

Terms of Business

TOB.FP.INT.RES.5.0

Financial Associates Ltd. is an Appointed Representative of Intrinsic Financial Planning & Intrinsic Mortgage Planning, who are authorised and regulated by the Financial Conduct Authority.

- This document sets out the terms of business between our firm (as an Appointed Representative) and its clients
- These 'Terms of Business' apply until further notice.
- Either we or you can end these terms at any time, without penalty and this will not affect any outstanding transactions being carried out on your behalf

Contents

2 Confirmation of My Advice Areas

3 Confirmation of Whose Products I Offer

4 What will you pay for my services?

10 Other Important Information We Feel You Ought to Know

Telephone
01793 750101

Email
info@fa92.com

Website
fa92.com

95 High Street
Cricklade SN6 6DF

Confirmation of My Advice Areas

Insurance	
<input checked="" type="radio"/>	We will advise and make a recommendation for you after we have assessed your needs for Life Assurance, Critical Illness, Income Protection, Accident Sickness & Unemployment, Home Insurance, and Private Medical Insurance.
<input type="radio"/>	You will not receive advice or a recommendation from me. 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.
Mortgages	
<input checked="" type="radio"/>	We will advise and make a recommendation for you after we have assessed your needs.
<input type="radio"/>	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.
Investments	
<input checked="" type="radio"/>	We will advise and make a recommendation for you after we have assessed your needs.
<input type="radio"/>	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.

Confirmation of Whose Products I Offer

Insurance	
<input type="radio"/>	We offer Life, Critical Illness, Private Medical Insurance, Income Protection Whole of Life and General Insurance products from the whole of market.
<input checked="" type="radio"/>	We offer Private Medical Insurance, Life, Critical Illness, Income Protection and Whole of Life products from a panel of leading insurers. Ask us for a list of insurers we offer insurance from.
<input checked="" type="radio"/>	We offer General insurance products from Legal & General. If Legal & General cannot insure you for Buildings and Contents, we may use a range of other providers.
Mortgages	
<input checked="" type="radio"/>	<p>Residential</p> <p>We offer a mortgage review service that is representative of the whole of the market, but not deals that you can only obtain by going direct to a lender.</p> <p>We do not provide advice on 2nd charge mortgages or bridging loans. Where clients have a need for these types of loan we will refer you to a specialist broker.</p>
<input checked="" type="radio"/>	<p>Business loans; Business Buy to Let; Consumer Buy to let</p> <p>We offer a mortgage review service that is representative of the whole of the market, but not deals that you can only obtain by going direct to a lender.</p> <p>We do not provide advice on 2nd charge mortgages or bridging loans. Where clients have a need for these types of loan we will refer you to a specialist broker.</p>
<input type="radio"/>	We only offer mortgages from a limited number of lenders.
<input type="radio"/>	We only offer mortgages from a single lender
Investments	
<input type="radio"/>	Independent advice - My recommendation will be based on a comprehensive and fair analysis of the market and include a sufficient range of financial instruments, structured deposits and other retail investment products.
<input checked="" type="radio"/>	Restricted advice - My recommendation will be limited to suitable investment and pension products from a panel of leading investment companies. I will be happy to provide you with a list of the companies on the panel at your request.

Unregulated Mortgages

It is important to point out that not all mortgage loans and services are regulated by the Financial Conduct Authority. Some of the advice and services we provide may relate to loans which are either unregulated or have limited consumer protection.

We will confirm to you if any product we are recommending is not regulated by the FCA. You should note that if we are arranging a "Buy-to-Let" mortgage for you, it is very important to understand that very few Buy-to-Let mortgages are regulated by the Financial Conduct Authority (FCA).

We will confirm to you if any product we are recommending is a Business Loan; a Business Buy-to-Let; or a Consumer Buy-to-let loan.

What Will You Pay for My Services?

