



CAMPBELL & McCONNACHIE

chartered financial planners



Client Service Agreement Mortgage & Protection

Our contact details are:

Address: Harbour House
1 Shore Street
Lossiemouth
Moray
IV31 6PD

Tel: 01343 814000
Fax: 01343 811900
Email: info@campbell-mcconnachie.co.uk
Website: www.campbell-mcconnachie.co.uk

If you would like this document in larger print or in another format, please contact us.

Foreword

This document provides key information you need to know about doing business with us. It covers the services we can offer you, what you will pay for those services and some important statutory information giving details of the protection you are entitled to.

It is our intention to provide you with the highest possible level of service when dealing with Campbell & McConnachie and it is important to us that this service meets with your expectations both now and in the future.

We have created this document setting out the services that we provide, to enable you to select the level of service which best meets with your requirements.

Campbell & McConnachie have now been providing quality Independent Financial Advice in the Moray area for over 30 years. Our experienced financial administrators support our para-planning team who, with seven qualified advisors, provide our clients a full advice service, to meet their personal Investment, Pension, Protection and Mortgage requirements.

Campbell & McConnachie employ an in-house para-planning team who supply the dedicated research, support and in-depth knowledge required by our clients. Financial Services is an increasingly complex area for most people to get to grips with. We therefore consider it important that you receive an individually tailored and comprehensive plan, to meet your personal goals now and into the future.

At Campbell & McConnachie we take our relationship with you very seriously and hope that you will find dealing with us a rewarding experience. We look forward to providing you with a high-quality professional service both now and in the years to come.

Campbell & McConnachie

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Contents

Meet the team.....	4
What we do and how we charge	6
Our Services	6
Our Advice	6
Our Charges	7
How our Charges can be paid.....	8
Our Obligations	8
Your Obligations	9
Cancellation and Amendments	9
Useful information about our services.....	10
Protecting your personal information.....	11

Meet the team

David McConachie APFS – Chartered Financial Planner (Director)

David is a founding partner/director of Campbell & McConnachie. A Chartered Financial Planner and member of the Chartered Insurance Institute and Personal Finance Society.

David started at the grass roots of the financial services industry more than 30 years ago and has gained a wealth of experience and knowledge serving clients throughout Scotland. In 2014 David achieved his long-held ambition of attaining Chartered Financial Planner status, a qualification he feels arms him well in helping clients meet their wide ranging and ever-changing needs.

David now focuses on helping his clients make the most of their finances, specialising in retirement planning, tax planning and wealth management.

Ross Davidson APFS – Chartered Financial Planner (Director)

Ross is a director of Campbell & McConnachie. A Chartered Financial Planner and member of the Chartered Insurance Institute and Personal Finance Society.

He spent his early career working in retail banking before moving into financial advice with a major UK Life Insurance Company. In 2001 Ross joined Campbell & McConnachie, being made a partner in 2003. He continues to enhance his already considerable knowledge of the industry and achieved Chartered Financial Planner status in 2016.

He offers advice to clients across all areas of their finances from buying a first home to investing for later life.

Euan Lock FPFS, Cert SMP – Chartered Financial Planner & Mortgage Adviser (Director)

Euan became a director of Campbell & McConnachie in April 2021 having originally joined the business in August 2013. He initially worked in our Paraplanning and Research team before taking up his current position as an Independent Financial Adviser and Mortgage Adviser in January 2017.

He has worked in the Financial Services Industry for more than 15 years, initially in retail banking with Clydesdale Bank and latterly as a Financial Adviser working for AXA Wealth Services.

Euan continues to enhance his knowledge in the sector and achieved Chartered Financial Planner status in December 2018. More recently he attained his Advanced Mortgage qualification in March 2019 and was elected as a Fellow of the Personal Finance Society in July 2020.

Euan can advise clients across all areas of their financial needs from buying their first home to providing income solutions in retirement.

Scott Campbell DipFA, CeMAP – Financial Planner & Mortgage Adviser

Scott joined Campbell & McConnachie in February 2021 bringing with him over 35 years' experience in the financial services sector.

His early career was spent in retail banking with Clydesdale Bank followed by spells working with Prudential and Pearl Assurance providing financial advice to a variety of clients. Most recently Scott was a founding partner in another local advice firm, Watson & Campbell.

Scott can advise clients across all areas of their finances from buying their first home to providing income solutions in retirement.

Charlotte Strike Dip PFS, Cert SMP – Financial Planner & Mortgage Adviser

Charlotte is one of our Financial Advisers and is a member of the Chartered Insurance Institute and the Society of Mortgage Professionals.

Charlotte has a degree in International Business with Economics and has since began her journey into the Financial Services industry after taking up her current position with us as a Financial Planner and Mortgage Adviser.

