

ABOUT OUR SERVICES AND COSTS AND HOW WE DO BUSINESS WITH YOU

ABOUT THIS DOCUMENT

This document explains the services we offer, how you will pay for them and how we do business with you. It is also our standard agreement on which we intend to rely. Therefore, it is important that you read this document carefully and keep it safe for future reference.

If there is anything you do not understand, please ask for an explanation.

WESLEYAN FINANCIAL SERVICES LTD

Wesleyan Financial Services Ltd is the advice and distribution company of the Wesleyan Group of Companies and is wholly owned by Wesleyan Assurance Society.

Wesleyan Assurance Society was founded over 180 years ago, to help people overcome the financial problems brought on by the industrial revolution. Wesleyan Assurance Society began offering life assurance in 1855 and added to their range so that by 1927 they offered a complete range of insurance services, which we continue to offer today.

Wesleyan Assurance Society is a mutual organisation, which means it is owned by and run for the benefit of its members. The Society does not have any shareholders, and any profits are either re-invested into the mutual organisation or used as internal finance to ensure the mutual is sustainable, safe and secure.

OUR RELATIONSHIP WITH YOU

Wesleyan Financial Services act on your behalf and can offer you advice on savings, investments (including pensions), mortgages and insurance. You will be advised by a Specialist Financial Adviser (from Wesleyan Financial Services). You may be referred to another of our specialists in certain circumstances. We do not provide advice on long-term care or equity release mortgages; however, we can refer you to a trusted partner if you have a lifetime mortgage need.

In order for us to give you advice you must be UK resident for tax purposes. In addition, you must be physically present in the UK when we give you advice, or we must be able to send our recommendations to a UK address. We cannot provide advice to residents of any of the Channel Islands or the Isle of Man. If you are a US citizen, the spouse (husband or wife) of a US citizen (whether or not you have taken US citizenship) or a Green Card holder, we can only advise you on a limited range of protection needs.

OUR SERVICE

For investments and pensions, Wesleyan Financial Services Ltd will offer you advice on a limited number of products provided by Wesleyan Assurance Society and Wesleyan Unit Trust Managers. In certain circumstances we may advise you on existing funds you hold in products not currently on our product panel. For protection, we will offer you advice on a limited number of products provided either by one provider or a limited number of providers. This is known as restricted advice.

For mortgages, we offer a comprehensive range of mortgages from across the market but do not offer deals which you can only get by going direct to a lender. We do not advise on second charge mortgages. If your enquiry is in relation to additional borrowing, we will provide advice on further advances as first charge borrowing only, i.e., we will consider the options for a further advance from your existing lender, or a remortgage to include the additional borrowing with a new lender. Other forms of borrowing we do not advise on are available; these include second charge mortgages and unsecured lending such as personal loans and credit cards.

For annuities, we offer a comprehensive range of non-investment linked plans from across the market.

We offer regular and standalone review services which include a full review of your circumstances, needs and plans, including cash flow modelling as well as a standalone Wesleyan group only plan review option.

For members of the NHS and Teacher's Pension Schemes we offer non-advised information only services projecting Scheme benefits in a range of circumstances, such as demonstrating the impact on benefits of early retirement.

We may provide the option of a referral to third parties for services we do not offer ourselves. Please see the Introductions section later in this document for full details.

THE RANGE OF PRODUCTS AND PROVIDERS WE OFFER ADVICE ON

We offer advice on a range of products selected from different product providers. We have chosen these providers based on a number of criteria, which include:

- ▶ their product(s) meet the needs of Wesleyan Financial Services clients, and
- ▶ they meet agreed service standards.

We regularly review the providers we use to ensure they continue to meet the above criteria.

Product	Provider
Protection	
Term Assurance, Mortgage Protection, Family Income Benefit, Critical Illness Cover	Aviva, Exeter Life, Guardian, Legal & General, LV=, Scottish Widows, Zurich
Income Protection*	Wesleyan Assurance Society, Aviva, Legal & General, LV=
Professional Expenses and Locum Insurance	Wesleyan Assurance Society
Non-linked Whole of Life Assurance	Aviva, Legal & General, Zurich
Gift Inter Vivos	LV=
Pensions	
Personal pension	Wesleyan Assurance Society
Annuities	
Standard annuity	Wesleyan Assurance Society, Aviva, Canada Life, Legal & General, Scottish Widows
Lifestyle annuity	Aviva, Canada Life, Just, Legal & General
Enhanced Annuity	Aviva, Canada Life, Just, Legal & General, Scottish Widows
Fixed term annuity	Canada Life, Legal & General, LV=
Investments	
Regular and single payment Stocks & Shares ISA	Wesleyan Assurance Society, Wesleyan Unit Trust Managers Ltd
Regular and single payment non-ISA collective investment	Wesleyan Unit Trust Managers Ltd
Regular and single payment insurance based investment	Wesleyan Assurance Society
Regular and single payment Junior ISA	Wesleyan Unit Trust Managers Ltd
Mortgages	
For residential mortgages, we offer a comprehensive range of mortgages from across the market but do not offer deals which you can only get by going direct to a lender.	