Insurance	
<input type="radio"/>	A fee
<input checked="" type="radio"/>	No fee for Life Assurance, Critical Illness, Income Protection, Accident Sickness & Unemployment, Home Insurance, and Private Medical Insurance. We will be paid by commission from the company. You may be asked to sign an agreement to maintain the premium on any policy recommended for a minimum specified period.
You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.	
Mortgages	
<input type="radio"/>	No fee
<input checked="" type="radio"/>	<p>Residential</p> <p>We charge a fee for advice, research, recommendation and implementation.</p> <ul style="list-style-type: none"> A fee up to 1% of the mortgage. We will also be paid commission from the lender. Of this fee, up to £495 may be payable upfront with the balance payable on completion of the mortgage. On a loan of £100,000 this would equate to a maximum £1,000. Or you could choose to pay a fee only option where you will pay a fee of up to 2%, with a minimum fee of £2,000 payable on completion of the mortgage. We will pass on any commission paid by the lender to you. On a loan of £100,000 this would equate to a maximum £2,000 being paid, with the lenders commission being rebated back to you. <p>Should you wish, you can request to view the commission rates from each of the lenders we have considered at the time that we make our recommendation to you. The amount of commission will vary depending on individual circumstances; the lender and product. The exact amount of the commission will be explained to you before you apply for a loan.</p>
<input checked="" type="radio"/>	<p>Business loans; Business Buy to Let; Consumer Buy to let</p> <p>We charge a fee for advice, research, recommendation and implementation.</p> <ul style="list-style-type: none"> A fee up to 1% of the mortgage. We will also be paid commission from the lender. Of this fee, up to £495 may be payable upfront with the balance payable on completion of the mortgage. On a loan of £100,000 this would equate to a maximum £1,000. Or you could choose to pay a fee only option where you will pay a fee of up to 2%, with a minimum fee of £2,000 payable on completion of the mortgage. We will pass on any commission paid by the lender to you. On a loan of £100,000 this would equate to a maximum £2,000 being paid, with the lenders commission being rebated back to you. <p>Should you wish, you can request to view the commission rates from each of the lenders we have considered at the time that we make our recommendation to you. The amount of commission will vary depending on individual circumstances; the lender and product. The exact amount of the commission will be explained to you before you apply for a loan</p>



If you ask us to refer you to a specialist broker for 2nd charge lending and/or bridging loans we will receive a payment from the broker if they arrange a loan for you. The amount of the payment will vary according to circumstances but will typically be 1% of the loan.

You will receive a Mortgage Illustration when considering a particular mortgage, which will tell you about any fees relating to it.

Refund of Fees



If we charge you a fee, and your mortgage does not go ahead, you will not receive a refund



If we charge you a fee, you will receive a full refund if the lender rejects your application.

Investments



Standard Fees - where you wish to take advantage of our full advice process, or our ongoing service options. These are shown by way of implementation and ongoing service fees, and it is likely that no VAT is due on these fees.



Ad Hoc Fees - where you do not wish to subscribe to an ongoing service, or where you want specific advice or project work. It is likely that VAT may be due on these fees.

Standard Fees

As your adviser, I will be paid by you for the advice I give you both initially and ongoing. The section below sets out the fees for the initial advice I offer. Once I have a better understanding of your situation I will go through the fee structure and be able to give you the actual fee amount that will apply to you.

I am not able to receive or retain any other inducements from a product provider. Should I receive any additional fee, commission, monetary or non-monetary benefit as a result of a recommendation made to you I will return this to the product provider to transfer it to you (as appropriate) and attempt to stop further payments/inducements being received.

We will act as the intermediary between the product provider(s) and you with a view to arranging the purchase of the Retail Investment Products as we have agreed.

Unless otherwise explained the fees below will cover a full advice process: understanding your current situation, objectives, attitude to risk, research to identify suitable solutions, documenting our recommendations and implementing the agreed solutions. Fees for the design, production and implementation of a financial strategy are calculated as follows:

Initial Advice Fee

When our work involves investing a lump sum of money, our typical fees are:

- 4.5% of the investment/transfer amount. For an investment of £15,000 at 4.5% this would equate to £675.

Should you invest through regular premiums, our typical fees are either:

- Up to 50% of the first 12 months' gross contributions from the plan start date. For a regular contribution of £300 per month this would equate to a maximum £1,800.
- Alternatively, up to 5% of the monthly contributions for the first ten years of the plan. For a regular premium of £300 per month this would equate to a maximum £1,800.

Minimum Fees & VAT

The fees outlined above are raised when the investment is made and it is likely that no VAT is due on these fees.

