

Lycetts Financial Platform Terms and Conditions

The purpose of this document

This document provides you with important information and the terms and conditions of the Lycetts Financial Platform. Together with the terms and conditions which apply to the products in which you invest, these Terms and Conditions set out the legal agreement that applies to your investment.

You should read these documents carefully and they will be stored on your Client Site for your future reference.

About Lycetts Financial Services Ltd

General

Lycetts Financial Services launched a fully integrated client App, portal and platform which we have named Lycetts Financial with the aim of revolutionising the way in which our clients do business with us. We believe that by using leading edge technology to help facilitate and deliver financial services, we empower clients to take better control of their financial futures. This will allow us to continue to provide the high level of service we have given for nearly 60 years whilst allowing clients to have all the tools and information they need through their phone, tablet, laptop or PC. We have partnered with True Potential to deliver but remain entirely independent and directly authorised by the Financial Conduct Authority (FCA).

Who regulates us

We are authorised and regulated by the Financial Conduct Authority (the FCA) for investment business. Our FCA registration number is 121418.

Unless otherwise agreed, we treat you as a "retail client" under FCA rules. This means you get the highest level of regulatory protection available under those rules as amended from time to time.

Main Risk Factors

- With investing, your capital is at risk;
- Investments can fluctuate in value and you may get back less than you invest;
- What you get back will depend on future performance, nothing is guaranteed. Past performance is no guarantee of future performance;
- The current charges shown in the charges section may increase;
- Your investments may grow less than illustrated;
- Tax rules can change at any time;
- If you transfer from another ISA or GIA provider, the benefits may not be comparable; and
- If you cancel and your investments have fallen in value, you will not get back the full amount you invested or transferred.

Your Platform Accounts

Opening your account

To open an account on the Lycetts Financial Platform you must complete and sign the relevant online application forms, before any payment is sent. We will let you know as soon as your Application has been accepted.

If for any reason, there is a problem with your Application (for example you haven't given us all the information we asked for) we'll let you know as soon as possible. Where this happens, it might mean any investment you've asked us to make is delayed or rejected.

When your Application has been accepted, we will make the investments that you have requested. We will also set up any regular investments or withdrawals you have instructed us to.

The types of accounts on the Lycetts Financial Platform

The following types of accounts are available on the Lycetts Financial Platform through your financial adviser.

- Stocks and Shares ISA (ISA)
- General Investment Account (GIA)
- Personal Pension
- Onshore Bond
- Offshore Bond

We will require a separate application and agreement to relevant Terms and Conditions for each Account

Your commitment

- You must take care to read all of the relevant literature and information provided to you;
- You will pay the associated fees and charges, as set out in the Fees and charges section;
- Where instructions are placed online via your account, Lycetts Financial Platform will take in good faith that you placed them personally. You must keep your personal login details secure.

Your responsibility to give us information

If we ask for information to help manage your Account, and what we are asking for is reasonable, you must give us that information. For some instructions we carry out we might also ask for your bank details to be verified.

You must tell us as soon as possible if you change your permanent residential address, and provide documentation as required by us to confirm your change in details.

We are obliged to collect certain information about your tax arrangements under UK law and we may be required to share this with HMRC. As well as information about your tax residency, this may include completing appropriate FATCA and/or CRS self-certification forms. It is important that you immediately inform us if your tax circumstances change.

Paying money in

The Lycetts Financial Platform accepts payment by:

- Debit card;
- Direct Debit;
- Bank transfer;
- Cheque;
- ImpulseSave; and
- Transfer from existing accounts (subject to relevant account rules)

In order to verify the bank account from which you make payment, you may need to send us an original bank statement for the account, issued in the last three months by a regulated financial sector firm in the UK. Copies or statements printed off the internet must be certified by a suitable person employed in a public regulated service / profession. Please ensure you include your account number and payment reference with any statement or cheque.

How are my assets held

All client custody accounts are operated by True Potential Investments LLP in accordance with the applicable Financial Conduct Authority (FCA) regulations. Their firm reference number is FRN 527444.

Under the applicable regulations, True Potential Investments LLP are required, amongst other things, to "make adequate arrangements to safeguard clients' ownership rights and to prevent the use of safe custody assets belonging to a client on the firm's own account".

True Potential Investments are responsible for the handling of client cash deposits and redemption proceeds which are held in a client money bank account at The Royal Bank of Scotland PLC. All the client money accounts are operated in accordance with the applicable FCA Client Money Rules.

Lycetts Financial Platform are not allowed to hold client money therefore, all client payments need to be made to True Potential Investments.

For more information, please refer to the Dealing and Custody Agreement. This document will be provided to you once your investment has been made.

Making changes to your investments

If you want to make changes to your investments or anything else to do with your account, you need to contact Lycetts Financial Platform. We will give you access to your account online through your personal client website so that you can track your investments and contact us securely.

