



## REGENT ASSET MANAGEMENT INTERNATIONAL LTD

78 Pall Mall  
London  
SW1Y 5ES  
TELEPHONE : +44 (0) 20 7898 9032  
FACSIMILE : +44 (0) 20 3170 5909  
Email : admin@ram-int.com

### **CLIENT AGREEMENT**

Regent Asset Management International Ltd is authorised and regulated by the Financial Conduct Authority. FCA Number 418133.

You can check this on the FCA's Register by visiting the FCA's website [www.FCA.gov.uk/register](http://www.FCA.gov.uk/register) or by contacting the FCA on 0845 606 1234.

### **Our Commitment to You**

Prior to providing you with any advice we will take time to understand your current needs, circumstances and attitude to risk. Any advice provided will be confirmed to you in writing.

### **Client Classification**

Regent Asset Management International Ltd classifies all clients as 'retail clients' for investment business and 'consumers' for non-investment insurance business which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA). Should you wish to be classified differently for investment business, please discuss this with your adviser. Your adviser will inform you should your circumstances dictate that we would need to classify you differently for non-investment insurance business.

Please note that should you wish to be considered as a different category of customer for investment business, such as a professional client or eligible counterparty you must inform us in writing. We will provide you with a new client agreement and you may lose a number of protections which will be outlined in that new agreement.

### **Methods of Communication**

Unless you advise us otherwise, we will communicate with you via the following methods of communication, Face to Face, E-mail, Telephone, Letter & Fax.

### **Investment and Non-Investment Insurance Services**

Regent Asset Management International Ltd is permitted to advise on and arrange (bring about) deals in investments and non-investment insurance contracts.

## **Transactional Only**

With regard to investments and non-investment insurance contracts which we have arranged for you, these will not be kept under review unless we agree otherwise with you; but we will advise you upon your request.

With service provision; We will provide services to you as more fully outlined in our Service Charter.

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

Regent Asset Management International Ltd **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.

## **Scope of Advice**

### **Independent Advice**

We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.

### **Non-investment Insurance**

We offer products from a range of insurers on the basis of a fair analysis of the market, for example; for Term Assurance, Critical Illness and Income protection Policies

## **Conflicts of Interest**

Regent Asset Management International Ltd offers advice in accordance with that disclosed to you in this agreement. Occasions may arise where we or one of our other clients 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 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.

## **Best Execution**

It is our policy to transact your business in order to achieve the best possible results in terms of the nature and price of the products selected, transaction charges, administration and service excellence. Further details of our policy regarding this are attached to the back of this document.

## **Data Protection**

For details of our Data Protection statement and policy, please see our separate Data Protection Statement and consent form, which will be provided separately to you.

## Payment for Services

### Introduction

At the initial meeting we explain what it is we do and to obtain information about you that will allow us to establish if we can assist you and indeed that you want our assistance. There is a minimum cost for us to do this of £147, which we will absorb entirely, at the end of the meeting we will agree how you wish to proceed.

To ensure that you are always fully aware of our advice costs and how and when you are going to be asked to pay for this, we will always confirm this verbally and in writing to you the exact amount and payment method.

Generally we will ask you to pay for our services at the end of the advice process.

Please note that if you have paid for our advice by way of a cheque, and you subsequently cancel the policy within the statutory cooling off period, we will not refund the fee.

### Lump Sum Investment Business Implementation fee

You may pay us for our initial advice by way of a percentage of the funds invested. We operate a tiered charging system.

All figures quoted are purely for example, the actual fee paid will depend on the complexity of the work undertaken and will be confirmed to you in our letter of engagement prior to any work being undertaken.

