

## Combined initial disclosure document for:

AJ Life  
Fleet House  
148 Dock Road  
Tilbury  
Essex  
RM18 7BS

**You should use the information provided within this document to decide if our services are right for you.**

---

### WHOSE PRODUCTS DO WE OFFER?

---

#### INVESTMENT

Please refer to the '*Which services will we provide you with?*' section of this document.

#### INSURANCE

We offer products from a range of insurers for all non-investment insurance products.

#### MORTGAGES

We offer products in the following 'relevant market(s)':

- Regulated mortgage contracts that are used for a non-business purpose; and/or
- Regulated mortgage contracts that are used for a business purpose.
- We offer a comprehensive range of first and second charge mortgages from across the market, but not deals that you can only obtain by going direct to a lender

---

### WHICH SERVICE(S) WILL WE PROVIDE YOU WITH?

---

#### INVESTMENT

Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.

#### INSURANCE

We will advise and make a recommendation for you after we have assessed your needs for all non-investment insurance products that we deal with, ask us for a list of products we offer.

#### MORTGAGES

We offer an 'advised' sales service

This means we will provide advice and make a recommendation for you after we have assessed your specific needs and circumstances.

---

### WHAT WILL YOU HAVE TO PAY US FOR OUR SERVICES?

---

#### INVESTMENT

You will pay for our services on the basis of an adviser charge /a fee / commission /or a combination.

We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

We will discuss with you the basis of our charges, based on the types(s) of work we are asked to undertake for you.

We will discuss with you when you will have to pay our fees, both initial and ongoing.

All fee amounts quoted below are exclusive of VAT, expenses and disbursements; these will be added to the invoice if applicable.

### **Advised services**

For our advised services, you will pay us via an adviser charge.

#### Initial advice service

Our initial advice will be appropriate for you, based on your requirements and circumstances at that time. We will not ensure that any initial advice remains suitable for you at a later date, unless you select to receive ongoing services from us.

#### Ongoing services

In addition to our initial advice services, you could ask us to undertake further services on an ongoing basis. Details of any ongoing services that we offer are detailed later within this document.

You may at any time cancel an Ongoing Advice Service by serving your notification of cancellation to us in writing. Upon receipt of your cancellation notice for an Ongoing Advice Service we will arrange for any future payment of any associated charges to cease.

Our typical adviser charges are noted below. The exact amount may be more or less than this, but will be specifically agreed with you based on the work you ask us to do for you.

We will confirm the actual adviser charges in writing within our separate 'Services & Payment Agreement', before providing our services to you.

If we do not agree a fixed adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

### **The cost of our services**

#### Payment for initial advice services

A one-off 'adviser charge' as a percentage of the initial investment amount as follows:

£1 - £250,000	3% - subject to a minimum of £600 and a maximum of £7500
£250,001 - £500,000	2.25% - subject to a minimum of £7500 and a maximum of £13,125
£501,000 - £750,000	1.875 – subject to a minimum of £13,125 and a maximum of £17,812
£750,001 plus	1.5%

Example:

If you invest a lump sum of £400,000 into an investment we would charge an 'adviser charge' of 3% of the first £250,000 then 2.25% of the remaining £150,000 which would mean an initial adviser charge of £11,250.

We will tell you how much the total initial 'adviser charge' will be before you complete an investment, but you may ask for this information earlier.

OR

An 'adviser charge' based on the amount of time spent, as per the following hourly rates:

Adviser £165

Administrator	£60
Travel	£60

**Example:**

If the amount of time taken to advise and arrange a suitable product for you is 19 hours, then an average rate of £126.31 per hour will be charged, which would mean a total initial 'adviser charge' of £2400 would be payable (£126.31 x 19 hours).

We will tell you how much the initial adviser charge will be before you complete an investment, but you may ask for this information earlier.

Payment for ongoing services

There will be an additional charge for any ongoing work, such as periodic or ongoing reviews we carry out on your behalf. We will confirm the rate, frequency and length of any ongoing service(s) before commencing that ongoing service.

Ongoing services offered:

- Ongoing meetings
- Reporting
- Investment monitoring and review
- Contact
- Administration
- Professional services

More details on the services we offer will be provided separately.