Any variation to this amount will be confirmed in writing to you before proceeding further. This may be for example for larger or more complex loans, or where your personal situation is more complex regarding income sources, taxation, residence and credit rating.

Implementing Investment Solutions

As with most investments there is a risk of loss, especially in the short-term (over periods of less than five years). If you need access to your money in the very short-term, then holding it in a risk-free bank account could be the right course of action. We will discuss these options with you, as well as providing a detailed suitability report for you to read in your own time, before we implement our recommendations. This will help ensure you understand the advice you have been given. Of course, if you have any questions we will be happy to help. You are not obliged to implement any of our recommendations. However, we may still charge a fee for our advice.

When we arrange an investment for you it will typically be made into a collective investment fund. These funds have a range of different investment strategies so we will recommend one that aligns with your attitude to risk and the period of time you wish to invest for.

These funds will typically be bought via an investment platform that we recommend for you. Once we have completed the advice process the investment will be made for you in a timely manner, and in accordance with our Best Execution Policy. For example, for the majority of collective investments, they will be bought or sold at the next Valuation Point (typically 12.00 Midday) the next business day, after the instruction has been received by the platform.

Once we have agreed on an appropriate solution we will provide you with full details of the investment fund, platform, and all associated costs.

Ongoing Service Fee

It is important to regularly review your investments to ensure they remain appropriate for your risk profile and the outcomes you seek, which can change over time.

Our Ongoing Service will include recommending changes to existing investments to help meet your goals at an acceptable level of investment risk, providing fund analysis and valuations and a wide range of associated ad hoc services. All service levels include a review, it is simply the style and frequency that alters as shown in the below table:

Ongoing Service Offering	Wealth Management	Wealth Advice	Standard
Adviser discovery meeting	Annually	Two-yearly	Ad-hoc
Alignment of risk profile	Annually	Two-yearly	Two-yearly via telephone
Portfolio update and valuation	Annually	Two-yearly	Two-yearly via telephone
Annual mortgage rate review	✓	✓	✓
Second opinion service	✓	✓	✗
Out of business hours contact	✓	✗	✗
Head Office Contact			
Review call	6 Monthly	Annually	✗
Client service manager	✓	✗	✗
Client service administrator	✗	✓	✓
Welcome call	✓	✓	✓
Information Services			
Quarterly newsletter	✓	✓	✓
Retirement analysis	Annually	Two-yearly	Two-yearly via telephone
Budget summary	✓	✓	✗
Personalised portfolio report	✓	✗	✗
Additional Services			
Change of circumstances notification	✓	✓	✓
Claims management support	✓	✓	✗
Invites to Wealth Management events	✓	✗	✗
Visit to fund manager head office	✓	✗	✗
	1% Ongoing Fee + £25 per month retainer	1% Ongoing Fee	Less than 1% Ongoing Fee

Examples of Ongoing Fees

If we look after you via our Wealth Management service (as detailed above) and your investments are valued at £250,000, our fee is 1% + £25 a month. Therefore, the annual payment to us will be £2,800.

If we look after you via our Wealth Advice service (as detailed above) and your investments are valued at £80,000, our fee is 1%. Therefore, the annual payment to us will be £800.

If we look after you via our Standard service (as detailed above) and your investments are valued at £50,000, our fee is typically 0.5%. Therefore, the annual payment to us will be £250.

At a review, we will cover:

- Assessment of personal circumstances
- Review of your goals & objectives
- Reassessment of your attitude to investment risk/return & market sectors (asset allocation)
- Review of investment performance & holdings
- Valuations & investment commentary
- Where appropriate, recommendations to keep your plans in line with keep your new* / existing plans in line with your objectives

*Advice on new investments/savings will be subject to our 'initial fees' as shown under our 'Investment Fees - Standard' section earlier.

Please note that as the fee is based on the investment value, the actual amount we receive will increase (or decrease) in proportion to any increase (or decrease) in the value of your portfolio. The elements that make up your ongoing servicing package are subject to alteration, I will notify you in advance and in writing if any of these aspects change.

