

# Terms of business for our Advice Service

## Introduction

This is our standard terms of business setting out how we will do business with you. For your own benefit and protection you should read these terms carefully and if you don't understand any point please ask us for further information.

Throughout this terms of business the expressions 'we' 'us' and 'our' should be taken to mean National Friendly Financial Solutions. The expressions 'you' and 'your' should be taken to mean you, our client.

## Client classification

Unless we notify you in writing to the contrary, we will treat you as a 'retail client'. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service. Details of our complaints procedure are available on request.

## Your objectives

Any advice or recommendation that we offer to you will be based on your stated objectives, circumstances and take into account any restrictions that you wish to place on the type of products you would be willing to consider.

## Our services

We will provide you with any service we agree on in writing and will act and advise you in accordance with your objectives and instructions.

We can advise you on investment, pension, life insurance and mortgage products. We are able to survey the whole market in order to find the most suitable arrangement for you.

We source mortgages from the whole of the market which means from the whole of the range available through intermediary firms. We will not include any mortgages which are only offered direct to the public.

Full details of any products recommended by your adviser will be set out in the information you receive from us before conclusion of the contract. This will include, for example, whether you have a right to cancel the plan and any other early termination rights or penalties. We will only provide you with information which we believe to be accurate, however some information and prices may change daily, so we will tell you if the information is subject to change or if it is valid for a specified period of time.

Any products we have arranged for you will not necessarily be kept under review. Depending on what we agree with you, if we will be providing ongoing services this will be set out in our Service Agreement.

We would like to keep you informed of other services that might be of interest. If you do not wish to make use of this service please let your adviser know and we will update our records accordingly.

We normally ask you to give written instructions before any investment transactions are initiated but, at our discretion, your verbal or emailed instructions will be accepted provided they are later confirmed in writing.

All investments, mortgages or policies will be registered in the name(s) shown on the application(s). If applicable, we will forward to you documents showing ownership of your investments, mortgages or policies, as soon as is practicable after we receive them.

## Client money

We are not permitted to handle client money intended to be paid to a third party provider and cannot accept a cheque made out to us or handle cash unless it is in respect of an item for which we have sent you an invoice.

## Means of communication

Our business with you will normally be carried out by way of distance marketing, meaning that we do not physically meet with you before concluding any contract. Communications will be by means of telephone, email, letter or facsimile. You may, however, make an appointment to meet us at the address overleaf.

## Conflict of interest policy

Your best interests are of the utmost importance in the advice we give you.

We always endeavour to act in the best interests of you, our client, and we take appropriate steps to protect your interests. Despite this, it's possible that circumstances may arise where we can't completely prevent a risk of damage to your interests. We call this a conflict of interest. For example, we or one of our other customers may have some form of interest in business being transacted for you.

If we're not confident we've prevented a conflict of interest, we will tell you what the conflict is (or was), and what steps we've taken. We'll do this in writing, telling you all that you need to know to help you make an informed choice about whether or not to proceed, and on what basis, before we carry out any further instructions from you.

We also think it's important that you're aware our company National Friendly Financial Solutions is wholly owned by a friendly society, National Friendly (a trading name of National Friendly Deposit Society), which offers a range of life insurance products. Should we recommend a product provided by National Friendly this will be only after we have assessed your needs and objectives in the context of your financial situation, and after all other alternative solutions, sourced from across the whole marketplace, have been discounted as less suitable for you. We will tell you all you need to know about any such conflict of interest in our recommendation to you, so that you make an informed choice whether or not to proceed.

## Risk warnings

Where you have asked us to provide advice or a service that involves particular risks related to specific features of the product or service to be executed, or whose price depends on fluctuations in the financial markets outside our control, we will tell you what those risks are before you agree to the service. You must accept these risks are your responsibility to bear. Information will be given to you in writing in two ways: our Suitability Report; and the key features or terms and conditions document supplied by the provider of the product.

## Payment for services

We will tell you how we get paid and the amount before we carry out any business for you, as set out in our 'Our Advice Service' document that will be sent to you.

## Data protection

We are committed to protecting your privacy and as such National Friendly Financial Solutions will only obtain, hold, and use your personal information where permitted by and in accordance with the Data Protection Act 2018. For further details on how we obtain, hold, and use your personal data, please see our Privacy Notice at [www.nffs.co.uk/financial-solutions-policies/privacy-policy/](http://www.nffs.co.uk/financial-solutions-policies/privacy-policy/) which sets out the types of information we collect about you, how we collect and use the information, who we might share the information with and where such information may be transferred, how long we will hold the information for, the steps we will take to make sure it stays private and secure, and your rights in respect of your information.

## Financial crime

We are under a legal obligation to verify both the source of funds and the identity of the beneficial owners and controllers for the prevention of fraud and money laundering.

We may carry out checks with an identity verification agency which uses publicly available information about you. The agency may leave an electronic 'footprint' of the search on your record. This is not a credit check and should not affect lenders' assessment of your credit rating. In addition we may ask you to supply original documents evidencing your identity and the source of funds.

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National Friendly Financial Solutions, 11-12 Queen Square, Bristol BS1 4NT

[info@nffs.co.uk](mailto:info@nffs.co.uk)

0333 014 6267 9am-5.30pm Monday to Friday, excluding bank holidays.

National Friendly Financial Solutions is authorised and regulated by the Financial Conduct Authority (FCA) and is a member of the Financial Services Compensation Scheme. Our Financial Services Register no. is 452784 and we are permitted to advise on and arrange investments, pensions, life and insurance products and mortgages. The FCA does not regulate will-writing. National Friendly Financial Solutions is registered in England and Wales no. 05603624. Registered office: 11-12 Queen Square, Bristol BS1 4NT.

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