*For GPs, hospital doctors, consultants and dentists, we offer the income protection contracts of Wesleyan Assurance Society in the first instance. If you are not eligible for cover by Wesleyan Assurance Society, we will offer income protection from Legal & General, LV= and Aviva.

HOW WE WILL PROVIDE OUR ADVICE TO YOU

New advice



Agree needs and service level	<p>During this part of the meeting, your Specialist Financial Adviser will:</p> <ul style="list-style-type: none"> ▶ discuss your current financial circumstances, ▶ discuss your business and financial goals for the short, medium and long term ▶ agree the areas where you require our services and how you will pay us, and ▶ gain your agreement to proceed at the agreed costs.
Detailed data gathering	<p>During this part of the meeting, your Specialist Financial Adviser will:</p> <ul style="list-style-type: none"> ▶ complete an assessment of your agreed financial needs and objectives identifying shortfalls and risks that could impact on your financial security and ability to achieve your business and financial goals, and ▶ discuss your views on certain areas, such as how much risk you are prepared to accept with regards to your investments, your capacity to suffer financial losses and any restrictions on the types of products you will consider, which could impact your personalised solution.
Analysis of your requirements	<p>Your Specialist Financial Adviser will:</p> <ul style="list-style-type: none"> ▶ review any financial plans you currently hold and determine whether those plans meet your current and future needs, where known, and ▶ research and prepare a personalised solution based upon the information you provide.
Financial Planning Report	<p>You will receive a written Financial Planning Report, which will:</p> <ul style="list-style-type: none"> ▶ detail your personalised solution, ▶ explain the benefits of the recommendation, and ▶ include details of any costs, risks and disadvantages you need to be made aware of.
Presentation meeting	<p>Your Specialist Financial Adviser will:</p> <ul style="list-style-type: none"> ▶ present your personalised solution to you, ▶ explain the benefits of the recommendation, ▶ include details of any costs, risks and disadvantages you need to be made aware of, and ▶ discuss any queries you may have about any aspect of your personalised solution, either during or after the presentation meeting and review where necessary. <p>If you are happy to accept your personalised solution, your Specialist Financial Adviser will work with you to implement it.</p>

Our Ongoing Advice Service (2025)

Our Ongoing Advice Service (2025) is available to individual clients, family groups* and trustees who or collectively hold a minimum of £100,000 in Wesleyan group investment, savings and pension products, whether held directly or as trustees of a trust. The service is designed to provide you with ongoing advice and guidance to help ensure the investments made with the Wesleyan group remain suitable and to keep your financial plans on track as either your circumstances change or external elements change such as legislation, taxation or the economy. Once you qualify you can join the service at any time. This is an ongoing contract which is paid for by advice charges deducted from all funds invested after 31 December 2012 into investment, savings and pension plans you are an owner of. It provides you with reasonable access to your dedicated Specialist Financial Adviser as you require. As a minimum you are entitled to an annual financial review each year and we will contact you annually to arrange your review, or you can request one at any time. For individuals and family groups who meet the qualifying criteria this will include:

- ▶ a full financial health check including cash flow modelling with an assessment of shortfalls and risks which could affect your ability to achieve your financial goals,
- ▶ a review of the tax efficiency of your investments,
- ▶ a review of your attitude to risk and the balance of your investment portfolio, and
- ▶ we will discuss the performance of your investments and make appropriate recommendations on potential changes.

For trustees we will review the objectives and aims of the trust, in conjunction with the risk level, balance and performance of the trust portfolio.

We will discuss and assess the impact of any changes since your last review on your investments, needs and circumstances when we can consider and make appropriate recommendations.

We will keep you informed about relevant changes to taxation and regulations that may affect your finances through Advice Alerts – you will only receive these if we hold a valid email address for you. You will also be invited to attend online seminars exclusively for Ongoing Advice Service customers on topics which we have assessed as being informative for you.

You will have the opportunity to contact your Specialist Financial Adviser throughout the year for advice, guidance and to discuss your financial situation or for advice on withdrawing funds from your plans (please note in some cases accessing funds from pension contracts may attract an additional charge). Membership is for a minimum period of 12 months (or on becoming ineligible) after which you may cancel your membership at any time.

