



## **Client Agreement for Insurance Services**

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully. If you do not understand any point please ask for further information.

In checking the box you are agreeing to the general terms and fees as stated and any specific fee as set out below. This agreement will apply to any initial work carried out now and any future work requested.

Details of our policy in relation to Data Protection are contained in a separate Customer Privacy Notice.

**By checking the box you are confirming that you have read both documents and agree to their terms.**

### **Authorisation Statement**

**Lyn Financial Services and Lifeassuranceonline** are trading styles of LFS and Partners Limited which is Authorised and Regulated by the Financial Conduct Authority. The Financial Conduct Authority (FCA) regulates the financial services industry in the UK and their address is 25 The North Colonnade, Canary Wharf, London, E14 5HS. You can check this on the FCA's Register by visiting the FCA's website <http://www.fca.gov.uk/register> FCA No. **460692** or by contacting the FCA on 020 7066 1000.

### **Our services**

**Lifeassuranceonline** is able to act on your behalf in advising you on insurance contracts. We offer products and services as follows:

- **Non-investment protection contracts** – we are an intermediary and will act on your behalf when providing advice and making personal recommendations to you. We will do this based on a fair analysis of insurers for non-investment protection products - term assurance, income protection and critical illness.
- **General Insurance Contracts** - we are an intermediary and will act on your behalf when recommending an insurer based on your demands and needs from a fair analysis of the market. It will be your responsibility to ensure that the policy meets your demands and needs for Buildings, Contents, accident, sickness and unemployment cover.

We will:

- Gather and analyse personal financial information about you and your aims and objectives;
- Recommend and discuss with you any insurance products we think are appropriate for you and, with your agreement, arrange the contracts for you.

### **Your aims and objectives**

Unless we notify you in writing to the contrary, we will be treating you as a "retail client". This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Any advice or recommendation that we offer to you, will only be given after we have assessed your needs and considered your financial objectives and attitude to any risks that may be involved. We will also take into account any restrictions that you wish to place on the type of products you would be willing to consider.

Full details of the products we recommend to you including, for example, the minimum duration of the product, information on your right to cancel or whether no right to cancel exists, and any other early termination rights and penalties, will be covered in the relevant product disclosure information you will receive before conclusion of any contract.

We will issue any documentation/recommendations and any other communication to you in English (unless agreed otherwise). In executing or transmitting applications on your behalf to third parties, we will take all reasonable steps to ensure that we obtain the best possible result for you.

We may also, on occasion, advise on other financial products which are not regulated by the FCA under the Financial Services and Markets Act 2000. The Financial Services Compensation Scheme does not apply to any of these products.

### **Our Ethical Policy**

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- Be open, honest and transparent in the way we deal with you;
- Not place our interests above yours;
- Communicate clearly, promptly and without jargon;

We may from time to time seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

### **The costs of our services**

We do not normally charge a fee for these services as we will normally receive commission from the policy provider.

### **Cancellation rights**

In most cases, you can exercise a right to cancel by withdrawing from the contract. In general terms you will normally have a 30 day cancellation period for a life, pure protection or payment protection policy and a 14 day cancellation period for all other policies.

For pure protection policies the start of the cancellation period will normally begin when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information, which will be issued to you.

If you cancel a single premium contract, you may be required to pay for any loss you might reasonably incur in cancelling it which is caused by market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

### **Client money**

Lifeassuranceonline is not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

### **Instructions**

Many transactions are completed without the need for written instructions. In this case we will accept instructions verbally. We record all telephone conversations to and from our premises. We will tell you where written instructions are needed and in these cases it will not be possible to complete your business until such written instructions have been received from you.

### **Material Interest (Conflicts of interest)**

We will act honestly, fairly and professionally known as conducting business in 'Client's best interest' regulations. Occasionally situations may arise where we or one of our other clients has some form of interest in business 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.

### **Complaints**

If you wish to register a complaint, please write to The Compliance Officer, Lyn Financial Services, Fishleigh Court, Roundswell, Barnstaple, EX31 3UD or telephone 01271 321444.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 023 4567.

### **Compensation Scheme**

If we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation scheme. This is dependent upon the type of business and the circumstances of the claim. Insurance business is covered for 90% of the claim, without any upper limit.

Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org/what-we-cover/products>.

### **Anti-money laundering**

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business, which we conduct, on their behalf, and to ensure that the information we hold is up-to-date. For this purpose, we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

### **Law**

This client agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

### **Force Majeure**

Lifeassuranceonline shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

### **Termination**

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated.

Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

### **Communication**

All communication between us and all information including these contractual terms and conditions will be in the English language.