Terms and Conditions of Business
(Client Agreement) Updated August 2025

Our details

Bob Little & Co Chartered Financial Planners is a trading style of Bob Little & Company Ltd ("**BLC**") of Prospect House, Troisdorf Way, Kirkleatham Business Park, Redcar, Cleveland TS10 5RX is authorised and regulated by the Financial Conduct Authority (FCA).

BLC's FCA Register number is 439777. You can check this on the FCA's Register by visiting the FCA's website https://register.fca.org.uk or by contacting the FCA on 0800 111 6768.

Registered in England: 5032388. Registered Office: 29 Howard Street, North Shields, NE30 1AR

Person responsible for compliance with the Data Protection Act and the General Data Protection Requirements: Robert Little

Important reading in connection with regulated products

Please read this document in conjunction with BLC's "Service Proposition", BLC's "Information About BLC's Services" and BLC's "Fee Agreement" documents.

BLC will ask you to sign to confirm that you have received important documents and are aware of how BLC will use your personal information. This will be in the form of a "Fee Agreement" document.

Commencement of the client agreement

This agreement will commence on the date of receipt.

Client category

For investment business, it is a requirement of the Financial Conduct Authority that clients are categorised into one of three categories (Retail, Professional or Eligible Counterpart). BLC have categorised you as a 'Retail Client' for investment business. However, you have the right to request a different categorisation if you wish. 'Professional Clients' and 'Eligible Counterparts' receive a lower level of consumer protection and should these categories apply BLC will confirm limitations in writing before acting for you. Where relevant, for mortgage business you will be categorised as a 'Customer' and for insurance business you will be categorised as either a 'Retail Customer' or a 'Commercial Customer' depending on your circumstances.

Financial Objectives (Demands & Needs)

Following the issue of this agreement any subsequent advice or recommendation offered to you will be based on your stated objectives (sometimes referred to as your "Demands & Needs"), acceptable level of risk and any restrictions you wish to place on the transaction. Details of your stated objectives will be included in either the suitability report or Demands & Needs statement BLC will issue to you to explain and confirm the basis of BLC's recommendation and point out any key disadvantages. There may be exceptions to this, for example, business transacted on a non-advised or execution only basis (directly on your instructions whereby you will not have requested nor received advice, or where pre-prepared questions are used to determine the product and provider) or on a restricted advice basis (the firm's recommendations were restricted by the fact that not all relevant information was made available). If these situations exist, BLC will make it clear to you in any subsequent correspondence; however you will appreciate that BLC's responsibility to you will be limited

accordingly. The reason for assessing suitability is to enable BLC's firm to act in your best interest.

Services and products not regulated by the FCA

Some of the products and services BLC provide are not currently regulated by the FCA and include but are not limited to arranging and advising on certain types of mortgages (e.g., "Buy to let" mortgages) and some offshore schemes and investments. ***Because advice given on these products is not regulated by the FCA you will not have any rights to financial redress under the Financial Ombudsman Service or Financial Services Compensation Scheme ("FSCS") with regard to any future disputes.***

Where it is appropriate to do so, BLC may recommend products or funds that are not based in the UK. In the event the providers of such funds are unable to meet their obligations, these are not covered by the FSCS compensation arrangements. If the product or fund is based in the European Economic Area ("**EEA**"), you may be covered by the local investor compensation scheme. BLC will make you aware if BLC's recommendation includes such products or funds.

Restrictions

If you want to restrict the type of investment or service covered by this agreement, please let BLC know in writing as soon as possible, otherwise BLC shall assume that no restrictions apply.

Introduction to other financial advice companies

For certain types of advice or certain transactions BLC may be required to introduce you to a separate financial advice company. For example, this could occur if BLC are not authorised by BLC's regulator to offer advice on certain products or transactions. If the company you are introduced to charges you a fee, BLC may receive a proportion of this fee as payment for referring you to the other company.

