

## **TERMS OF BUSINESS LETTER ISSUED BY Ken Room Asset Management Ltd**

*Firms who advise on life assurance, pensions, or unit trust products are EITHER independent advisers OR representatives of one company. YOUR ADVISER IS INDEPENDENT and will act on your behalf in advising you on life assurance, pensions or unit trust products. Because your adviser is independent he or she can advise you on the products of different companies*

### **Customer Classification**

The firm proposes to classify you as a Private Customer.

### **Investment Objectives and Restrictions**

Following the issue of this letter any subsequent advice or recommendation offered to you will be based on your stated investment objectives, acceptable level of risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. Details of your stated investment objectives will be included in the Suitability Letter we will issue to you to confirm our recommendation. Unless confirmed in writing, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

### **Investments Services**

The firm is authorised and regulated by the Financial Services Authority (FSA) to advise on and arrange Life Assurance, Pensions, Collective Investments, Personal Equity Plans, Individual Saving Accounts and Financial Planning. We are bound by the rules of the FSA.

With regard to investments we have arranged for you, these will not be kept under review unless we have been specifically asked to do so by you. However, we may contact you in the future by means of an unsolicited promotion should we wish to contact you to discuss the relative merits of an investment or service which we feel may be of interest to you.

### **Scope of Services**

We are authorised to offer advice in the following areas;  
Arranging (bringing about) deals in investments  
Making arrangement with a view to transactions in investments  
Advising on investments (except on Pension transfers and opt-outs)  
Agreeing to carry on a Regulated Activity

### **Written Instructions**

We will normally require you to give written instructions in order for us to carry out transactions on your behalf. However, in cases of emergency we will act upon spoken instruction subject to confirmation in writing.

### **Remuneration**

We derive income from commission paid to us in respect of transactions in Life Assurance, PEP/ISA, Unit Trusts and other Regulated Collective Investment Schemes and in Investment Trust Companies' shares held in a PEP/ISA or regular savings scheme. We shall tell you the amount and the frequency of commission payable to us on any such investment.

If we receive commission or other form of benefit from the issuer of a security or from another intermediary, we will inform you but we will not tell you its amount unless you ask us to do so. We reserve the right to share any commission or fees received by us with other introducing agents.

Alternatively, if you or we propose to operate on a fee basis, we will agree its basis, frequency and method with you in writing before we carry out any chargeable work. Should we receive

commission from any third party in relation to transactions arranged for you, we will offset the amount received against any fees due.

#### **Accounting to Customers**

Unless in exceptional circumstances, we will confirm to you in writing the basis or our reason for recommending the transaction executed on your behalf.

We will also make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward to you all documents showing ownership of your investments as soon as practicable after we receive them; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.

#### **Right to withdraw**

You will be advised at the point of sale where a right to withdraw applies and the relevant circumstances.

#### **Unsolicited Real Time Financial Promotions.**

As an established customer the firm may, on occasion, need to contact you either by telephone or letter as part of our business relationship within any 12-month period.

#### **Conflicts of Interest**

We offer independent advice but occasions can arise where we, or one of our customers, will 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 customers conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions.

#### **Professional Indemnity Insurance**

We maintain professional indemnity insurance to the value required by the Financial Services Authority

#### **Money Laundering**

Where we are required to verify your identity in accordance with the Criminal Justice Act 1993 and Money Laundering Regulations, no investment will be made until such verification has been obtained.

#### **Client Money**

The firm **does not handle clients money**. We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

#### **Customer's Understanding of Risk**

Should you wish to transact any business in relation to warrants or derivatives, non readily realisable investments, penny-shares, securities, which may be subject to stabilisation or stock lending activity the relevant risk warning will be issued prior to you completing the transaction [Risk warnings issued are in accordance with FSA COB 5.4.3 –10 and COB 5 Annex 1]. The firm may also offer advice on investments relating to, or executing transactions in units in Unregulated Collective Investment Schemes.

#### **Unregulated Collective Investment Schemes**

You are advised that we may on occasion give advice on investments relating to, or executing transactions in units in Unregulated Collective Investment Schemes

#### **Making a Complaint**

If you should have any complaint about the advice you receive or a product that you have bought please write to the Compliance Officer at [Ken Room Asset Management Ltd](#) If you feel that your complaint has not been sufficiently handled you may subsequently complain to the

