Important information

Protecting your interests

Regulation & status
The Ethical Investment Co-operative Ltd of 1 Aske Stables, Aske, Richmond, DL10 5HG is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Number is 186996. You can check this by going to the FCA Register at www.fca.org.uk/register or by contacting the FCA directly on 0800 111 6768.

We provide independent advice on packaged retail investment and insurance products (these include but are not limited to pension, investment bonds, units, annuities, ISAs, and savings plans) and structured investment products only. Our recommendation will be based on an assessment of a sufficient range of relevant products that are sufficiently diversified in terms of type and provider to ensure your investment objectives can be suitably met. (If you tell us that you are only prepared to consider ethical investments, the relevant products would only include ethical investments - we shall assume that no restrictions apply unless you advise us.)

Client category
It is a requirement of the Financial Conduct Authority that all clients are categorised into one of three categories (Retail, Professional or Eligible Counterparty). We have categorised you as a 'Retail Client'. This affords you the maximum protection under current legislation. You have the right however to request a different categorisation if you wish. Please note that 'Professional Clients' and 'Eligible Counterparties' may receive a lower level of consumer protection.

Services and products not regulated by the FCA.
Some of the products and services we provide are not currently regulated by the FCA and include, but are not limited to arranging and advising on certain types of offshore schemes and investments. Because advice given on these products is not regulated by the FCA you may not have any rights to financial redress under the Financial Ombudsman Service or Financial Services Compensation Scheme with regard to any future disputes.

Registration of investment / retention of policy documents
Where we arrange an investment, we will register these in your name unless otherwise agreed in writing. All contract notes and documents of title in respect of your investment will be forwarded to you, unless otherwise instructed in writing, as soon as practicable after being received by us. Where a number of documents relating to a series of transactions are involved, we will normally retain the documents until the series is complete and then forward them to you.

Client Instructions
We prefer that any instructions be given in writing. If any advice or instructions are given orally, then they must be confirmed in writing to avoid possible disputes. We may refuse at our discretion to accept certain instructions, although such discretion will not be exercised unreasonably. When we have arranged any transactions on your behalf, we will not give you any further advice or service unless you have specifically agreed to an ongoing service for which we will be remunerated as detailed in the Fee Agreement.

Client money
The Ethical Investment Co-operative Ltd does not handle client money. We never handle cash or accept a cheque made payable to us unless it is a cheque in settlement of our fees in accordance with a signed fee agreement. Crossed cheques for investments should only be made payable directly to the investment. You should decline to give money to, or write cheques payable personally to an individual adviser and any receipt by them personally of such a payment from you will not be regarded by us as being a transaction for which we will have any responsibility.

Conflict of interest & material interest
Occasions can arise where we, or one of our other clients, may have some form of interest in business which we are transacting for you. If we become aware that our interests or those of one of our other clients' conflicts with your interests, we will inform you and obtain your consent to proceed. Our conflicts of interest policy is available for inspection upon request.

Verification of identity
As part of our regulatory duties, we are obliged to verify as a minimum, the identity, place of residence, source of funds and source of wealth of each client. This process may require sight of certain documentation. We are unable to forward any applications or money to third parties/product providers until our verification requirements have been met. We take no responsibility for any delay in investing where Identity Verification is outstanding. In circumstances where sufficient verification is not received in a timely manner after we have received completed applications, the application(s) and any monies may be returned to you un-invested. Please note that verification may include the interrogation of online resources such as the electoral roll and Her Majesty's Treasury's financial sanctions lists.

Risk Warnings
You are advised that because investments can fall as well as rise in value, you may not get back the full amount invested. Past performance is not a guide to future performance. Other key risks will be included within our suitability report and in product provider literature. Please ensure that you fully understand all such risks – ask us if you need more information or clarification.

Our services

Advice
Details of the services we provide and how we work with clients are contained in our company brochure and Fee Agreement.

Payment for Services
When we have agreed a fee for any work or service that we will provide on your behalf, we will require you to sign a Fee Agreement to confirm the services that we will provide and the fees that will apply, how those fees will be paid and what cancellation rights you have.

Termination of your agreement with us
The information on this and other disclosure documents including the fee agreement remain in force until cancelled by you or us, or until superseded by a later version. Please refer to our fee agreement for information about your cancellation rights. Legal Governance of any Agreement is governed by and shall be construed in accordance with English Law, and the parties shall submit to the exclusive jurisdiction of the English Courts.

Product cancellation
Most financial products will carry a right to cancel for a short period, typically 14 days, after the product has been put in place. Please refer to the specific product literature for more information.

Complaints Procedure

If you have any complaint about the firm, or a service we have provided, please let us know by writing to our office address or by email or telephone. We promise to deal with your complaint in a fair and objective manner. We will provide you with a copy of our formal complaints procedure upon request or upon receipt of a complaint. If we are unable to resolve a complaint to your satisfaction you have the right to take your complaint to the Financial Ombudsman Service www.financial-ombudsman.org.uk
We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if for any reason we cannot meet our obligations. This will however depend on the type of business and the circumstances of the claim.

Investments - Most types of investment business are covered up to a maximum limit of £85,000.
Insurance - Advising and arranging are covered for 90% of the claim, without any upper limit.

Further information about the compensation scheme arrangements is available from the FSCS www.fscs.org.uk/consumer.

Additional information for remote clients

Where you are likely to do business with us at a distance whereby we communicate exclusively by telephone, email, post or fax, then it is very important that you read the following points in addition to those above.

(i) The firm will provide you with a service as detailed in these terms and conditions, the information about our services document, the key facts about our services and costs document (insurance business only) and fee agreement.
(ii) The total price that we charge for our services is set out in our fee agreement which you must sign prior to our undertaking any service on your behalf. Please ask us if you are unsure as to any aspect of our pricing. There will be other charges and expenses imposed by the providers of insurance and investment products which will be detailed separately.
(iii) Please note there is the possibility that other taxes or costs may exist that are not paid through the firm or imposed by it.
(iv) There are no specific additional costs imposed by the firm for dealing exclusively at a distance.
(v) You should note that some of our recommendations may involve investments that can fluctuate in value, for example depending on financial markets. These fluctuations will be outside of our control and you should therefore consider carefully potential fluctuations before entering into this type of contract. Please take care to read the warnings issued in this document and any provider literature. Please ask us to explain in more detail, if required.
(vi) The firm does not place any specific limitations on the period for which the information provided remains valid. If you are unsure if something still remains valid then please ask and we will clarify.
(vii) The provisions of any contractual agreement to provide an ancillary advisory service and the relationship created by it shall be governed by English Law and subject to the exclusive jurisdiction of the English courts.
(viii) Any such contract is supplied in English Language and will be communicated in English Language.
(ix) Where it applies and relating specifically to any contractual agreement with the firm to provide an ancillary advisory service to you there will be a right to cancel our fee. This right to cancel will be detailed in the fee agreement. In the event of any dispute, unless there is clear written evidence to the contrary, we will treat the date cited for cancellation as being the date when notice was given, posted or otherwise sent. If you do not exercise your right to cancel, then the fee we charge cannot be returned at some later date. Any cancellation provisions relating to a particular investment or insurance product are integral to the provider's product and where they apply will be detailed separately in the provider's literature.