



about our services and costs

Barnes & Sherwood Professional Advisers Ltd

Last Updated: 13 June 2018

1. The Financial Conduct Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document has been designed by the FSA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Which service will we provide you with?

- 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.
- Restricted advice** - we will advise and make a recommendation for you after we have assessed your needs. We only offer advice on limited types of products. You may ask us for a list of the types of products we offer.
- No advice** - You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

3. What will you have to pay us for our services?

Advice or services in relation to the company personal pension scheme is covered by a fee agreement between you as the employer sponsoring the company pension plan and us as the adviser appointed to the scheme. Please see the service level agreement and schedule of fees for more details.

No part of our fee is met by deduction from members pension accounts, and there will be no impact on members individual plan. All fees levied by the pension provider are covered by the providers personal illustration given to members.

4. Who regulates us?

Barnes & Sherwood Professional Advisers Ltd of 1 Cornhill, London EC3V 3ND are authorised and regulated by the Financial Conduct Authority, 25 The North Colonnade, Canary Wharf, London, E14 5HS. Our FSA Register number is 547997.

Our permitted business includes advising on and arranging pension, savings and investment products and non-investment insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 0606 1234

5. What to do if you have a complaint

If you wish to register a complaint, please contact us **in writing:**

The Compliance Officer,

The Compliance Officer,
Barnes & Sherwood Professional Advisers Ltd
1 Cornhill
London, EC3V 3ND.

By phone: Telephone 020 7474 3700

By e-mail: akemp@barnsher.co.uk

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Full details of the FOS can be found on its website at www.financial-ombudsman.org.uk.

6. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the 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. More information can be obtained at <http://www.fscs.org.uk/>

Investments

Most types of investment business are covered for up to a maximum limit of £50,000. FSCS provides protection if an authorised investment firm is unable to pay claims against it. For example on a loss arising from bad investment advice, poor investment management or misrepresentation or when an authorised investment firm goes out of business and cannot return investments or money. Investments covered include stocks and shares, unit trusts, futures and options, personal pension plans and long-term investments such as mortgage endowments

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

CLIENT AGREEMENT – EMPLOYER WORKPLACE PENSION

Updated: 13 June 2018

This is our client agreement which should be read in conjunction with the ‘Key Facts About Our Services And Costs’ document provided and our Consultancy Charging Agreement.

Your aims and objectives

Unless we notify you in writing to the contrary, we will be treating you as a retail client. This affords you the highest level of protection under the regulatory system with the right to take any complaint to the Financial Ombudsman Service.

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

We will confirm to you in writing the basis of our recommendations with details of any product-specific risks you need to consider.

Full details of the products we recommend will be provided in the disclosure information received before conclusion of any contract.

We will issue all communications in English and take all reasonable steps to ensure you obtain the best result.

We may advise on other financial products not regulated under the *Financial Services and Markets Act 2000* and will notify you if the Financial Services Compensation Scheme does not apply.

We may advise on investments which are not readily realisable but will draw your attention to risks associated with these investments including any restricted market for their sale. In some cases it may not be possible to deal in the investment or obtain a reliable valuation.

Any products we have arranged for you will only be kept under review as part of an agreed ongoing service for which you agree to pay. Any ongoing service will be agreed with you and confirmed in writing.

We may contact you should we wish to discuss the merits of a particular product or service which we feel may be of interest to you.

Please be aware that investments can fall as well as rise, and you may not get back the full amount invested. The price of investments may depend on fluctuations in the financial markets or other economic factors outside our control. Past performance is not a guide to future results. Specific warnings relevant to you will be confirmed in our suitability report.

Neither Barnes & Sherwood Professional Advisers Ltd nor its employees are providing legal or accounting advice. The onus is on you to consult a solicitor or accountant if needed.

Client money

Barnes & Sherwood Professional Advisers Ltd is not authorised to handle cash or client money other than as payment for our services.

Documentation

We will arrange for investments to be registered in your name unless you instruct us otherwise. Any policy documents will be issued as soon as practicable after we receive them.