She has recently attained her Diploma in Financial Advice through the Chartered Insurance Institute having previously gained her Advanced Mortgage Advice qualification. Charlotte continues to enhance her knowledge and is now working towards her Chartered Financial Advice qualification

Emma Baird CeMAP – Mortgage Adviser

Emma is one of our Mortgage Advisers and has been with Campbell & McConnachie since August 2014.

She is a vastly experienced adviser having worked in Financial Services for over 30 years. The majority of her career has been spent in retail banking providing advice to clients of Halifax, Bank of Scotland & Lloyds.

Emma specialises in all areas of Mortgage Advice ensuring that our clients understand the process and have their mortgage liability adequately protected.

Callum Westley Cert SMP – Mortgage Adviser

Callum is a qualified Mortgage and Protection Adviser who joined us in August 2021 having previously worked as a mortgage underwriter for a large bank based in Edinburgh.

Since joining Campbell & McConnachie Callum has attained his Advanced Mortgage Advice qualification through the Chartered Insurance Institute.

Callum specialises in all areas of Mortgage Advice ensuring that our clients understand the process and have their mortgage liability adequately protected.

What we do & how we charge

We are a financial planning business, focussed on helping you understand and plan for your financial future. This information is designed to give you an idea of:

- What we do and how we do it
- What it is likely to cost and how you can pay us

This document provides details about our services and how we charge, so it is important that you read it fully. If there is something you do not understand please ask us to explain it.

Our Services

Whatever financial decisions you must make, the first step towards making the right decisions is to establish a clear understanding of your needs. At our first meeting we will gather information about you to help define your needs and priorities.

Our services include:

Mortgage Advice: Whether you are buying your first home, moving home or looking to re-mortgage, our mortgage services are designed to provide you with the best mortgage solution for your needs.

Protection Planning: Providing advice on the best way forward to protect your mortgage, your family, and your financial future.

These services include:

- An initial contact to find out more about you, your circumstances and objectives (we do not charge a fee for this service).
- Agreeing your financial goals and objectives.
- Establishing your attitude to mortgage risk.
- Reviewing your current arrangements (if required).
- Undertaking research to identify appropriate products and solutions.
- Providing a personalised report and recommendations to meet your needs.
- A contact to discuss our recommendations and how they meet your needs.
- Implementation of agreed recommendations.

Our Advice

Mortgage Advice

We advise on mortgages for business and non-business purposes and first charge and second charge loans. We advise on a comprehensive range of mortgages from across the market, but not deals that you can only obtain by going direct to a lender. Our advice will be based on the most suitable mortgage product included within the range available to intermediary firms. If there is a particular mortgage product that you are aware of which is available directly from a lender that you wish us to review and comment on, we are happy to do so. We may charge you a fee for providing advice in relation to this but would agree this with you at the time.

Protection Planning

Where we provide protection planning services, we are an insurance intermediary and will provide advice which is based on a fair and personal analysis of the market.

Alternative Finance Options

You should note that where we provide services in relation to increased borrowing on an existing mortgaged property there may be alternative options available to you that may be more appropriate. For example:

- You may be able to obtain a further advance from your existing lender or obtain an unsecured loan for the additional funds.
- Where your existing mortgage is a first charge against the property, a second charge mortgage may be available and
- Where your existing mortgage is a second charge a first charge loan may be available.

Our Charges

Mortgage Advice Fee

Our fee options for providing mortgage advice, are as follows:

1. No fee is charged (however we may still be paid a procuration fee as below).
2. A fee of £450.00* is payable at the outset when you apply for a mortgage. We will also be paid a procuration fee by the lender.

Example based on a £100,000.00 mortgage and a lender paying a procuration fee of 0.35%:

- *Procuration fee of 0.35% (varies by lender) £100,00.00 x 0.35% = £350.00 (paid by lender)*
- *Our fee £450.00* (paid by you)*

3. If for any reason no procuration fee is payable by the lender (as confirmed in the Key Facts Illustration provided as part of our mortgage recommendation), a fee of £450.00* plus an additional fee of 0.35% of the loan amount applied for is charged.

Example based on a £100,000.00 mortgage with no procuration fee paid by lender:

- *Additional fee of 0.35% = £350.00 (paid by you)*
- *Our fee £450.00* (paid by you)*

There may be additional costs and charges related to the mortgage product we recommend. You will receive a European Standardised Information Sheet / key facts illustration when considering a particular mortgage which will tell you about any fees relating to it.

*** The £450.00 fee above is when advising on moves to a new mortgage provider or a new mortgage. This fee level is reduced to a fee of up to £200.00 for product transfers with your existing provider and increased to £750.00 for advice in relation to the arrangement of Self Build Mortgages.**

Our actual charges and fees (in pounds and pence) will be agreed with you before we do any work and we will explain your payment options to you. We will also let you know where any fees are subject to VAT.