Example:

Type of service: annual reviews

How much our ongoing charges might cost if based on a percentage of fund value:

- Based on a fund value of £100,000, an ongoing charge of 0.5% of this amount would mean that it would cost £500 per annum to provide an ongoing service ( $£100,000 \times 0.5\% = £500$ ). If the fund value increases over time, the ongoing charge then increases accordingly. Conversely, if the fund value decreases over time, then the ongoing charge will reduce.

How much our ongoing charges might cost if based on a percentage of regular contributions:

- Based on a regular contribution of £250, an ongoing charge of 3% of this amount would mean that it would cost £7.50 per contribution to provide an ongoing service ( $£250 \times 3\% = £7.50$ ).

The frequency of the ongoing charge will depend on the service(s) you choose and is usually made by the product provider.

We will agree what will be charged before any service(s) provided and the amount will be confirmed within our 'Service & Payment Agreement'.

**Your payment options**

You will be required to settle the payment of your adviser charge on completion of our work within 28 business days. We accept cheques. We do not accept payment by cash. You will be provided with a receipt upon payment.

Independent advice service

Whether you buy a product or not, you will pay us an adviser charge for our advice and services which will become payable on completion of our work.

## **The cost of our services**

We will tell you how we get paid and the amount before we carry out any business for you.

## **Information about other costs and associated charges**

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

## **INSURANCE**

You will pay for our services on the basis of:

No fee for advising and arranging non-investment insurance contracts

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

## **MORTGAGES**

You will pay for our services on the basis of:

### Advised sales

A flat fee of £300 will become payable on completion of the mortgage, in addition we will receive commission from the lender.

The exact amount of commission we will receive is not known to us at this stage. We will confirm the actual amount to you as part of the lending illustration we are required to obtain from the lender

We will tell you how much the total fee will be in good time before you apply for a mortgage, but you may ask for this information earlier.

You will receive a key facts illustration / ESIS when considering a particular mortgage, which will tell you about any fees relating to that mortgage.

You also have the right to request an illustration / ESIS for any mortgage we offer.

---

## **WHO REGULATES US?**

---

We are authorised and regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 464940

Our permitted business is: advising on, arranging and making arrangements with a view to investments, non-investment insurance contracts and mortgages.

You can check this on the Financial Services Register by visiting the FCA's website <https://www.fca.org.uk/register> or by contacting the FCA on 0800 111 6768 (freephone) from 8am and 6pm, Monday to Friday (except public holidays) and 9am to 1pm, Saturdays.

---

## WHAT TO DO IF YOU HAVE A COMPLAINT

---

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

.....in writing      Mr S Day  
                             Fleet House  
                             148 Dock Road  
                             Tilbury  
                             RM18 7BS  
                             steve@ajlife.co.uk

.....by phone      0844 8806031

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

---

## ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

---

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This will depend on the type of business and the circumstances of the claim.

### INVESTMENT

Most types of investment business are covered up to a maximum limit of £50,000.

### INSURANCE

Long term insurance benefits (e.g. pensions and life assurance)

The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.

#### General Insurance

General insurance advice and arranging is covered for 90% of the claim with no upper limit.

Protection is at 100% where claims arise in respect of compulsory insurance (e.g. employer's liability insurance), professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder.

Protection is at 90% where claims arise under other types of policy with no upper limit.

### MORTGAGES

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

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

### CLIENT DECLARATION

This document confirms the services offered by A J Life and our charges for those services and forms the basis upon which our recommendations will be made. Please sign below to confirm you have received and read this document. For your own benefit and protection you should read this document carefully before signing it. If you do not understand any point, please ask me for further information.

<b>Client Full Name</b>	<b>Client Full Name</b>
<b>Client Signature</b>	<b>Client Signature</b>
<b>Date</b>	<b>Date</b>

# Terms of Business for A J LIFE

## INVESTMENT SERVICES

A J Life is permitted to advise on and arrange (bring about) deals in investments.

With regard to investments which we have arranged for you, these will not be kept under review, but we will advise you upon your request. However, we may contact you in the future by means of an unsolicited promotion (i.e. where you had not expressly requested it) should we wish to contact you to discuss the relative merits of an investment or service which we feel may be of interest to you.

A J Life does not handle clients' money. We never accept a cheque made payable to us or handle cash (unless it is payment in settlement of adviser charges or disbursements for which we have sent you an invoice). If you do send us money, this may delay your transaction as we may have to return this money to you.