Impact Of Fees

When you make an investment, there will be costs involved which will impact on your investment returns. These costs will typically comprise of the platform charge, the fund managers charge and our advice fee. As a typical example, these charges may amount to 2.5% a year, so your investment return will be reduced by this amount each year. Your personalised illustration will clearly show the actual costs that will apply to your investment.

Ad Hoc Fee / Where No Ongoing Service In Place

If you do not wish to subscribe to an ongoing service, we provide many services on an 'ad-hoc' basis. Should you require bespoke work to be carried out, we will be able to tailor a specific service. Our fee may be based on the amount of time involved to undertake work at the rate of £250 per hour. Based on our experience and the anticipated complexity of your circumstances we will give you an estimate of the cost for pieces of work in advance of starting chargeable work and will not exceed this estimate without your clear agreement. Travel time is charged if meetings are not held in our offices. If you ask us to stop work after agreeing to these fees you will be invoiced for the time spent on your case before we receive your instructions.

Please note that these services on their own are likely to attract Valued Added Tax (VAT), in accordance with current HMRC (Her Majesty's Revenue and Customs) guidelines.

Where any of the above services are included in an ongoing service option, you will not be charged separately for these services.

Mortgage & Protection - Ongoing Services & Fees

Set out below are the details for the ongoing service that we deliver to our clients. You can if you wish to, add or enhance levels of service with your adviser if you feel appropriate (usually for an agreed fee).

There is no fee for the following level of service, as we will have been paid commission from the mortgage lender or insurance provider at inception of your mortgage or protection plans.

1. Communication - In order to provide you with a high quality service we may want to contact you regarding items we consider are of interest to you, or to make you aware of new opportunities. If this happens, we would like to contact you
2. Protection - It is important to ensure your current protection plans and provisions remain in line with your objectives. If you wish, we can review this once a year with you.
3. Mortgages - If we do not review your borrowing, you may end up paying more than you need to for your loans. We aim to contact you before any special terms of your mortgage expire. Ideally this will be 6 months beforehand. We encourage you to contact us should your financial circumstances change in the meantime.

We will make reasonable endeavours to contact you. Please be aware that should we not be able to review your mortgage before the end of any special term, this may result in you paying considerably more for your loan.

Other Important Information We Feel You Ought to Know

If You Are Not Happy with Our Service

If you have a complaint about your Adviser or any financial advice, you have received from your Adviser please contact us:

- In writing: Intrinsic Complaints Department, Riverside House, The Waterfront, Newcastle upon Tyne, NE15 8NY
- Email: complaints@intrinsicfs.com
- By phone: 0191 241 0700

We will be happy to provide you with a summary of the internal procedures for handling complaints, this is available without charge upon request.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (e.g. if we arranged insurance or a regulated mortgage product).

The Financial Ombudsman Service can be contacted as follows: The Financial Ombudsman Service, Exchange Tower. London E14 9SR

- Telephone 0300 1239123
- Email: complaint.info@financial-ombudsman.org.uk
- www.financial-ombudsman.org.uk

You should note that if your Buy-to-Let Mortgage is not regulated by the FCA, you will NOT be entitled to refer the complaint to the Financial Ombudsman Service. This is the current process. Should it change we will notify you the next time we meet by issuing you with an updated version of this document. If, however, you want to have the updated version sooner you can request them at any time and we will provide you with the updated compensation process.

Our Regulator - The Financial Conduct Authority

We are an appointed representative of Intrinsic Financial Planning Limited (FCA Register number is 440703, Intrinsic Financial Services Limited, Wiltshire Court, Farnsby Street, Swindon. SN1 5AH which is authorised and regulated by the Financial Conduct Authority. In cases where we provide mortgage advice, this is covered via Intrinsic Mortgage Planning Limited (FCA Register number 440718).

The permitted business of Intrinsic Financial Planning Limited and Intrinsic Mortgage Planning Limited is advising on and arranging pensions, investments, mortgages, life assurance and general insurance.

You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0300 500 8082.

Client Classification Levels For Your Protection

The FCA has rules which affect the rights you have as a customer.

We classify all our individual customers as 'retail' customers. The range of financial products and investments we recommend are tailored to meet the needs of retail customers. You will have rights under the Financial Ombudsman Service (FOS) and the Financial Services Compensation Scheme (FSCS). These rights will apply to the provision of the advice we provide.

