

## TERMS OF BUSINESS

Jeff Ludgate Ltd trading as Moneyworld 1<sup>st</sup> floor, 34 High Street, High Wycombe, Bucks. HP11 2AG referred to as 'Moneyworld' or 'The Company' is authorised and regulated by the Financial Services Authority (FSA), and bound by its rules. The Company is entered on the FSA Register. The Company's registration numbers is 136837 and can be checked on the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

Moneyworld is an Independent Financial Adviser and is authorised as an investment intermediary in respect of, collective investments, pension funds, life assurance, ISA's and PEPs. Moneyworld is able to offer life insurance products and mortgages from the whole market. It also acts as an intermediary in arranging home insurance policies from a panel of providers. **Although we are authorised to do so we will not give advice on any business transacted via the Internet.**

We work on behalf of our clients for either a commission, fee basis or a combination of the two. If we derive any part of our income from commission paid to us in respect of transactions with life assurance companies or operators of other collective investment schemes through which investments are made, we will tell you the amount of commission payable to us on any such investment. If you ask us to undertake any service for which we propose to charge a fee, we will discuss this first with you and in writing, explaining the basis on which it will be calculated. If we receive a commission or other form of benefit from the issuer of a security or from another intermediary, we will inform you, but will not advise its amount unless you ask us to do so.

**DOCUMENTATION.** All investments will be registered in the client name, unless otherwise agreed in writing. We will forward to you all documents 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 a series is complete and then forward them to you. All documents may be sent by post and are done so at the client's risk. We shall at the clients request and expense, send documents by registered post. In the absence of such a request, the client shall pay all charges incurred for the recovery or replacement of lost documents.

**DUE CARE AND DILIGENCE.** The Company will exercise due care and diligence in conducting their business, but will not be liable for any depreciation of investments arranged by them.

**COMPLAINTS PROCEDURE.** If you should have a complaint about a product or service provided by The Company, internal complaint handling procedures are in place. A copy of these procedures can be supplied upon request. Please address your complaint to the Clients Services Manager at The Company's address or telephone 01494 443806. Clients should be aware that if they are unhappy with any response to a complaint received from The Company, they may complain directly to the Financial Ombudsman Service.

The Company contributes to the Financial Services Compensation Scheme, providing awards where there have been omissions by The Company, resulting in a loss to clients. The actual level of compensation you receive will depend on the basis of your claim. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category (listed below).

Slightly different limits and rules apply if you have a claim against an insurer or a bank that was insolvent before the FSCS became operational (1 December 2001), or if your claim is against an investment firm that was declared in default before the FSCS became operational.

The maximum levels of compensation are:

- **Deposits:** £85,000 per person per firm (for claims against firms declared in default from 31 December 2010). **100% of £85,000.**
- **Investments:** £50,000 per person per firm (for claims against firms declared in default from 1 January 2010). **100% of the first £50,000.**
- **Home Finance** (e.g. mortgage advice and arranging): £50,000 per person per firm (for claims against firms declared in default from 1 January 2010). **100% of the first £50,000.**
- **General insurance advice and arranging:** unlimited (for business conducted on or after 14 January 2005). **90% of the claim with no upper limit. Compulsory insurance is protected in full.**

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. Further information is available from the FSA, or the Financial Services Compensation Scheme

**MATERIAL INTEREST.** The Company undertakes not to transact any business for a client in which a director or employee of The Company has a known personal interest, or it is known that another client has an interest, unless the interest has been disclosed to the client, in writing, and consent to continue has been obtained. Personal holdings in investments are excluded.

**DATA PROTECTION.** The Company ensures that all data will be held in compliance with current and future legislation. A client has the right to a copy of all information held on them by The Company, and to correct any inaccuracies. The Company will maintain records of data held on clients for a minimum period of 6 years from the date of their transaction.

When information is sent or received over the internet, it may be possible that others can view it. The Company accepts no responsibility for personal data submitted electronically.

**YOUR PRIVACY.** The Company may contact you by mail, email and other means of communication to provide you with the information on your requested service or product. We may also provide you with information, special offers, and promotions of other products and services. If you don't want to receive information on other products or services you can write to us and let us know at the address above.

If you have provided us with your email address you can request not to receive marketing emails by writing to us at the above address. You may also refuse marketing emails in each subsequent communication that we may have with you. However, do not forget that in doing

so we will not be able to notify you of any special offers and promotions that may be of interest to you.

**DELAY IN PROCESSING.** The Company will not be held responsible for any delay beyond its control, or as a result of a failure by any party (including the client) to complete all the necessary steps to process a transaction.

**MONEY LAUNDERING.** The Company reserves the right to approach a third party in order to verify the identity of a client, or any other person providing funds on behalf of an investment made in the client name. Where further information is required, to verify identity, The Company reserves the right to delay applications or withhold settlement until sufficient identification has been provided.

**LAW.** These terms and conditions will be governed by and construed in accordance with English Law. This contract is supplied in English and Moneyworld will communicate with you in English.

**THE COMPANY DOES NOT HANDLE CLIENT MONEY. CHEQUES MUST ONLY BE MADE PAYABLE TO THE PRODUCT PROVIDER CONCERNED.**

**RECEIVING INSTRUCTIONS.** The Company requires written instruction to act on your behalf however oral instruction will be accepted at The Company's discretion.

The Company or its client may terminate authority to act for a client by providing notice of termination in writing. This shall be without prejudice to any transaction already in progress.

**RIGHT TO AMEND.** The Company reserves the right to amend these terms and conditions at its discretion, providing notice of any amendment is advised to the client.