Refund of fees

If we charge you a fee and your mortgage does not go ahead, the fee may or may not be refunded. Whether a refund is given will be dependent on the circumstances as to why the mortgage did not proceed. Examples of circumstances that may arise are as below:

- The seller of the property pulls out of the deal – We would normally offer a refund or offer to arrange a subsequent mortgage with no additional fee.
- You pull out of the purchase – We would not normally offer a refund of your fee.

Protection Planning

Our advised protection planning services are suitable if you are looking for the best way to protect you, your family or your business through products such as Critical Illness cover, Private Health Insurance and Life cover. We advise on non-investment protection products e.g., Term Assurance, Income Protection and Critical Illness from a range of Insurers.

You can pay for our advised protection services by:

1. Fee (as agreed with your adviser and based on the level of work to be undertaken)
2. Commission (where this is available)^
3. A combination of fee and commission

Where we are paid by commission, we will tell you the amount before we arrange any plans. This amount will also be disclosed in the illustration provided to you produced by the product provider.

^Where protection being arranged is not related to a mortgage arranged by us a minimum commission level of £500.00 applies. If commission is less than this then option 1 or 3 would be used as agreed.

How our Charges can be paid

Mortgage Advice

Our mortgage advice fees can be paid as follows:

- Cheque or electronic bank transfer (unfortunately, we cannot accept payments by cash or debit/credit card)
- We may receive a procuration fee or commission from a lender in relation to a product we have arranged for you. We will tell you the amount before we carry out business for you.

Protection Planning

Our protection advice fees can be paid as follows:

- Cheque or electronic bank transfer (unfortunately, we cannot accept payments by cash or debit/credit card)
- We may receive a commission in relation to an insurance product we have arranged for you. The amount of commission is a percentage of the total annual premium and we will tell you the amount before we carry out business for you.

Our Obligations

Our recommendations

We will confirm to you in writing the basis of our recommendations (our suitability report). We will also provide you with a European Standardised Information Sheet (ESIS) key facts illustration (KFI) which give a description of the costs and features of the mortgage / product that we are recommending.

You may ask us to provide you with additional KFIs or ESISs for any mortgage / product for which you are eligible.

Financial crime

We are obliged to put in place controls to prevent our business from being used for money laundering and other forms of financial crime.

We will verify your identity before undertaking any business with you. To do this 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. The check may leave a 'footprint' on your credit file, but it will not affect your credit rating.

Conflict of interests

Although we will always try to act in your best interests there may be situations where we or one of our other clients has some form of interest in the business being transacted for you. If this happens or we become aware that our interests or those of one of our other client's conflict with your own interests, we will write to you and

ask for your consent to proceed before we carry out any business for you. We will also let you know the steps we will take to make sure you are treated fairly.

We have a conflicts of interest policy. If you want to see a copy of it, please ask us.

Communicating with you

Our normal ways of communicating with you are by telephone, post, e-mail, SMS text message or in person. Our communications will be in English.

We may ask you to confirm your instructions to us in writing as this helps to avoid any future misunderstandings.

Where you have consented for us to do so, we may contact you in the future by means of an unsolicited promotion (by telephone, email or post) should we wish to discuss the relative merits of a particular mortgage product or service which we feel may be of interest to you.

Your Obligations

This section sets out your obligations in agreeing to receive our services.

Providing information about your circumstances

Our advice will be based on the information that you give so it is important that you provide us with accurate and up-to-date information when we request details about your circumstances and objectives. This will allow us to provide you with the appropriate advice. If you limit the information provided it could affect the suitability of the advice we give.

Payment for services

By signing this agreement, you are agreeing to pay the charges for our services as set out in the fee agreement provided. The method of payment will be confirmed by your adviser.

In some limited circumstances (for protection planning business) we may receive a commission payment from a product provider and the commission payment is offset against the charges you owe us for our services. If the commission payment relates to a regular contribution policy and you stop paying premiums on that policy, we may be obliged to refund the commission received back to the policy provider. In such cases, we reserve the right to request the full payment of any outstanding balance of charges for our services.

Legal and accounting advice

We are not qualified to provide legal or accounting advice or to prepare any legal or accounting documents. This means that the onus is on you to refer any point of law or accountancy that may arise during the course of discussions with us, to a solicitor or accountant.

Cancellation and Amendments

Ending this agreement

- You or we may terminate this agreement at any time, without penalty.
- Notice of termination by you must be given in writing and will take effect from the date of receipt.
- Notice of termination initiated by us will be given in writing and a period of 20 working days notice will be given prior to the cessation of advice and services.
- Any transactions already initiated will be completed according to this agreement unless otherwise agreed in writing.