In most cases these rights will also apply to the products we recommend. However there are some exemptions for specialist products such as Enterprise Investment Schemes and Venture Capital Trusts. Your adviser will let you know if the product recommended will not have rights under the FOS or FSCS.

There are other classifications of customer that don't have these rights. These are "professional" customers and "eligible counterparties".

You have the right to be classified as a professional client. Should you feel you have the skills knowledge and experience to be a Professional client and don't wish to have the same protection afforded to retail clients, please let me know and we will complete the forms necessary to reclassify you.

If you have any questions regarding your classification (e.g. if you are a large company), please write to Intrinsic Financial Services Ltd Compliance Department, Intrinsic Financial Services Limited, Wiltshire Court, Farnsby Street, Swindon. SN1 5AH or to the Financial Ombudsman Service and FSCS.

Client Money Peace Of Mind

We do not handle Client Money. We never handle cash and will only accept a cheque made out to us in settlement of Advice and Service fees. Our preferred method of payment is via bank transfer.

Your Duty of Disclosure

Any financial advice we provide will be based on your personal financial circumstances and objectives. It is important that the information you give us is both accurate and a true reflection of your current circumstances.

It is your responsibility to provide complete and accurate information to a provider (a provider being for example, an organisation that provides insurance, mortgage, or investment related plans). It is important that all statements made on any proposal form, or on any additional documentation are full and accurate.

Please be aware that if you fail to disclose any relevant information, or any change of circumstances to a provider, then the terms of your desired plan may be invalidated (e.g. an insurance claim may not be paid). We strongly recommend that the information you provide is checked thoroughly prior to submission.

Investment Advice and Recommendations Scope

Any investment advice your adviser provides will be based on your personal financial circumstances and objectives. We will confirm these and the reasons for any recommendation in a Suitability Advice Report.

If you have asked for any restrictions on the types of investment or the markets you wish to invest in, these will be confirmed in the Suitability Advice Report. We will always make it clear when products are not within the 'regulated' scope, and advise you of your rights.

Paying For Advised Services

Where payments are facilitated through a product, this will impact the actual amount remaining invested. Payment of the initial Advice and Ongoing Service fees facilitated by the relevant Product Providers or Platform administrators will be as a percentage of contributions invested or of the value of the plan's value/funds under management as at the anniversary of the initial investment. As such, the cash equivalent amount will vary depending on the value at the time.

Providers/Platform administrators will detail the specific process they operate to facilitate a fee in their literature. If you opt to pay the Adviser Charge directly (not through a product) an invoice will also be provided, which must be settled within 14 days of issue (we reserve the right to charge interest on late payments at a rate of 3% above Bank base rate).

Full details of the final Advice will be provided in the Suitability Advice Report. Full details of the any future Service fee will be provided either in the Suitability Advice Report or 'Authority to Proceed' document prepared for you by your Adviser. You may also be asked to sign and return a copy of the Authority to Proceed document to confirm your understanding and acceptance of the arrangements.

Cancellation / Termination of Authority

The Ongoing Service fee or our authority to act on your behalf can be cancelled at any time without any penalty by email or post using contact details provided. These methods ensure we have an audit trail for your instruction. You will be responsible for cancelling any instructions from your bank. If the fee is being taken from your investments we will endeavour to instruct the Provider, Platform or DFM to stop the fee within 5 working days of receiving your instructions and refund any over payment if we are unable to meet this commitment.

You may ask us for an updated estimate of your advice fee at any time and you may ask us not to exceed a given amount without checking with you first.

Investment Advice Refunds

Our standard policy is that in circumstances where this agreement is terminated, a recommendation is not followed through to implementation, or a product arranged is cancelled at any time, no refunds will be given and all work undertaken will be billable and due. Please note that this does not affect your statutory rights or ability to complain.

If you cancel your investment(s) in the cooling off period or stop regular contribution payments the fee will no longer be due unless a minimum fee is stated in this Terms of Business and your Adviser Charging Agreement/Authority to Proceed.

Language

Unless agreed by us at outset all communication will be completed in English.

Overseas Permissions

All advice will be conducted in the UK. We do not have permissions to give advice when either you or your adviser are located in any overseas location regardless of whether that location is in the European Economic Area (EEA) or not.