Should you become or marry a US citizen, or become a Green Card holder, while participating in this service, the areas we can advise you on will be limited. We are unable to provide this service if you become resident in the Channel Islands or the Isle of Man. Please contact us to discuss your options should this occur. For trusts at least one trustee must be a UK resident to participate in this service.

*A family group may consist of you and anyone who you will have joint financial reviews with.

The following fixed fee services are included in your plan or available at a discounted cost as shown below.

Service	Price for members of the OAS
Consultation fee	Included
Standalone cashflow assessment	Included
Basic NHS/TPS pension assessment	Included
Detailed NHS pension assessment	£750 plus VAT*
Advice on taking money from investments	Included

*Discounted from £960 plus VAT

The pre-2025 OAS is available to pre-2025 participants with qualifying funds under management between £30,000 and £100,000 but excludes 2025 service benefits.

The pre-2025 service is not open to new participants and lapsed participants may not rejoin.

Fixed fee services

Advised services	
Wesleyan Investment and Pension Review	<p>This service is suitable for existing clients. The service is a review of your Wesleyan group investments and pensions and whether they are appropriate for your current circumstances and needs.</p> <p>As part of the review, we will make recommendations where changes are needed. We can also support with the arrangement of any required changes (separate fees may apply).</p>
Full financial health check including cashflow modelling	<p>This service is suitable for both new and existing clients. In addition to reviewing and providing advice for your current circumstances and immediate needs we will complete a detailed review of your financial position and plans to assess how and whether these meet your future needs.</p> <p>We will consider probable and possible future changes in the values of your assets, income, expenditure and wider changes to circumstances, including how changes to health or death could impact on your family's plans. We do this using comprehensive cashflow modelling, which will provide you with a personal Financial Plan.</p> <p>For members of the Teachers or NHS pension Schemes, the Full Financial Health Check includes the Standard Pension Projection service (see below).</p> <p>For clients with an investment portfolio, we will undertake detailed analysis of your portfolio including an assessment of risk, performance and charges.</p> <p>You will receive a summary of your Full Financial Health Check with recommendations for any needs or changes that have been identified.</p>
Advice on accessing investments	<p>This service helps you make informed decisions on how you should access funds held in investments.</p> <p>It is especially useful where you are accessing part of a life insurance bond, where we will calculate any tax due and how this varies depending on how you access the funds.</p>
Cashflow modelling	<p>Cashflow modelling projects your future financial circumstances helping you forecast how your financial plans will develop and evolve over time. This can be added to other advised services.</p>
Non-advised information only services	
Standard Teachers or NHS pension schemes benefits projection	<p>This service projects your occupational scheme benefits based on your current circumstances.</p>
Detailed NHS pension benefits and costs projection	<p>This service provides everything outlined in the Standard pension scheme projection described above, but includes a more detailed assessment of your NHS pension benefits and costs, including Annual Allowance charges as well as looking at the impact of the McCloud judgement.</p>

Bespoke services

You may have other financial needs not covered by the above. If this is the case, please contact us and we will be happy to discuss your requirements.

THE COST OF OUR SERVICES

We will answer any questions you have about our charges before you start paying them. We will not charge you until you have agreed these charges. If we ever need to repay any charges to you, we will do so within 14 days.

You may have to pay taxes and other costs relating to our service which we do not control. We cannot pay these on your behalf.

How we charge for our advice and services

We offer a range of advice and information services which may be charged by fixed fee or variable charge. These may be paid for by fee direct from you, by advice charges deducted from investment, savings or pension plans or by commission paid to us by the product provider for any protection plans or mortgages you take up.

You will have an initial introductory discussion with your adviser, which is without charge. The intention of this discussion is to help us understand more about your circumstances, discuss which areas you would like our advice and support on, and how we will charge for our services.

Where you hold existing investments, savings or pension plans with Wesleyan group, we offer both a regular annual financial review service paid for by product charge deduction, or a range of one-off review services which are paid direct by you.

Fixed fee services are where we charge you a set fee for work we complete on your behalf. You will need to agree to the fee before we commence work and once you have agreed to the service the fee will be payable unless you cancel before we commence work. After delivery of the service, we will email you an invoice which will detail the charge, whether VAT applies, how you can pay and the payment terms.

For Wesleyan Investment and Pension Review, Full Financial Health Check, and Cash Flow Modelling services, if the service leads to us providing you with advice to take out a new product and you take up that advice with WFS arranging the product, the service fixed fee will be waived and the advice paid for either by advice charge or payment from the product provider.

We will not charge you until you have agreed the services you require and the associated costs. Where VAT is payable, we will make this clear to you on each invoice. Charges only become payable once we have completed the work we agreed with you.

