

Service Level & Fee Agreement – Mortgage & Insurance

Date of Issue

This agreement is between Resolve Financial Solutions Ltd, of Investment House, 28 Queens Road, Weybridge, KT13 9UT

And

Client One

Client Two

Address

of

This should be read in conjunction with the documents entitled:

Proposition Brochure – Mortgage, Protection and Insurance Planning

Obligations

We will require you to provide up to date and accurate information about your personal circumstances and financial planning objectives. We will then report to you in writing clearly documenting our recommended course of action. Our recommendations will be made on the basis of the written information provided by you and will take into account the objectives stated by you.

All the information given to us, and the recommendations and advice provided by us to you will be kept confidential and will not be disclosed to anyone, except as we agree in writing, or to whom we have a regulatory obligation. You may, however, request that a copy of your details may be available to your Accountant or Solicitor.

When you receive your written report, it will be your decision alone to implement the recommendation. In order that there may be no future misunderstanding, it is for our financial planning services that you will pay a fee under this agreement.

Services & Charges Agreed – Mortgage & Insurance

For details of fee levels applicable to Service levels please refer to the document entitled 'Proposition Brochure – Mortgage, Protection and Insurance Planning'.

The charges/fees will be VAT exempt unless the work we provide for you only involves advice and/or preparing a report, in which case VAT will be applicable. In either circumstance we will advise you before we undertake any work for you.

Trail/renewal commissions

In certain limited circumstances we may be paid trail commission in addition to our fee e.g. in relation to non-investment pure protection contracts. If this is the case we will disclose the amount and frequency in writing at the point of recommendation. By signing this agreement, you are confirming your agreement to our receiving this trail commission.

Initial commissions

Any commission that would otherwise become payable for policies arranged on your behalf will be offset against our fees as appropriate.

In the event of policy cancellations and where the policy provider has sought repayment of commissions previously paid by them we reserve the right to charge a reasonable fee to cover the cost of repaying such commissions.

Any additional charges associated with our recommendations will be detailed to you separately.

Termination of agreement

You or we may terminate this agreement and 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 this agreement unless otherwise agreed in writing. You will be liable to pay for any services provided prior to termination and any fees outstanding, if applicable.

Confirmation

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. Please sign both copies of this letter, and return one copy to us. If you do not understand any point please ask for further information.

Services & Charges Agreed – Mortgage & Insurance

First Meeting

Not Applicable

Mortgage Planning

Method of Payment

Select

Paying by Commissions

Agreed Fee (If Applicable)

Insurance Planning

Method of Payment

Select

Paying by Commissions

Agreed Fee (If Applicable)

For and on behalf of Resolve Financial
Solutions

Client One

Client Two