

## TERMS OF BUSINESS

**Please note that this is a very important document and should be read within the terms and conditions within the Client Profile Form and kept in a safe place.**

1. Those who advise on life assurance, pensions or investment products are:

*Either* Representatives of a particular company,  
*Or* Independent.

Both types of adviser should only recommend life assurance, pensions or investment products if they consider such products suitable to your needs.

2. A representative of a particular company acts on its behalf and will recommend a product picked only from the range of those offered by that particular company.

3. Your adviser is independent. He will act on your behalf in recommending a product picked from the ranges of all the companies that make up the market place. Unless you come to some other arrangement with him, your adviser (or the firm he works for) will normally receive commission from the company that issues the life policy or units to you. You will be given details of this commission by your adviser if you ask him.

4. Your adviser is bound by the Codes of Conduct under legislation as laid down by the Guernsey Financial Services Commission, which have been designed for your protection. They require that your adviser:

\* acts with high standards of integrity and fair dealing in the conduct of investment business and complies with the best market practice.

\* acts with due care, skill, and diligence in the conduct of investment business.

\* explains the main features of the product he is recommending to you.

Accordingly, your adviser will:

\* ask you about your personal and financial circumstances, in order to judge which products are suitable for you and,

\* if there is a product suitable for your needs, consider and ensure that you will be given sufficient information which you are able to understand and which enables you to make balanced and informed investment decisions.

5. The company whose product you buy will give you the following information in writing:

\* Full details of the product, including:

- how you pay;

- how much and for how long;

- its benefits to you;

- for certain types of product, an indication of the company's expenses or charges that will be taken out of the money you pay. These expenses or charges may arise both at the same time you first buy the product and also in the future.

\* An indication, where your investment is a life policy, of how much money, if any, you would receive if you stop the policy within five years of taking it out.

6. **Note carefully:** If you want more information now about any of these matters, or if anything else is not quite clear to you, tell your adviser. It is his/her job to help you understand everything you want to know.

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