Advice relating to new needs and objectives

Specific needs

Where you have specific needs you wish to address and require advice in one or a limited number of need areas, relating to any new investment advice, retirement planning, protection or borrowing needs, we charge a fixed consultation fee. However, if following our advice, you take out a plan or mortgage the consultation fee will be waived and the advice paid for either by the advice charge or payment from the product provider. We will also not charge the consultation fee where, as part of the same process, you purchase one of our fixed fee services or if you are a member of our ongoing advice service.

The consultation fee is £300 plus VAT.

Holistic financial planning

If you wish to review your requirements in multiple need areas and benefit from holistic financial planning, this is provided through our Full Financial Health Check service which carries a fixed fee. However, if following our advice, you take out a plan or mortgage the Full Financial Health Check fee will be waived and the advice paid for either by advice charge or payment from the product provider. We will not charge the fixed fee if you are a member of our ongoing advice service.

The Full Financial Health Check fixed fee is £800 plus VAT.

These fees are payable where you have engaged our services for financial advice, but you decide not to proceed with any products or service we have recommended or where our advice is that you have no need to purchase a new financial product.

The fee for these advice services covers the cost of the work we will complete to fully assess your needs and identify any areas where further advice is required.

Where a fee is payable, we will send you an invoice following our last meeting, which will detail the amount of the fee, whether it is subject to VAT, how to pay and our payment terms.

Investment and pension advice

Where we provide investment and pension advice that leads to you purchasing an investment, pension or annuity, you will pay an Initial Advice Charge (IAC) which is deducted from the money you invest. The IAC covers our costs of advising and arranging the investments on your behalf.

Although you pay nothing directly to Wesleyan Financial Services Ltd, we will receive this fee from your plan provider collected by deductions from your plan. Details of the fee will be confirmed in your illustration and Financial Planning Report.

The IAC applies when as a result of our advice:

- ▶ you take out a new savings, investment, pension plan or annuity
- ▶ for the first ten years of each regular payment you make into a plan
- ▶ existing funds in a pension policy are selected for drawdown, or
- ▶ you top up a savings, investment or pension product you already hold.

For regular payments we will collect the IAC for ten years from commencement of the regular payment. If you increase the regular payment, the IAC relating to the original payment and increased amount are calculated separately. Each one is collected for ten years from when that payment started. For example, the last IAC applied to a payment started in January 2023 will be in December 2032; if an increment to that original payment was made in July 2025, the last IAC applied to the increment amount would be in June 2035.

We will waive any Initial Advice Charge which would apply for moving pension funds to Flexi-access Drawdown when as part of the same advice those funds have already been subject to an Initial Advice Charge within the previous 12 months.

We use a tiered charging structure based on a percentage of your investments.

Initial Advice Charge for lump sum payments

Investment amount	Rate applied	Example costs
The first £300,000*	3% of first £300,000	For an investment of £50,000 3% = £1,500
+	+	
Any amount above £300,000*	Zero*	For an investment of £550,000 3% of £300,000 = £9,000

*Available where the total investment at one time, into any combination of investment, pension or annuity products, by an individual, couple, or trustees exceeds £300,000. The discount will be applied evenly across all products, or variably at our discretion.

Initial Advice Charge for regular monthly payments

Investment amount	Rate applied	Example costs
All amounts	3% of the payment deducted from each payment for the first ten years.	For a £250 investment per month 3% = £7.50 per month. This equates to £90 per annum. Over 5 years the cost is £450.
	After the 10th anniversary of the payment commencement no further Initial Advice Charges are taken from that payment.*	Over 10 years the cost is £900 and the Initial Advice Charge ceases. Over 20 years the cost is £900.
		For a £5,000 investment per month 3% = £150 per month. This equates to £1,800 per annum. Over 10 years the cost is £18,000 and the Initial Advice Charge ceases. Over 20 years the cost is £18,000.

*The Initial Advice Charge is collected for ten years on payments paid as a result of advice and will increase proportionately where the payment is automatically indexed. The ten year Initial Advice Charge collection period runs separately for each advised payment increase. For example, for a plan started with an advised payment of £500 a month, which is increased to £750 after five years following further advice, the Initial Advice Charge is collected on £500 for years 1 to 10 of the plan and on the £250 increment for years 5 to 15.

Your illustration and Financial Planning Report will confirm the level of Initial Advice Charge you will pay based on your actual investment amount.

Insurance

For providing advice and recommendations for the insurances specified below, we will be paid commission by the insurance provider. Although you pay nothing up front, that does not mean that our service is free as you still pay for our advice indirectly through product charges. Details of the commission we receive will be confirmed in your illustration and Financial Planning Report.

