

## WEALTH MANAGEMENT SERVICES

### Buying and Selling Investments

When making recommendations to buy or sell investments we will issue a letter or report explaining our reasons. At the same time we will attach an authority that requires signing and dating by the investor and returning in the freepost envelope together with any completed application or dis-investment forms.

Upon receipt of the signed authority and relevant application or dis-investment forms, we will proceed with the transaction or transactions as soon as possible. Please note we are unable to proceed with any changes to your portfolio until all the necessary forms are returned duly completed.

When making our recommendations we will provide approximate values but these are not guaranteed. Unit prices can fluctuate whilst transactions resulting from our recommendations are being carried out, and can result in fewer units being bought or lower values being obtained when selling than previously quoted.

Should you wish to instruct us directly to buy or sell a particular fund that is not our recommendation this will be treated on an 'execution only' basis where you have not asked for nor received any advice. We will only act on written instructions that must be clear and be given to an authorised investment adviser who will explain the procedure. Please remember we do not act on a discretionary basis so once you have given an instruction we are obliged to carry it out as soon as possible.

If you wish us to buy or sell shares we will provide you with an indicative price if requested and place the deal with one of our preferred stockbrokers. The stockbroker will charge for this service and issue a contract note to you direct. If you have not dealt with us before you will be asked to provide identity verification information before any transactions can take place. Settlement periods can differ but are usually within 10 working days following receipt of completed documentation.

If you wish us to buy or sell unit trusts or OEIC funds then we will issue a form for this purpose that you need to sign and return as soon as possible. These funds are generally forward priced so we are unable to quote an actual dealing price. If it is a fund available on the COFUNDS platform the process is quicker. Settlement of sales is usually within 10 working days following receipt of the necessary documentation. Purchases are completed on the day following receipt of the appropriate forms and payment.

If you wish us to buy or sell Insurance funds (life or pensions) then we will issue a form for this purpose that you need to sign and return. Once the Insurance Company has the necessary paperwork they will carry out the transactions as soon as possible. Settlements can take longer than shares or unit trusts depending on the Insurer but you should allow up to 15 working days.

Finally, if you are seeking to raise cash from existing investments and have asked for our advice, we need time to prepare a valuation, review the portfolio, make our recommendations and then arrange the dis-investments. This process can take some time depending on what is involved. If there is a time scale on having the cash available we need to know this. On average you should allow at least 25 working days for this type of service and perhaps have an alternative plan in case the time scale is tight.

Where you are selling to re-invest, any purchases can only be made out of cleared funds, so there may be a time when you are out of the market and subject to price fluctuations. This risk is reduced when dealing on a platform and you should ask an adviser to clarify the procedures if in doubt.

Whilst we will do everything possible to action your instructions within these timescales, we cannot be held responsible for matters outside our control that may cause delays. Your particular attention is drawn to those funds that may have limited access from time to time and we will endeavour to keep you updated on such matters.