## CLIENT CATEGORISATION

In providing investment services to you, we will categorise you as an retail client. The type of client category will determine the level of protections afforded to you under the regulatory system. As a retail client the regulatory protections available to you are determined by this category and will be the highest available.

Where we have categorised you other than as a 'retail client' (see above), you may request re-categorisation under a client category which benefits from a higher degree of protection. However, we reserve the right to agree to such a re-categorisation on a case-by-case basis, and where we agree to do so it does not necessarily mean that you will have a right of access to the Financial Ombudsman Service.

## CONFLICTS OF INTEREST

A J Life offers advice in accordance with that disclosed to you in our Initial Disclosure Document. Occasions may arise where we or one of our other clients have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflicts with your interests, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

## TERMINATION OF AUTHORITY

You or we may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any services already provided / transactions already initiated, which will be completed according to the Client Agreement unless otherwise agreed in writing. You will be liable to pay for any transactions made and / or services carried out prior to termination and any adviser charges or other fees which may be outstanding.

## RIGHT TO WITHDRAW

In the case of many retail investment products – such as life assurance contracts, personal pension schemes, investment bonds, and collective investment arrangements (e.g. unit trusts), a right to withdraw or cancel the contract within a specified period is normally provided. Details of such rights are ordinarily contained in the product literature (e.g. Key Features document) and/or we may provide details of such rights in a separate communication.

In the case of any non-retail investment products e.g. an ISA wrapper, we will inform you in writing of any right to withdraw or cancel you may have or, if it is the case, we will inform you in writing that no such rights will apply.

## CLIENTS RISK

You are advised that because investments can fall as well as rise, you may not get back the full amount invested. Past performance is not a guide to future performance.

## HOW WE CHARGE YOU FOR OUR SERVICES

The method of paying for our services will depend on the type / level of service(s) provided. We will discuss your payment options with you and answer any questions you may have.

### Advised services

For advised services, you will be charged an adviser charge. The actual amount will depend on the service(s) provided to you and the amount will be agreed with you before we carry out any work that we will charge you for.

Our 'Services and Payments Agreement' that we will issue to you, will contain details of how much you will be charged and how payment is to be made.

### Non-advised services

For non-advised services, if commission is available to us, you can choose to pay us by allowing us to keep the commission, or by paying us an adviser charge instead.

If you choose to pay via commission, we will tell you how much the commission is before the transaction is completed.

If you choose to pay an adviser charge, we will agree its basis, frequency and method with you in writing before we carry out any work that you will be charged for.

Examples of the costs of our services are included within the 'Services and Costs Disclosure Document'.

We will not charge you anything until you have agreed on how much we are to be paid.

We will inform you if you have to pay VAT.

## ACCOUNTING TO YOU

We will confirm to you in writing the basis or our reason for recommending the transaction executed on your behalf.

We will also make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward to you all documents showing ownership of your investments as soon as practicable after we receive them; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.

## INVESTMENT OBJECTIVES & RESTRICTIONS

Following the issue of this document, any subsequent advice or recommendation offered to you will be based on your stated investment objectives, agreed level of risk you are prepared / able to take and any restrictions you wish to place on the type of investments or policies you are willing to consider. Details of your stated investment objectives will be identified during our discussions with you and confirmed within the suitability report that we will issue to you to confirm our recommendation(s). Unless confirmed in writing, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

## BEST EXECUTION POLICY

It is in the interests of our clients and A J Life that we obtain the best possible result when placing orders with other firms (e.g. third party brokers) for the execution of client orders or when transmitting orders on behalf of clients for particular investments – e.g. shares. We are required under the Rules of the Financial Services Authority to take all reasonable steps to provide ‘best execution’ when carrying out such transactions.

Where we place or transmit orders for such investments on behalf of our clients, we may utilise the services of a third party broker and base our decision to place or transmit an order on the price and cost of execution of the order. For orders in collective investment schemes (e.g. unit trust), however, the price of units or shares in the scheme is normally set by the scheme operator or manager and as such we have little influence over the price available.

Full details of our best execution arrangements are provided in our Best Execution Policy, a copy of which can be provided on request.