Timing of Reports

We will send you a Suitability Advice Report setting out the reasons for my recommendation at the time of my recommendation and where applicable before implementing any advice that we have recommended. If you would like this in an alternative format or any other languages please let us know.

VAT

The service we provide is described as an 'intermediation' service. This means we provide advice with the intention of acting between you and a product provider to arrange a financial product or service. If we did not do this we would be liable for VAT on the fees charged. VAT is not applicable on the fees we charge for intermediation services. In arranging the sale of retail financial products an adviser fee made for advice, even if you decide not to proceed with the purchase of the

recommended product, will remain VAT free where the adviser has provided you with full advice services up to that point, including all relevant documentation.

The adviser fee made for an ongoing service is also VAT free provided it is in respect of an intermediation service. This means activities such as topping up an investment or utilising available investment tax allowances, such as the ISA allowance. In the event that the advice services we provide become ancillary to our intermediation services, VAT may become chargeable (e.g. we review your entire financial circumstances but make no or limited recommendations).

Should this change in the future, and where VAT becomes due, we will notify you before conducting any further work. In any case, where VAT is payable on our services it will be charged in addition to the agreed fee. However, where a Discretionary Fund Manager (DFM) forms part of a solution, then VAT will become chargeable.

Declaration of Other Interests

Intrinsic has a number of payment arrangements with various product providers to facilitate adviser learning and enhance the outcomes for our customers. Further details are available on request.

To ensure that customer interests are always put first, we operate a robust Conflict of Interest and Inducements Policy. If a potential conflict of interest does arise it will be actively managed, and we have arrangements in place to ensure that all our clients are treated fairly. If we feel that our interests conflict with yours, you will be contacted and we will obtain your consent to proceed.

Our Loans and Ownership

Intrinsic Financial Services Limited owns 100% of the share capital of Intrinsic Financial Planning Limited, Intrinsic Wealth and Intrinsic Mortgage Planning Limited. Old Mutual Wealth Holdings Limited owns 100% of the share capital of Intrinsic Financial Services Limited.

Old Mutual Wealth Holdings Limited is part of the Old Mutual Wealth Group of companies which includes product and platform providers as well as fund managers. This may give rise to a potential conflict of interest where an Old Mutual Wealth Group company has a suitable solution for your needs. If such a situation occurs we will ensure that the Old Mutual Wealth Group solution is the best execution of your needs before making the recommendation, we will also highlight the potential conflict of interest at the time of making the recommendation.

Addressing Financial Crime

All transactions relating to the services provided by us are covered by Money Laundering Regulations and the Proceeds of Crime Act 2002. The FCA also requires that we have appropriate measures in place to prevent the furtherance of financial crime.

Our responsibilities include but are not limited to verifying the identity and address of our clients and any third party making payments on their behalf. If required you must supply proof of your identity in accordance of the above Regulations. Identity verification checks may include electronic searches of the electoral roll and the use of credit reference agencies, which will result in a soft 'foot-print' on your credit records.

This foot-print is not visible to other financial service providers and does not affect your credit rating in anyway. In accordance with the Data Protection Act 1998 acceptance of these terms and conditions represents your permission for us to access this information.

Financial Services Compensation Scheme (FSCS) Current limits

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. i.e. it differs for investments, insurance, mortgages and bank accounts.

- Insurance: Insurance advising and arranging is covered without any upper limit.
- Mortgages: Mortgage advising and arranging is covered up to a limit of £50,000.
- Investment: Most types of investment business are covered up to a limit of £50,000.
- Deposits: Bank Type Deposits are covered up to a limit of £85,000 per institution.

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

The Law that we operate under

All of our agreements provided are governed and construed in accordance with the laws of England and Wales. In relation to any dispute, for your protection you agree to submit to the non-exclusive jurisdiction of the English courts.

The Data Protection Act 1998

The personal information you provide will assist your financial adviser in offering you the best advice as required by the Financial Services and Markets Act 2000. The personal data you provide will be used and stored in accordance with the Data Protection Act 1998. To understand exactly what data we hold, why we hold it and your rights under the Data Protection Act 1998 our Fair Processing Notice can be viewed at www.intrinsicfs.com.