Insurance products provided		
Mortgage Protection	Income Protection	Whole of Life Assurance (non-investment)
Term Assurance	Locum Insurance	Gift Inter Vivos
Critical Illness Cover	Professional Expenses	

Mortgages

For providing advice and a recommendation for a mortgage, we will be paid commission by the mortgage lender. Wesleyan Financial Services use Premier Mortgage Services and Build Loan to assist in sourcing mortgages and receive a payment from them for every mortgage submitted through them. Information on the levels of commission we may receive from different mortgage lenders is available on request. Although you pay nothing up front, that does not mean that our service is free as you still pay for our advice indirectly through product charges. Details of the commission we will receive will be confirmed in your European Standardised Information Sheet (ESIS) illustration and Financial Planning Report. Your ESIS illustration will also tell you about any fees relating to a particular mortgage being considered.

We offer a referral service for conveyancing, equity release and commercial borrowing.

Ongoing Advice Service Charge

If you opt into our Ongoing Advice Service, either when you take out the product or at a later date, you will pay a fee called the Ongoing Advice Charge. This will be applied to all Wesleyan group investment and pension products (excluding annuities) you hold either in your name or jointly with another person. Where you hold plans jointly with another person, we recommend that you discuss with them the implications of the Ongoing Advice Charge being deducted before you join our Ongoing Advice Service. Although you pay nothing directly to Wesleyan Financial Services Ltd, we will be paid this fee through your plan(s). Details of the fee will be confirmed in your illustration and Financial Planning Report. All plan holders will receive an annual statement confirming the amount of ongoing advice charge paid in that reporting period. The Ongoing Advice Charge will apply to:

- ▶ new savings, investment and pension plans taken out after 30 December 2012 and top-ups to those plans, and
- ▶ top-ups you make after 30 December 2012 to plans opened before 30 December 2012.

This charge will apply to all payments which commence after 30 December 2012, whether or not we advised you on the initial investment. This means if you are opted in the charge will also be applied to any products you purchase direct.

We use a charging structure based on a percentage of your investments, which means the charge will increase as the fund grows.

Rate applied

0.5% of how much your investments are worth each year
This will be collected monthly as part of your product charge or by cashing in units you hold
The Ongoing Advice Charge is applied every year at the prevailing rate at the time

Example costs

For an end of year value of £100,000 $0.5\% = £500$ per annum. This equates to £41.67 per month
For an end of year value of £120,000
 $0.5\% = £600$. This equates to £50.00 per month

You can choose not to take the Ongoing Advice Service or opt out of (cancel) this service at any time after your first 12 months of membership (or earlier if no review or other discounted or included service has been taken). For details of how to cancel the Ongoing Advice Service, please go to the Cancellation Rights section below.

We may change the rate we charge for the Ongoing Advice Service, or withdraw or amend the Service, in the future. We will give you at least 90 days' notice in writing of any changes.

Your illustration will include an example of the Ongoing Advice Charge you may need to pay in the future based on your actual investment and potential growth.

Please ensure you cancel this service if you become non-UK resident for tax purposes or become resident in the Channel Islands or the Isle of Man, as we cannot advise you in these circumstances.

Fixed fee services

Service	Fee
Wesleyan Investment and Pension Review	Fee of £300 plus VAT. This will be waived if the assessment leads to you taking out a financial product
Full financial health check including Cash flow modelling	Fee of £800 plus VAT. This will be waived if the assessment leads to you taking out a financial product
Cash flow modelling	Fee of £500 plus VAT. This will be waived if the assessment leads to you taking out a financial product
Standard Teachers or NHS pension schemes projection	Fee of £250 plus VAT. This will be waived if part of a Full Financial Health Check or where we have needed to calculate the existing retirement pension in order to formulate our advice and a product is then taken
Detailed NHS pension benefits and costs projection	Fee of £960 plus VAT
Advice on accessing investments	Fee of £300 plus VAT. This will be waived if part of a Full Financial Health Check

Bespoke services

We will provide a written quotation before commencing work where bespoke services are agreed.

Invoicing and payment terms

Where a fee is payable, we will email you an invoice following the meeting where the agreed service is delivered. The invoice will confirm the amount payable, the date by which this should be paid (usually 14 days from receipt of the invoice) and whether this includes VAT. Contained within the email will be a payment link for you to pay the fee online.

In the event payment is not received, we will email payment reminders after 14, 28 and 42 calendar days. If following the final payment reminder, the fee is still unpaid, we reserve the right to pass the outstanding fee to a legal firm who will then contact you for payment, including an additional administration charge of £30.

Should you be experiencing financial difficulty, please contact us to discuss possible alternative payment options.