Cancellation rights

In most cases you can exercise a right to cancel by withdrawing from the contract. There is a 30 day cancellation period for life insurance and pension policies with a 14 day period for all other policies and investments.

The cancellation period for protection policies begins when you are notified the contract has started or when you receive the policy document. Instructions for cancelling are in the product disclosure information.

If you cancel an investment contract you might not get back the full amount invested should markets fall over the cancellation period.

Conflict of interests



We will always act in your best interests. If we become aware of any conflict of interest we will contact you and obtain consent before we carry out any instructions. We will also detail any steps we take to ensure fair treatment.

Other benefits we may receive

From time to time we may attend training events arranged by product providers. Further details are available on request.

Termination

You or we may terminate this agreement at any time without penalty. Notice must be given in writing and takes effect from when it is received. Any transaction underway will be completed according to these terms of business unless we are notified by you. You will be liable to pay for any transactions made prior to termination and any fees outstanding.

Data Protection

We will take all due care to protect your personal information. Some services are provided to Barnes & Sherwood Professional Advisers Ltd by third parties processing your product needing disclosure of more than basic contact details. You agree that personal information may be disclosed in accordance with the Data Protection Act 1998 and may be transferred electronically. Such third parties may contact you if appropriate.

Product providers may administer your policy and provide services from centres outside Europe without the same standard of data protection laws as the UK. They are required however, to ensure your information is adequately protected and they remain bound by the UK Data Protection Act.

Anti-money laundering

We are required to verify your identity and obtain information on the purpose and nature of the business we conduct on your behalf. We may use an electronic identity verification system and conduct such checks periodically.

Disclosure of charges/fees

All fees will be fully disclosed, initially in summary form, with full confirmation in your suitability report and the product disclosure information documents.

If you cease paying premiums and we are obliged to refund any commission received, we reserve the right to charge a fee representing that amount for up to four years after policy commencement. This will be confirmed in our suitability report. There is no charge if you cancel within your notice period.

There is no additional cost to you for using a means of distance communication.

Your consent

These are our standard terms of business. Please read them carefully before signing both copies and returning one to us. Please ask for any further information, if required.

You authorise the transfer of information when warranted and acknowledge this agreement will come into effect from the date of issue.

You give Barnes & Sherwood Professional Advisers Ltd consent to contact you regarding advice on financial or insurance products.

For details of services available and how we are remunerated for these, please refer to the accompanying 'Key Facts about our services and costs document'.

Client Name _____

Client signature _____

Date of issue _____

Date signed _____

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BARNES & SHERWOOD PROFESSIONAL ADVISERS (BSPA) PRIVACY POLICY

Last updated: 12 June 2018

BSPA is committed to protecting your personal information.

Our Privacy Policy contains important information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us . We may need to make changes to our Privacy Policy so please check our website for updates from time to time. If there are important changes such as changes to where your personal data will be processed we will contact you to let you know.

WHO WE ARE

We are Barnes & Sherwood Professional Advisers Ltd one of London's leading independent financial advisers. We are registered in England & Wales No 07446577 being authorised and directly regulated by the Financial Conduct Authority Number 547997.

HOW TO CONTACT US

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact:

The Privacy Officer

Barnes & Sherwood Professional Advisers Ltd

1 Cornhill

London

EC3V 3ND

Phone: 02074743700

Email: akemp@barnsher.co.uk

INFORMATION WE COLLECT AND USE

Information about you that we collect and use includes:

- Information about who you are such as your name and contact details
- Information about your contact with us e.g. meetings, phone calls, emails and letters
- Financial information such as your assets and liabilities, income and expenses and financial products you may own.
- Information you may provide us about other people such as employee or member names, family and dependents.

WHERE WE COLLECT YOUR INFORMATION

We collect your personal information directly from you which may be via:

- Phone conversations with us
- Emails or letters you send to us
- Meetings with you
- Our fact finding documents, websites and social media accounts where relevant.

