investment. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower.

The maximum commission we will take is the same as the amount of fee detailed within the Paying by Fee section. We therefore work on a flat commission split with a maximum of 2% initial and 1% on an ongoing basis across all product areas and providers. In this way we are not influenced by the rates of commission offered by different providers. Any surplus commission that is available will be used to reduce product charges or enhance the investment amount.

Paying by a combination of fee and commission (through product charges)

We will charge you a combination of fees and commission. The actual amounts will depend on the service provided to you, but will be in line with the arrangements set out in the sections headed “**Paying by fee**” and “**Paying by commission (through product charges)**”

Insurance

A fee of £1000 for advising and arranging a non-investment insurance contract. Any commission will be used to offset this fee. Any surplus will be refunded to you.

No fee. We will be paid by commission from the lender.

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

5 Who regulates us?

We are an appointed representative of Sense Network Limited, Brookdale Centre, Manchester Road, Knutsford, Cheshire, WA16 0SR which is authorised and regulated by the Financial Services Authority. Sense Network Ltd’s FSA Register number is 465124.

Sense Network Ltd permitted business is advising on and arranging Life Assurance, Pensions, Investments, Mortgages and General Insurance business.

You can check this on the FSA’s Register by visiting the FSA’s website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

7 What to do if you have a complaint

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

In writing:

Write to Sense Network Limited, Brookdale Centre, Manchester Road, Knutsford, Cheshire, WA16 0SR.

By phone:

Telephone 0844 576 8737

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 for £50,000.

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

Client Declaration

I acknowledge receipt of this document, entitled 'how our service works for you'. I fully consent to the terms imposed and I authorise the transfer of information, on a confidential basis when warranted between any such third parties. I acknowledge that the terms detailed within this document will come into effect from the date of issue.

Data Protection

Your personal information is very important to us. We will endeavour to take all due care to protect this information. We would like to highlight below a few matters relating to your information that you should be aware of.

Some services are provided to us by third parties such as processing business or obtaining compliance or regulatory advice, which warrant the disclosure of more than just your basic contact details. You agree that personal information held by us may be disclosed on a confidential basis, and in accordance with the Data Protection Act 1998, to any such third parties. You also agree that this information may be transferred electronically, e.g. email and you agree that ourselves, or any such third party, may contact you in future by any means of communication which we consider appropriate at the time.

Product Providers, Lenders and Investment Managers may administer your policy, any existing policies you may have with them and provide other services, from centres in countries outside Europe (such as India and the USA) that do not always have the same standard of data Protection laws as the UK. However, they are required to put a contract in place to ensure that your information is adequately protected, and they will remain bound by their obligations under the Data Protection Act even when your personal information is processed outside Europe.'

Your Consent

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

I have read the above terms and fully consent to the terms imposed and I authorise the transfer of information, on a confidential basis when warranted between any such third parties. I acknowledge that the Terms of Business Letter will come into effect from the date of issue.

I also confirm that

- I AM
 I AM NOT

happy to give my express consent to be contacted by telephone to discuss advising on or arranging financial, mortgage or insurance products in future.

Customer
Name

Customer
Name

Customer
signature

Customer
signature

Date of issue

Date of issue