Other charges

There may be other charges and fees which may be applicable to your plans, for example annual management charges, fund charges, platform charges and specific product charges. These additional charges will be detailed in your product documentation, such as the Key Features Document and personal illustration.

EMPLOYEE REMUNERATION

Your Specialist Financial Adviser is employed by Wesleyan Financial Services Ltd and is paid a salary. In addition, we reward Specialist Financial Advisers and their managers with incentives if they meet certain sales targets. These incentives include bonuses, annual awards and career progression opportunities leading to enhanced salary and benefits. Any plan or fixed fee service you purchase, including the Ongoing Advice Service, will contribute towards these targets. All incentives are dependent on maintaining strict quality standards on the advice given.

YOUR PROTECTION

Unless we write to you to tell you otherwise, we will treat you as a 'retail client'. This means that you are afforded the highest level of protection under the regulatory system.

Ownership

'Wesleyan' is the trading name of the Wesleyan Group of Companies. Wesleyan Financial Services Ltd is wholly owned by Wesleyan Assurance Society.

Who regulates us?

Wesleyan Financial Services Ltd is authorised and regulated by the Financial Conduct Authority. The Financial Conduct Authority is a financial services regulator.

Wesleyan Financial Services Ltd's permitted business is advising and arranging investments, insurance and mortgages and our Financial Services Register number is 134753. This can be checked by visiting the Financial Conduct Authority's website <https://register.fca.org.uk/> or telephoning 0800 111 6768.

Information only services

Information only services are not regulated by the Financial Conduct Authority, but you may have protection under the Consumer Rights Act 2015. This gives you certain legal rights, known as statutory rights, such as:

- ▶ services should be carried out with reasonable care and skill
- ▶ you must pay a reasonable price for the services, and no more if we and you haven't fixed a price for the services, and
- ▶ we must carry the services out within a reasonable time if you and we haven't fixed a time for the services to be carried out.

We must provide you with services that comply with your legal rights. The examples above are a summary of some of your key rights. For more detailed information on your rights and what you should expect from us please contact us using the details below or visit the Citizens Advice website at www.citizensadvice.org.uk or call 0345 040506.

What to do if you have a complaint

If you wish to register a complaint, you can do so by speaking to any member of Wesleyan staff or in the following ways:

- ▶ In writing to:
Complaints Team, Customer Operations – Birmingham, Wesleyan Assurance Society, Colmore Circus, Birmingham B4 6AR
- ▶ By phone: 0121 200 3003
- ▶ By email: complaints@wesleyan.co.uk
However, please avoid sending personal information by email as it is not a secure method of communication.
- ▶ Via our website: www.wesleyan.co.uk/contact/complaints

For complaints relating to advised services, if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

Further information about the Financial Ombudsman Service can be found on their website www.financial-ombudsman.org.uk

For complaints about non-advised information only services, if you are unhappy with:

- ▶ the service
- ▶ our service to you generally or
- ▶ any other matter

Please contact us using the contact details above as soon as possible.

If we cannot resolve a dispute using our internal complaint handling procedure, we will let you know that we cannot settle the dispute with you. You can find information on possible alternative methods of dispute resolution by contacting the Chartered Trading Standards Institute on 0345 040506 or by visiting their website at: <https://www.tradingstandards.uk/commercialservices/adr-approved-bodies>.

The Financial Services Compensation Scheme (FSCS)

You may be entitled to compensation from the scheme if we have provided advice that is deemed unsuitable and are subsequently unable to meet our obligations.

The level of compensation available depends upon the product involved. The maximum levels are detailed below.

Product type	Products covered	Cover
Investment	Investment advice provided by Wesleyan Financial Services on Capital Investment Bond (CIB), Flexible Savings Plan (FSP), Stocks & Shares ISAs, Junior Stocks & Shares ISA (JISA), Unit Trusts and Personal Pensions	Most types of investment business are covered for 100% up to a maximum of £85,000 per person per financial organisation
Insurance and annuity	Products listed under Insurance on page 4 and Standard, Lifestyle, Enhanced Annuities	Advising and arranging insurances is covered for 100% of the claim, without any upper limit
Home finance	Mortgages	Advising and arranging mortgages is covered for 100% up to a maximum limit of £85,000

You are also protected in the event of your product provider failing. The maximum cover for the following product types are as follows.

Product type	Products covered	Cover
Deposit	Cash-based savings	£85,000 per legal entity per financial institution*
Collective investments	Stocks & Shares ISAs, Junior Stocks & Shares ISAs, Unit Trusts	Most types of investment business are covered for 100% up to a maximum of £85,000 per person per financial organisation
Insurance (investment)	CIB, FSP, With Profit ISAs and Personal Pensions	Covered for 100% without any upper limit
Insurance (personal)	Products listed under Insurance on page 2	100% with no upper limit**

*In limited circumstances, you may be eligible for cover up to £1,000,000 for temporary high balances.