#### Example of our implementation fee as a percentage of the funds invested

Example Investment	Typical charge on the first £250,000 is 3%	Typical charge from £250,001 to £500,000 is 2%	Typical charge from £500,001 + is 1%	Total Fee	Amount Invested	Our Minimum Fee is £1,212.89 for retirement & £979.46 for investment
£100,000	£3,000			£3,000	£97,000	
£250,000	£7,500			£7,500	£242,500	
£500,000	£7,500	£5,000		£12,500	£487,500	
£750,000	£7,500	£5,000	£2,500	£15,000	£735,000	

**Example of our typical charges for all planning, research, reports and administration work.**

<b>Service</b>	<b>Fee</b>
A financial review report containing a full analysis of your current financial, personal and other circumstances and identification of any shortfalls in your financial plans.	£268.87
Provision of a detailed report and recommendation in relation to mortgage or debt management (some of which may include non-regulated products such as commercial loan, secured loan, and most buy to let products), identify the terms of an appropriate financial product and implementation of any agreed personal recommendations	£902.80
Provision of a detailed report and recommendation in relation to Long Term Care provisions or Home Purchase Plans, and identify the terms of an appropriate financial product.	£1,212.89
Provision of a detailed report and recommendation in relation to Occupation Pension Scheme Transfers, and identify the terms of an appropriate financial product.	£197 first scheme, with each further scheme at £147

We can also agree a fixed fee for the work we do by individual negotiation.

**Regular Premium Business**

It is our company policy to arrange for the payment for our advice to be deducted from the total amount collected by the product provider. Our fee will be forwarded to us and your contribution will be credited to the provider. The full details will be shown to you on the client specific illustration.

In some circumstances, we may ask for a separate cheque, payable to our firm. The full details of which will be shown to you on the client specific illustration. If the fee for lump sum or regular premium investment business is paid to us by the provider we will need explicit evidence for the provider that you have agreed to this method of payment and we shall ask you to confirm this in our fee agreement for onward transmission to the provider.

## **Payment for Ongoing Services**

We have a range of ongoing services to ensure that your personal recommendations are reviewed frequently, and remain relevant to your circumstances. The amount of the charge will depend upon the chosen service, full details of which are available in our Client Service Programme.

All figures quoted are purely for example, the actual fee paid will depend on the complexity of the work undertaken and will be confirmed to you in our letter of engagement prior to any work being undertaken.

### **Example of our typical charges for ongoing services**

<b>Service Category</b>	<b>Investment Amount</b>	<b>Annual Service Charge</b>	<b>Example Annual Service Fee</b>	<b>Minimum Annual Fee</b>
Annual Review	£75,000	1%	£750	Subject to a minimum of £723.17 per year
Annual Review	£150,000	1%	£1,500	Subject to a minimum of £723.17 per year
Every 2 years review Service	£75,000	0.75%	£562.50	Subject to a minimum of £454.30 per year
Every 2 years review Service	£150,000	0.75%	£1,125	Subject to a minimum of £454.30 per year
Keep me informed Service	£75,000	0.5%	£375	No Minimum
Keep me informed Service	£150,000	0.5%	£750	No Minimum

Please note that where the ongoing fee is paid as a percentage of the funds under management, the amount we receive will vary depending on the investment performance and the size of the fund.

## **Methods of Payment**

It is our company policy to be remunerated for our investment advice by way of direct payment to our firm. However, it is possible for you to agree to pay for our advice by way of the deduction of our fee from the investment amount sent to a fund manager or provider, prior to its investment.

## **Non-investment Insurance**

Payment for our advice in respect of non-investment insurance business will be by either a separate cheque, payable to our firm, a commission paid to us by the produce provider, or a combination of the two. If a policy is subsequently cancelled, resulting in us having to repay commission to the policy provider, we reserve the right to claim that amount from you, in order to pay the agreed fee.

## **Termination of our services**

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. The termination will be without prejudice to the completion of transactions already initiated, if this is the case. Any transactions effected before termination and a due proportion of any charges for services accrued shall be settled to the date of notification.

## **Complaints**

If you wish to register a complaint, please contact us in writing at address at the front of this agreement or telephone us on 0207 7898 9032.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

## **Compensation Arrangements**

We are covered by the Financial Services Compensation Scheme (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 100% of the first £50,000, so the maximum compensation is £50,000.