WHY WE COLLECT AND USE YOUR INFORMATION

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use your information only if we are able to satisfy one of the lawful processing conditions set out in the data protection laws.

This will be the case where:

- You have given us your consent to send you information about products and services offered by BSPA which we believe may be of interest and benefit to you.

- It's necessary to deliver services for the performance of a contract with you or in preparation to enter into a contract with you.
- It's in the legitimate interests of BSPA such as:
 - Where we need to process your information to provide advice, financial products or deliver services to you,
 - To develop new services,
 - To conduct research and collate information to improve the services we offer,
 - To manage the security and fair usage of our applications.

Where the processing is in our legitimate interests or those of a third party, we will always conduct an assessment to ensure the use of your personal information is not excessive or unnecessary or otherwise more intrusive than it needs to be.

If you do not wish us to collect and use your personal information in these ways, it may mean that we will be unable to provide you with our products or services.

WHO WE MAY SHARE YOUR INFORMATION WITH

We may share your information with third parties for the reasons outlined in ‘Why we collect and use your information’.

We may share your information with:

- Product providers who we recommend you use and who will be clearly named in our advice and services to you.
- Companies we have chosen to support us in the delivery of advice, products and financial services to you.

Whenever we share your personal information, we will do so in line with our obligations to keep your information safe and secure.

WHERE YOUR INFORMATION IS PROCESSED

Your information is processed in the UK and European Economic Area (EEA).

HOW WE PROTECT YOUR INFORMATION

We take information and system security very seriously and comply with our regulatory obligations at all times. Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations.

Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically and must undertake annual training on this. Our security controls are aligned to industry standards and good practice; providing a control environment that effectively manages risks to the confidentiality, integrity and availability of your information.

HOW LONG WE KEEP YOUR INFORMATION

We will keep your personal information and copies of records we create to provide you with our services while you are a client of ours.

We may also keep your information after this period but only where required to meet our legal or regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligations we need to meet.

YOUR RIGHTS

You have a number of rights under data protection law which may be exercised in certain circumstances. These are the:

- **Right to be informed about how and why we are processing your personal information -** You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with – we do this in our Privacy Policy and privacy notices.
- **Right of access to personal information relating to you -** You have the right of access to your personal information. If you wish to receive a copy of the personal information we hold on you, you may make a data subject access request to our Privacy Officer, Mr Adrian Kemp.
- **Right to request rectification of inaccurate or incomplete personal information -** If your personal information is inaccurate or incomplete, you can request that it is corrected.
- **Right to request erasure of your personal information -** You can ask for your information to be deleted or removed if there is not a compelling reason for BSPA to continue to have it.
- **Right to restrict processing of your personal information -** You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information – but only to ensure we don't use it in the future for those reasons you have restricted.
- **Right to data portability -** You can ask for a copy of your personal information for your own purposes to use across different services. In certain circumstances, you may move, copy or transfer the personal information we hold to another company in a safe and secure way. For example, if you were moving your pension to another pension provider.
- **Right to object to processing of your personal information -** You can object to BSPA services processing your personal information where: it's based on our legitimate interests.
- **Right to not be subject to automated decision making including profiling -** We do not undertake any automated decision making in relation to your personal data.

More information can be found on your rights here <https://ico.org.uk/for-the-public/>

If you want to talk to us about any of your individual rights, please contact us at:

The Privacy Officer
Barnes & Sherwood Professional Advisers Ltd
1 Cornhill
London
EC3V 3ND
Phone: 02074743700
Email: akemp@barnsher.co.uk

HOW TO MAKE A COMPLAINT

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Policy, please let us know immediately and we will do our utmost to make things right.

- By email: akemp@barnsher.co.uk
- By mail: Barnes & Sherwood Professional Advisers Ltd, 1 Cornhill, London, EC3V 3ND

While we hope that we can resolve any complaints for you, you do have the option to complain to the ICO (whether or not you have exhausted our complaints procedure). Their contact details are:

Website: <https://ico.org.uk> and postal address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113 or 01625 545 745.