**This includes protection of your claim where your claim has failed because your policy is not in force as a result of a failure by the intermediary, such as the intermediary failing to correctly pass on information or a payment.

Further information can be obtained from the Financial Services Compensation Scheme's website www.fscs.org.uk

Conflicts of interest

We will always seek to act in your best interests. However, circumstances can arise where:

- ▶ we have some form of interest in business being carried out by you
- ▶ one of our other clients has some form of interest in business being carried out for you, or
- ▶ we become aware that our interests or those of one of our other clients conflicts with your interests.

If this happens, we will write to you to get your consent before we proceed with your instructions and outline the steps we will take to make sure you are treated fairly.

Changes to this agreement

If we make material changes to the information in this agreement, we will give you at least 90 days' notice in writing.

OTHER IMPORTANT INFORMATION

Your information

The Wesleyan Group of companies is committed to protecting the privacy and security of your personal information. The following is a summary of the key points of our privacy notice and explains where to go for further information.

How we use your personal data

We collect and use personal data about you to provide our products and services to you and to let you know about other Wesleyan products and services you might be interested in. You are free to opt out of marketing communications at any time. As a mutual organisation, we also communicate with our members about their membership (for example, voting in our AGM) and the benefits they are entitled to.

In order to provide you with accurate advice and quotations we may need to ask for information relating to your or your family's health or criminal convictions such as driving offences. You are not obliged to provide this information but if you do not do so, we may not be able to provide you with complete and accurate advice or offer to cover you or your family under a policy. When required, we will ask you for your consent to:

- ▶ process such information for the reasons set out above, and
- ▶ provide this information to third-party providers in order to provide quotations to you (where applicable).

Where you have provided information about another person, you confirm that you have their authority to share that information with us in accordance with our privacy notice.

Who we share your data with

We may share your personal data with third parties. These may include other members of the Wesleyan Group of companies, our regulators, third-party service providers (such as IT suppliers), credit reference agencies or other third parties who are involved with the supply of products and services to you. Where we supply your data to a third party for the provision of products or services to you, they will decide the purposes for which they process your data and will act under their own privacy policy. We will never sell your data to other organisations for marketing purposes.

Your rights in respect of your personal data

You have various statutory rights in respect of your personal data. For example, you have the right to ask for a copy of the personal data we hold about you and to ask for errors to be corrected. Our privacy notice explains all these rights in more detail and what you need to do to exercise them.

How we keep your personal data secure

We continue to invest in protecting your personal data through staff training, IT systems security and by working closely with carefully chosen suppliers.

Who to contact

We have appointed a data protection officer (DPO) to oversee compliance with our data protection obligations. If you have any questions about how we handle your personal information, please contact our DPO, whose contact details are below.

While we hope you can discuss any issues you may have with the DPO, you also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection issues. It can be contacted via its website at <https://ico.org.uk/>

Our Data Protection Officer can be contacted on 0121 200 3003 or by email to privacy@wesleyan.co.uk. However, please avoid sending personal information by email as it is not a secure method of communication.

How to find out more

Our privacy notice is available at www.wesleyan.co.uk/privacy. If you'd like to receive a paper copy of this, please write to us at Data Protection Team, Wesleyan Assurance Society, Colmore Circus, Birmingham, B4 6AR, email privacy@wesleyan.co.uk or phone us on 0800 975 4162.

Language

Any written or spoken communications with you will be in English.

Law

This document will be governed by and construed in accordance with English law.

Legal and accountancy services

Wesleyan Financial Services Ltd and its employees are not able to give you legal or accounting advice or to prepare legal or accounting documents for you. You may need to contact a solicitor or accountant if a point of law or accountancy arises during your discussions with us. We will not pay for the costs of any legal or accountancy advice.

We will set out the tax treatment of your payments or contributions and encashment based on our understanding of the regulations at that time. However, how HM Revenue & Customs actually treat them is determined on a case by case basis. You may need to refer to an accountant for more specialised advice on the tax treatment of your policy.

Confirming your identity

We are legally required to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on your behalf and to ensure that the information we hold is up to date. For this purpose, we will need to see appropriate documentary evidence and/or we may use a credit reference agency to provide electronic identity verification.

We may conduct these checks from time to time throughout our relationship, not just at the beginning.