## MODE OF COMMUNICATION

We will enter into communication with you through whatever means are convenient to you and us, including face-to-face, telephone, e-mail and other acceptable electronic communication methods.

## DATA PROTECTION STATEMENT

Please refer to the separate Data Protection Statement that we have issued to you that sets out how we collect and use data about you.

## CLIENTS CONSENT

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read the terms carefully before signing, as by signing you consent to the terms contained within. If there are any terms within this agreement that you do not understand, please ask for further information. The Client Agreement will come into effect from the date of acceptance of this agreement, which will be confirmed by the date provided in the ‘date of signature box’ below, unless otherwise stated.

Client Name(s) \_\_\_\_\_  
Client signature(s) \_\_\_\_\_  
Date of signature(s) \_\_\_\_\_  
Date of issue \_\_\_\_\_



## DATA PROTECTION STATEMENT

### DATA PROTECTION NOTICE **A J Life**



#### DATA PROTECTION ACT 1998 – HOW WE USE YOUR PERSONAL INFORMATION

We collect data about you and your family during our initial and other meetings with you. We will also collect data about you and your family from other people. We collect the data through note-taking and filling in of questionnaires about you and your family's circumstances.

We may make checks with credit rating agencies to authenticate and verify your identity and credit status. We also make checks with organisations with whom you have policies of insurance and investments and with your mortgage provider. These checks are to help us with our legal obligations and to ensure that we provide you with advice that suits your circumstances. The scope and extent of the gathering of information from third parties depends on what type of service you are taking from us.

#### How is your information used?

Primarily, we use your data and data about your family's circumstances to provide advice to you and complete transactions on your behalf. We analyse and assess your data to maintain and develop our relationship with you.

Depending on the instructions we receive from you, we may pass your data to other professional advisers to enable us to provide advice most suited to your circumstances. Usually, this would be referrals to local accountants, solicitors, tax advisers and sometimes to specialist advisers in the financial and insurance industry where you may benefit from the expertise of such third parties. We, and any third party specialist advisers to whom we introduce you, will, of course, pass your data to organisations when you agree to purchase or amend policies and products.

We will retain your data according to the statutory requirements for regulated products. For instance, if you are given specialist pension advice, the data will be retained indefinitely. If you want details of the statutory retention periods for various product types please contact us and we will obtain the latest legal position on your behalf.

We may be required to share your data with our regulator and other third parties including our auditors or insurers.

#### Your right to a copy of your personal data

Under the Data Protection Act you have a right, on payment of a fee, currently £10, to obtain a copy of the personal information that we hold about you. If you believe that any information held is incorrect or incomplete, you should contact the Data Protection Officer at our usual address. Any information that is found to be incorrect or incomplete will be amended promptly.

Thank you for your time and I confirm that we are at all times committed to making sure that, as you are a customer of a company authorised directly by the FSA, you receive the best service and products available in the marketplace.

#### Our products and services

We have a wide portfolio of financial products available to us. We believe these are some of the best and most appropriate in the marketplace. We would like to be able to contact you so that we can advise you of new products that might be suited to you. We also may advise you of any developments that might make it appropriate for us, or for third parties, to give you pro-active advice about the investments, insurance and other

financial products of which we are aware. We stress that your information would only be used in this way to help us to provide a pro-active service to you.

There may be times when we feel that a service or product may be of interest to you. In order to make you aware of these services or products, we, insurers or third parties may wish to contact you so that you can make informed choices about your finances. Please indicate your preferences using the boxes below.

**OPTION 1**

- Yes, please give me details about other products or services that you think I may be interested in, via email and SMS.**
- No, I do not want to receive details about other products or services via telephone or post.**
- Yes, I am happy for you to pass my details to carefully selected third parties so they can contact me about their products and services via telephone, post, email and SMS.**

**OPTION 2**

**We would like to give you details about other products or services that we think you will be interested in. If you are happy for us to do this, please tick the relevant boxes below:**

- via telephone     via post     via email     via SMS

**We would like to give your details to carefully selected third parties so they can contact you about their products and services via telephone, post, email and SMS. If you are happy for us to do this, please tick this box:**

**You may inform us at any time if you no longer wish to receive this information from us.**

First Customer Name:..... Date.....

First Customer Signature.....

Second Customer Name:..... Date.....

Second Customer Signature.....