Conflicts of interest and material interest

BLC will take steps to identify, manage and prevent any Conflicts of Interest that could affect the advice BLC provide.

Occasions can arise where BLC, or one of BLC's other clients, may have some form of interest in business, which BLC are transacting for you. If BLC become aware that BLC's interests or those of one of BLC's other clients' conflicts with your interests, BLC will inform you and obtain your consent before BLC carry out your instructions.

Payment for Services

Please see BLC's "Fee Agreement" document which explains the options available. If BLC agree to charge you a fee for any work this will be agreed in writing separately via the "Fee Agreement".

Registration of investment / retention of policy documents

Where BLC arrange an investment, BLC will register these in your name unless otherwise agreed in writing. All contract notes and documents of title in respect of your investment will be forwarded to you, unless otherwise instructed in writing, as soon as practicable after being received by BLC. Where a number of documents relating to a series of transactions are involved, BLC will normally retain the documents until the series of transactions are complete and then forward them to you.

Client Instruction

BLC prefer that any instructions be given in writing. If any advice, request for instruction, or instructions are given orally, then they must be confirmed in writing, to avoid possible disputes.

BLC may refuse at BLC's discretion to accept certain instructions, although such discretion will not be exercised unreasonably. When BLC have arranged any transactions for which you have given instructions, BLC will not give you any further advice unless you request it but will be glad to advise you at any time you ask BLC to do so.

Email communications

By providing BLC with an email address you confirm you are happy to receive material from BLC via email or via a website. If you would prefer to receive information by post instead you must notify a member of BLC's staff.

Statement of Review

BLC will confirm the situation regarding review separately as BLC's approach will vary depending on the service offered.

ID Verification

As part of BLC's regulatory duties, BLC are obliged to verify as a minimum, the identity, and place of residence, source of funds and source of wealth of each client. This process may require sight of certain documentation. Checks may be carried out using a third-party electronic system for anti-money laundering purposes. BLC are unable to forward any applications or money to third parties/product providers until BLC's verification requirements have been met. BLC take no responsibility for any delay in investing where Identity Verification is outstanding. In circumstances where sufficient verification is not received in a timely manner after BLC have received completed applications, the application(s) and any monies may be returned to you uninvested.

Receiving payments from clients

BLC's staff do not handle client monies. BLC never handle cash or accept a cheque made out to BLC unless it is a cheque in settlement of BLC's charges or disbursements which BLC have previously disclosed to you (normally through a fee agreement). Cheques for investments should only be made payable directly to the investment company and to the relevant third party for various ancillary fees (for example mortgage lender, surveyor, and solicitor). You should decline to give any money to, or write cheques payable personally to, an individual adviser. Individuals that represent BLC's Company are **not** to handle client money and any receipt by them personally of such a payment from you will **not** be regarded by BLC as being a transaction for which BLC will have any responsibility.

Regulated Mortgages

If BLC are advising you about mortgages or regulated loans secured on your property, at commencement of the process BLC will issue you with this document and BLC's "Information About BLC's Services" document. BLC will then complete a detailed fact-finding questionnaire to enable appropriate advice to be given to you about your mortgage and possibly insurance requirements. Once BLC have established a suitable lender that meets your circumstances, BLC will provide you with an Illustration, which details the product BLC have recommended, and the costs involved in setting up your regulated mortgage contract. Once BLC have made BLC's recommendations to you, BLC will confirm BLC's advice in writing, in the form of a Suitability report. These recommendations will also include any implications of taking out a Mortgage. You should safeguard this Suitability report, as it will be an important record of BLC's discussions. Details of the loan will also be confirmed in your lender's formal offer. These documents will enable you to make informed decisions and it is BLC's aim to help you with this process. **All documents should be read and understood and BLC invite any questions or concerns you may have relating to the advice given.**

Risk Warnings

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 a guide to future performance. Other key risks will be included within BLC's suitability report and provider literature. BLC's assessment of whether you can afford to enter into a regulated mortgage contract is based on your current circumstances and on current interest rates, both of which may change in the future. You need to be aware that such variables may affect your ability to meet the mortgage payments, which could result in your property being repossessed.