Any electronic searches completed for verification of identity will not affect your credit rating. Please note, credit reference searches carried out by third-party lenders when considering actual or potential mortgage applications arranged by us on your behalf may leave a footprint. Multiple searches may temporarily affect your credit rating depending on the type of search undertaken.

Client money

Wesleyan Financial Services Ltd is not permitted to handle client money and we cannot handle cash or accept a cheque made out to us.

Referrals

Clients may be referred to Wesleyan Financial Services Ltd from companies with whom we have a professional connection. Advice given by us is based solely on the information that you have given us. The advice is not influenced by the professional connection, other than by facts given to us with your permission.

Wesleyan Financial Services Ltd is responsible for the financial advice, and not the referring firm.

INTRODUCTIONS

In certain circumstances, should you have needs we cannot meet, we may refer you to third parties who provide the relevant service or product. We will only provide them with relevant information to assist them in dealing with your query. Wesleyan Financial Services Ltd is not responsible for any advice provided by the third party.

Conveyancing

Wesleyan Financial Services Ltd does not provide advice on conveyancing or conveyancing providers. However, at your request we can refer you to United Legal Services Ltd eConveyancer service.

If we provide you with a referral for conveyancing, United Legal Services Ltd will pay us £150 when you complete. All costs or charges for conveyancing are detailed on a quote provided by United Legal Services Ltd trading as eConveyancer.

Commercial borrowing

Wesleyan Financial Services Ltd does not provide advice on commercial finance, and Wesleyan Group does not provide commercial lending. However, at your request we may refer you to Watts Commercial Finance Ltd for services relating to commercial finance, including mortgages and acquisitions.

Wesleyan Financial Services Ltd will receive a fee from Watts Commercial Finance Ltd for an introduction to them in respect of a commercial mortgage, when the mortgage or loan completes.

Equity release

Wesleyan Financial Services Ltd does not provide advice on equity release. However, at your request we can refer you to Hub Financial Solutions who provide independent advice on equity release lifetime mortgages. Wesleyan Financial Services will receive a fee from Hub Financial Solutions for an introduction to them for a lifetime mortgage when the mortgage completes.

CANCELLATION RIGHTS

Product cancellation

In most cases, you can exercise your right to cancel by withdrawing from the contract. The cancellation period depends on the product we recommend, and this cancellation period will be outlined in your Financial Planning Report.

If you cancel a single-payment contract, for example an Investment Bond, or a regular-payment contract, for example a Unit Trust, and the market:

- ▶ decreases – you might not get back the full amount you invested, or
- ▶ increases – you will not be entitled to the increase in value.

Ongoing Advice Service

Membership is for a minimum period of twelve months from inception, after which you may terminate your agreement for the Ongoing Advice Service at any time (or earlier if no review or other discounted or included service has been taken).

You may terminate the agreement immediately should you become ineligible to participate in the service due to becoming non-UK resident.

Notice of this termination may be given in writing (to Wesleyan Financial Services Ltd, Colmore Circus, Birmingham B4 6AR), via your MyWesleyan account or by phoning us on 0800 980 9341; alternatively you may inform your Specialist Financial Adviser you wish to opt out. It may take up to 30 days to process.

This agreement

You or we may terminate this agreement and our authority to act on your behalf at any time, without penalty. Notice of this termination may be given in writing (to Wesleyan Financial Services Ltd, Colmore Circus, Birmingham, B4 6AR), or by phoning us on 0800 980 9341; alternatively you may inform your Specialist Financial Adviser, and will take effect from the date of receipt.

Termination will not affect any transactions already initiated, which will be completed according to this document unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees outstanding, if applicable.

Terms

This is our standard agreement on 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 an explanation.

Financial advice: retirement planning • investing • funding • insurance

If you would like this document in Braille, large print or audio format, please contact **0800 975 3710**.

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Advice is provided by Wesleyan Financial Services Ltd.

'WESLEYAN' is a trading name of the Wesleyan Group of companies.

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Wesleyan Assurance Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Incorporated in England and Wales by Private Act of Parliament (No. ZC145). Registered Office: Colmore Circus, Birmingham B4 6AR. Telephone: 0345 351 2352. Calls may be recorded to help us provide, monitor and improve our services to you.

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Wesleyan Unit Trust Managers Ltd is wholly owned by Wesleyan Assurance Society which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Wesleyan Unit Trust Managers Ltd is also a member of The Investment Association. Calls may be recorded to help us provide, monitor and improve our services to you. Copies of the Scheme Prospectus, Key Investor Information Documents (KIIDs) and the most recent Annual Report and Half-Yearly Report on authorised funds are available free of charge from the Administration Centre.

Administration Centre: PO Box 9033, Chelmsford CM99 2WQ Telephone: 0330 123 3813