### **Insurance**

Insurance advising and arranging is covered for 90% of the claim with no upper limit.

## **Deposits**

Money in accounts like current and savings accounts, including cash ISA's are covered up to £85,000 per authorised firm. It should be noted that 'authorised firms' may have several different brands.

Further information about compensation scheme arrangements is available from the FSCS

**Accounting to You**

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.

**Clients Consent**

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. If you do not understand any point please ask for further information.

I/We agree that this client agreement will come into effect from the date of issue.

Client Name/s	
Client Signature/s	
Date of Issue	

## **RETAIL CLIENT 'BEST EXECUTION' POLICY**

### **Scope**

All clients of Regent Asset Management International Ltd are automatically classified as Retail clients unless you specifically request from us a different classification. This policy is applicable when we are receiving and carrying out your instructions.

The objective of this document is to inform you about our Best Execution policy and to obtain your consent to it.

### **Our policy and factors which affect your business**

#### **Policy**

It is our policy to transact your business in order to achieve the best possible results in terms of the price, nature of the products selected, transaction charges, administration and service excellence.

#### **Factors we consider**

In doing so we consider the various factors outlined below in order of precedence;

- Price to you
- Reasonable costs and charges to you
- Speed of service and execution of your business
- Effective administration of where we place your business
- Size and nature of the transaction
- The nature and procedures of the provider chosen and
- Any other factors relevant to the execution of your transaction.

We will only override the price and cost factors mentioned above if it may assist in delivering the best possible result for your specific current needs and circumstances.

In addition we will also take into consideration;

- Your client categorisation and how this affects you
- The nature and characteristics of your transaction
- Where your transaction can be directed and
- Any specific instructions you give us, whether received on an individual basis or as a general instruction to be applied to all your transactions

### **Where we place your business**

Under our policy we will provide you with details, within a suitability report, of where we place your business. This is known as an execution venue and can be, for example, a regulated market such as the stock market, an investment fund or funds, a wrap or a company or an organisation where your business is placed.



Business can be placed into three trading areas;

1. Through an appropriate third party business (which may or may not be a subsidiary or group company) such as a fund manager or a firm regulated by the Financial Conduct Authority
2. Directly on a Regulated market such as the stock exchange
3. Where you have provided your express consent, outside of a regulated market, such as specialist unregulated investments

Where your orders are transferred to another business for completion, we shall select such businesses according to our execution policy with a view to achieving the best possible result for you.

In applying our execution policy we may transact business with one or more companies and markets. A list of who we deal with for your business is available to you upon request. We monitor firms and organisations on an ongoing basis to assess their effectiveness.

In the event that we believe an alternative company, fund or market may be more suitable in achieving the best outcome for you, but is not already included within our list of execution venues, we will use such venues on either an occasional or permanent basis, as appropriate, to ensure you achieve the best possible outcome.

### **Specific Instructions from you**

When you give us one or more specific instructions relating to a transaction we shall execute your order according to your instructions. We will need your instructions confirmed in writing or e-mail should this apply.

In this situation, we can only apply our execution policy with a view to achieving the best possible result in respect of those areas where you have not provided us with specific instructions.

## **Warnings**

**It should be noted that your specific instructions may contradict our execution policy and may not necessarily lead to the best possible result for you.**

**We will need your express prior consent in the event that you want us to place business outside of a regulated market. Your consent may be given to us in writing or by email.**

**You should be aware that some of our services by their very nature may not allow us to exercise any discretion over the execution of your transaction. In such situations we may not be able to apply this execution policy to any aspect of your instructions.**

## **Monitoring and Reviewing**

Where we need to update or amend this policy we shall do so immediately. In addition, we will formally review this execution policy no less than once a year to assess its effectiveness in achieving the best possible result for you.

Where we make a material change, this shall be notified to you the next time we conduct business together.

## **Prior Consent**

In order to place business on your behalf, we require your prior consent to this execution policy. You will be considered to have provided your prior consent to this execution policy if we receive an instruction to execute an order on your behalf.