Charges

Fee	Amount	Frequency
CHAPS Fee	£15 per CHAPS transfer	On transfer

Banded Platform Fee

Investment Amount		
Minimum	Maximum	Charge
£0.00	£100,000,000.00	0.30%

Fees will be taken from any cash holdings in your account (you may have some cash if, for example, you have received a dividend very recently). If there is not a sufficient cash balance to cover the fee, the remainder will be raised by selling units from the largest fund holding.

We calculate the fee daily, based on the value of the Investments held in your account at the close of business, and then collect fees automatically from your investments once a month.

In addition to the above, there will be costs and charges related to the underlying investments. Please refer to your Portfolio Factsheet or Fund Factsheet, and your Personalised Illustration document for further details.

Closure of your Account

Closure by you

Generally, the manner in which accounts are closed will be for the investments to be:

- Encashed and the net sale proceeds paid to your bank account by BACS transfer;
- Encashed and the net sale proceeds to be transferred to another provider;
- Transferred in specie to another provider; or
- Transferred to another Lycetts Financial Platform account

We will follow your instruction to the extent that it complies with these Terms & Conditions and with the respective product Terms and Conditions which apply to your account and does not breach any legal or regulatory restrictions.

There will be no charge for closing an account.

Immediately prior to the withdrawal or transfer of cash and/or Investments, we will first deduct all costs, charges, fees, expenses, taxes, levies or other liability of whatever description which have accrued in respect of the account in or before the date of the transfer or withdrawal and which are calculated but have not yet been paid.

Notwithstanding the closure of your account, you will remain liable for any, costs, charges, fees, expenses, or other liability of whatever description which have accrued in respect of your account prior to the date of such transfer or withdrawal but which have not been so deducted until such time as they are paid in full by you.

Closure by us

We are entitled to close your account where:

- You have failed within a reasonable timeframe to provide any documentation we have requested from you in order that we can fulfil our regulatory or statutory obligations (including, but not limited to, the failure to provide suitable evidence to enable you to verify your identity in accordance with anti-money laundering rules and regulations in force); or
- We are obliged or instructed to do so by the terms of a Court Order.

During the period from the date of the notice of closure and the date on which the final cash is returned to your account provider or deposited in to your Nominated Account(s), your account will be frozen.

Where the balance of your Cash within the account cannot be returned to your account provider or transferred to your Nominated Account due to a legal or regulatory restriction, we will accept your instruction as to where to transfer this balance to, provided that the instruction does not breach any legal or regulatory restriction.

We will not be liable to you for any, costs, charges, fees, expenses, taxes, levies or other liability of whatever description which are triggered, accrued or crystallised by the closure of your account.

Electronic Documentation

By agreeing to these Terms & Conditions you, agree to all your documents relevant to your transactions (Contract Notes, Statements and Custody Statements, etc.) being placed electronically within your personal Client Site.

Should you require paper copies of documentation please contact us in writing at:

Milburn House
Dean Street
Newcastle upon Tyne
NE1 1PP

Copies of documentation will be provided within five working days from receipt of the request.

Complaints

If you have a complaint, contact us at the following:

Milburn House
Dean Street
Newcastle upon Tyne
NE1 1PP

T:0191 232 1151

E:support@lycettsfinancial.co.uk

Your complaint will be handled in accordance with our internal procedure and the Financial Conduct Authority (FCA) rules governing complaints.

If your complaint is not dealt with to your satisfaction the matter may be referred to the Financial Ombudsman Service at Exchange Tower, London E14 9SR

T:0800 023 4567 or 020 7964 1000

E:complaint.info@financial-ombudsman.org.uk

W:www.financial-ombudsman.org.uk/

Any such action will not affect your right to take legal action.

What is the Financial Services Compensation Scheme (FSCS)?

Your cash and investments are held separately to our own accounts. As such, in the event that we or a depositor we use failed financially, your cash and assets would remain yours as they are segregated. As part of any wind down process, the administrator is obliged to return them to you. In the event that we, a depositor or a fund manager are unable to meet the liabilities to you in full, you may be entitled to redress from the Financial Compensation Scheme (FSCS).

Further information is available from:

FSCS
10th Floor
Beaufort House
15 St Botolph St
Spitalfields
London
EC3A 7QU

T:0800 678 1100

We ensure that any deposit takers used (e.g. banks) are covered by the Financial Services Compensation Scheme (FSCS). This means that you could be covered by the FSCS up to the prevailing rate for each separately authorised deposit taker – subject to eligibility for compensation.

Should one of our underlying Fund Managers fail financially, your investments will be covered at the relevant FSCS rates at the time, the maximum level of compensation for claims under the Investment Business section of FSCS is £85,000 per person, per firm that defaults – subject to eligibility for compensation. This information will be available in the Fund Prospectus.

For further information visit the FSCS website: www.fscs.org.uk