Remember

1. **YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE.**
2. The actual rate available will depend upon your circumstances. To understand the features and risks, ask for a personalised illustration.
3. Debt consolidation: think carefully before securing other debts against your home.
4. Foreign currency mortgages: changes in the exchange rate may increase the sterling equivalent of your debt.

Complaints Procedure

The firm maintains an internal written complaints procedure. A hand-out summarising this process is available on request. If you have a complaint (whether oral or written) about BLC's Company or a service it has provided then this should first be directed to BLC's compliance officer or a director at BLC's office address. BLC promise to deal with your complaint in a fair and objective manner. BLC's information about BLC's services document has more information; in particular it explains the limits and access rights you may have to the Financial Ombudsman Service www.financial-ombudsman.org.uk and Financial Services Compensation Scheme www.fscs.org.uk.

Fees resulting from third party introductions

There will be occasions when clients are introduced to BLC from third parties, for example accountants or solicitors. Under such circumstances, BLC may rebate part of the commission BLC receive or part of the fee that BLC charge you, back to the introducer, as payment for making the introduction. BLC's documentation will not show what proportion of commission or fees will be rebated to introducers.

Termination

You may terminate your instructions to BLC at any time. BLC reserve the right to require such termination to be in writing. BLC may terminate this agreement by giving you a minimum of **fourteen days** notice. No penalty shall be payable on any termination but BLC shall be entitled to remuneration for work undertaken prior to such termination. Any such termination shall be subject to completion of any transactions which are in progress at that time unless otherwise agreed in writing.

Additional information requirements: Distance Communications

Where you are likely to do business with BLC's Company at a distance i.e., BLC communicate exclusively by telephone, post, or video call then it is very important that you read the following points in addition to those above.

1. BLC's Company will provide you with a service as detailed in BLC's "Service Proposition" and/or "Information About BLC's Services" document and/or BLC's "Fee Agreement" document (please read these documents carefully).
2. The total price that BLC charge for BLC's services is set out in BLC's "Fee Agreement" document (where applicable). Please ask BLC if you are unsure as to any aspect of BLC's pricing. There will be other charges and expenses imposed by the providers of insurance, mortgage and investment products which will be detailed separately.

3. Please note there is the possibility that other taxes or costs may exist that are not paid through the firm or imposed by it.
4. There are no specific additional costs imposed by the firm for dealing exclusively at a distance.
5. You should note that some of BLC's recommendations may involve investments that can fluctuate in value for example depending on financial markets. These fluctuations will be outside of BLC's control and you should therefore consider carefully before entering into this type of contract. BLC's recommendations may also involve mortgages where the interest rate can fluctuate, for example, depending on the Bank Rate. Please take care to read the warnings issued in this document and any provider literature. If you are unsure, please ask BLC to explain more detail.
6. BLC do not place any specific limitations on the period for which the information provided remains valid. If you are unsure if something still remains valid, please ask and BLC will clarify.
7. Any contractual agreement with BLC to provide an ancillary advisory service (as specified within BLC's "Fee Agreement") will end upon completion of the work or last for a period (as set out in BLC's fee agreement) if longer.
8. The provisions of any contractual agreement to provide an ancillary advisory service and the relationship created by it shall be governed by English Law and subject to the exclusive jurisdiction of the English courts.
9. Any such contract is supplied in English Language and will be communicated in English Language.
10. Where it applies and relating specifically to any contractual agreement with BLC to provide an ancillary advisory service to you there will be a right to cancel BLC's fee. This right to cancel will last for a period of 14 days from when BLC agree terms in writing with you. You may cancel by sending your request in writing addressed BLC. In the event of any dispute, unless there is clear written evidence to the contrary, BLC will treat the date cited for cancellation as being the date when notice was given, posted or otherwise sent. If you do not exercise your right to cancel then the fee BLC charge cannot be returned at some later date.