- You will be liable to pay for any services we have provided before cancellation and any outstanding fees, if applicable.

Amendments

From time to time it may be necessary to amend the terms set out in this agreement where it is not necessary to issue a new agreement. If this is the case, we'll write to you with details of the changes at least twenty-eight business days before they are due to take effect.

Product cancellation rights

Full details of any financial products we recommend to you will be provided in the relevant product information you will receive. This will include information about any product cancellation rights along with any other early termination rights and penalties.

Please note that there is no right to cancel a mortgage contract once the mortgage transaction has been concluded.

Useful information about our services

Who authorises us

Campbell & McConnachie are authorised and regulated by the Financial Conduct Authority (FCA), 25 The North Colonnade, Canary Wharf, London, E14 5HS (www.fca.org.uk).

Our Financial Services Register number is **789217**. Our permitted business is advising on and arranging pensions, savings and investment products, non-investment insurance contracts and mortgages. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

What if things go wrong?

If you are unhappy with our advice or any aspect of our services, we encourage you to contact us as soon as possible. We will do our best to resolve your concerns.

In writing: Write to the Complaints Officer, Campbell & McConnachie, Harbour House, 1 Shore Street, Lossiemouth, IV31 6PD

By phone: Telephone +44(0)1343 814000

By Email: david@campbell-mcconnachie.co.uk

We have a complaints procedure, and we can provide further details on request. If you do have a complaint, and you are not happy with our response, the Financial Ombudsman Service (FOS) may be able to help. The FOS settles disputes between financial services business and their clients. Full details are available at www.financial-ombudsman.org.uk.

Additional peace of mind

The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation fund for customers of authorised financial services firms who are unable to pay claims against them, usually because they have gone out of business.

You may be able to claim compensation from the FSCS if we cannot meet our obligations. The amount of compensation available will depend on the type of business and the circumstances of the claim. We can provide more specific information on request, but as a guide:

Mortgages – eligible claims related to advising and arranging are covered for 100% of a claim up to a maximum limit of £85,000 per person per firm.

Insurance – in the majority of cases, eligible claims related to advising and arranging protection products are covered for either 90% or 100% of the claim, without any upper limit.

Further information is available from the FSCS at www.fscs.org.uk.

Benefits we may receive

Under the rules of our regulator the FCA, we cannot accept payments or benefits from other firms (e.g., product providers) unless it's designed to enhance the quality of service we provide, and it doesn't conflict with our duty to act in our clients' best interests.

From time to time we may attend training events funded and /or delivered by product providers, fund managers and investment platforms. These events are designed to enhance our knowledge and ultimately therefore enhance the quality of service we provide to our clients. Please ask us if you want further details.

Protecting your personal information

- To provide our services properly we will need to collect information about your personal and financial circumstances. We take your privacy seriously and will only use your personal information to deliver our services.
- Processing of your personal data is necessary for the performance of our contract for services with you and in meeting our obligations to preventing money laundering and/or terrorist financing. Generally, this is the lawful basis on which we intend to rely for the processing of your data. (Please see the reference to special categories of data below). Our policy is to gather and process only that personal data which is necessary for us to conduct our services appropriately with you and to prevent money laundering and/or terrorist financing.
- We adopt a transparent approach to the processing of your personal data. Sometimes, we may need to pass your personal information to other organisations. If you apply to take out a financial product or service, we will need to pass certain personal details to the product or service provider.
- We may engage the services of third-party providers of professional services in order to enhance the service we provide to you. These parties may also need to process your personal data in the performance of their contract with us. Your personal information may be transferred electronically (e.g., by email or over the internet) and we, or any relevant third party, may contact you in future by what we believe to be the most appropriate means of communication at the time (e.g., telephone/ email /letter etc.).
- The organisations to whom we may pass your details also have their own obligations to deal with your personal information appropriately. Sometimes a product or service may be administered from a country outside Europe. If this is the case, the firm must put a contract in place to ensure that your information is adequately protected.
- We will issue you with our Privacy Notice. This is a separate document which provides more information about the nature of our personal data processing activities and includes details of our retention and deletion policies as well as your rights of access to the personal information that we hold on you.
- As part of this agreement, we will ask you to consent to the transfer of personal information in accordance with the protections outlined above.

- **Special categories of personal data:** there are certain categories of personal data that are sensitive by nature. The categories include data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership and data concerning health. Depending on the nature of the products and services that you engage us for we may need to obtain your sensitive personal data particularly in relation to health. Our policy is that should we require any special category of personal data we will only gather this with your explicit consent.
- If you are concerned about any aspect of our privacy arrangements, please speak to us.

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