



## **CHELSEA INVESTMENTS LIMITED TERMS OF BUSINESS**

Chelsea Investments Limited is authorised to conduct investment business under the Financial Services and Markets Act 2000 and is regulated by the Financial Services Authority. Chelsea Investments Limited is an independent adviser and will act on advising you on life assurance, pensions, investments and mortgages from different companies.

### **Investment Services**

Chelsea Investments Limited is permitted to arrange deals in investments and give advice on investments. This particular investment type relates to life assurance, pensions, investments in authorised collective investment schemes, Unit Trusts and ISAs. With regard to investments which we have arranged for you, these will be reviewed only upon your request. We may contact you in the future by means of an unsolicited promotion should we wish to discuss the relative merits of an investment or service which we feel may be of interest to you. Chelsea Investments Limited does not handle client money. We never accept a cheque made out to us (unless the cheque is in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

### **Advice and Treating Customers Fairly**

We require you to sign our terms of business before we proceed to take confidential client information. The completed questionnaire is required for us to fulfil one of the FSAs general principles of "know your client".

Treating customers Fairly is an initiative encouraged and required by the Financial Services Authority. There are 6 main principles which form the basis on which our financial advice is given.

### **Material Interests**

Chelsea Investments Limited offers independent financial advice, but occasions can arise where we, or one of our other clients, will have some form of interest in business being transacted for you. If this happens, or we become aware of our interests or those of one of our other clients 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.

### **Termination of Authority**

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 which may be outstanding.

### **Professional Indemnity**

Chelsea Investments Limited maintains professional indemnity insurance to provide financial compensation to you should we be negligent professionally in the advice we give or the way we handle your affairs.

### **Investors Compensation Scheme**

If you make a valid claim against Chelsea Investments Limited in respect of the investments we arrange for you and we are unable to meet our liabilities in full, you may be entitled to redress from the Financial Services Compensation Scheme (FSCS). Further details about this can be found in the document entitled 'About our services and costs' which accompanies these Terms of Business.

#### **CHELSEA INVESTMENTS LTD**

St James Hall, Moore Park Road, London, SW6 2JS. Telephone: 020 7384 7323 Fax: 020 7384 7320

Registered Office: 1 Plato Place, 72-74 St Dionis Road, London, SW6 4TU.

Registered in England, Company Number: 2449660. Regulated by the Financial Services Authority.

**Complaints**

If you have any complaint about the service you receive, please write to Dr John Holder at Chelsea Investments Limited, St James Hall, Moore Park Road, London, SW6 2JS. If, following our subsequent investigation and response, you are not fully satisfied, you may contact the financial Ombudsman Service.

**Right to Withdraw**

You have the right to cancel without penalty and without giving a reason within 30 days for a life assurance product, pension or pension transfer and 14 days for a cash deposit or collective investment. However, you may get back less than the original investment if the value of your investment has fallen due to adverse market movements.

**Clients Risk**

You are advised that because investments can fall as well as rise, you may not get back the full amount invested. Past performance is not necessarily a guide to future investment. The value of investments and the income from them can fall as well as rise as a result of market and currency fluctuations and you may not get back the amount originally invested. ISAs, PEPs, Bonds, VCTs and Unit Trusts should be regarded as medium to long-term investments. Tax assumptions are subject to statutory change and the value of tax relief (if any) will depend upon your individual circumstances.

**Disclosure of clients personal data**

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

**Accounting to you**

Unless in exceptional circumstances, we will confirm to you in writing the basis 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 instruct us otherwise in writing. We will forward to you all documents showing ownership of your investments as soon as practical if these documents are sent to us.

**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.

**Clients consent**

I understand and consent to the above terms and I hereby authorise the transfer of information as detailed above on a confidential basis when warranted between such third parties. I agree that the Terms of Business will come into effect from the date of signature, as below.

Client Name(s) .....

Client signature(s) .....

Date of issue .....

**Updated: September 2008**