For the avoidance of doubt, please note that you do **not** have a right to cancel a regulated mortgage contract concluded with a lender. Also, any cancellation provisions relating to a particular investment or insurance product are integral to the provider's product and where they apply will be detailed separately in the provider's literature.

Capital Gains Tax ("CGT")

Through the active management of your portfolio, BLC will, from time to time, propose the buying and selling of varying amounts of your investment holdings. Where such investments are held within a tax-free wrapper (e.g. an Individual Savings Account) there will be no CGT liability as a result of these transactions. However, for any investments held outside a tax-free wrapper, BLC's active management of your portfolio may trigger a CGT liability, although BLC will not take any action on your investments without first receiving your authorisation to do so.

Each individual client has an annual allowance for tax purposes although such tax allowances or thresholds may be based on personal circumstances and current legislation and may therefore be subject to change. It is your responsibility to keep appropriate records and to take professional tax and/or accountancy advice as may be required to identify any taxation liabilities accruing, and it is also your responsibility to disclose this to His Majesty's Revenue and Custom ("**HMRC**") within the relevant tax period. It should be remembered that to be liable for any CGT on investments a client will have needed to have made a profit.

BLC strongly recommend that clients should proactively use their allowable transfers into investment ISAs each tax year to mitigate any potential tax liabilities.

Investment Risk Warnings

1. You should regard your investment as medium to long term
2. There is no guarantee that any new funds will outperform any old funds
3. Please note that any information provided is based on current legislation and tax laws and there is no guarantee that this will not change in the future. BLC cannot be responsible for future changes in legislation that impact on decisions made today which are based on current facts/laws/legislation.
4. Past performance is no guarantee to future performance
5. The value of investments and any income produced can rise as well as fall.
6. With most of BLC's investments there is a risk that you could get back less than you invested
7. Some funds have a higher level of volatility than others
8. Changes to currency exchange rates may cause your investment values to rise or fall
9. Some funds (e.g., some property funds) may carry a higher degree of risk due to liquidity issues. This means that you may have restricted access to your funds for various periods (e.g. 6 or 12 months)

Investment withdrawals

You can normally ask to make withdrawals from your investments either as a one-off lump sum or as a regular payment. Please be advised that all withdrawals are generated by selling units from your investments, which will reduce the number of units you have remaining. This will restrict future growth on your investments and it is likely to result in a reduction in investment values. BLC advise you to monitor the level of withdrawals closely. If you wish to increase, decrease, or stop any withdrawals, please contact BLC immediately.

Insurance Demands & Needs (all insurance and general insurance business)

1. The onus is upon you to ensure that all information supplied to BLC is accurate and BLC cannot accept any responsibility in the event of such information being inaccurate.
2. You must take reasonable care to answer all questions honestly and accurately and not to make a misrepresentation to BLC when providing information. You must not make a dishonest representation.
3. Your duty to take reasonable care not to make a misrepresentation begins when you provide initial information and continues throughout the term of the Insurance Policy.
4. Your duty to take reasonable care not to make a misrepresentation also applies at each renewal and at any mid-term adjustment.

Artificial Intelligence

BLC may incorporate artificial intelligence ("**AI**") technologies into the delivery of our professional services to enhance efficiency, accuracy, and innovation. These technologies may be used for tasks such as data analysis, document drafting, research, and process automation. While we strive to ensure the reliability and quality of AI-assisted outputs, such technologies are subject to limitations and may not always reflect human judgment or contextual understanding. By engaging our services, you acknowledge and accept our use of AI tools where appropriate and agree that such use does not diminish our professional obligations or your rights under this agreement. If you have specific concerns or requirements regarding the use of AI, please notify us in writing prior to commencement of services.