



## 1. RETAIL CLIENT AGREEMENT

The "Client Agreement" or "Agreement" set out below, gives details of the terms of business relevant to the services, Collins Sarri Statham Investments Limited ("CSSI" "We" "Our" or "Us" shall have the same corresponding meaning) shall provide to "You" (the "Client" the beneficial owner(s) of the Account. "Your" shall have the same corresponding meaning). It outlines your rights and obligations and should be read carefully.

We offer two types of accounts:-

A CSS Contemporary account is offered through Saxo Capital Markets UK Ltd ("SCML") which we are an introducing broker to. SCML offer a multi asset trading platform which would suit clients who wish to trade a combination of shares and derivatives or maintain the option to do so.

A CSS Classic account is offered through Jarvis Investment Management Plc ("Jarvis") and is best suited for clients who trade predominantly shares and have no appetite for leveraged products.

- 1.1. If the account is maintained in the name of two or more persons, each person agrees to be jointly and severally liable for all obligations under this Agreement.
- 1.2. If this Agreement is entered into by you as a Company, Trustee or other fiduciary, you represent that investments for the account are within the scope of the investments authorised and delegated under the governing instruments and/or laws, and that you are duly authorised to enter into this Agreement. You also undertake to advise us of any event which might affect your power or authority as Trustee or other fiduciary or the property subject to this Agreement.
- 1.3. In addition, our Contemporary Client Account holders will also have a separate Agreement with Saxo Capital Markets UK Ltd ("SCML") or CMC Markets UK plc (CMC) and will be subject to their terms of business.
- 1.4. The entire terms which govern the relationship between CSSI, and you consist of:
  - 1.4.1. This Client Agreement.
  - 1.4.2. The Derivative Risk Disclosure Letter (if applicable).
  - 1.4.3. The relevant Fees and Charges notice.
  - 1.4.4. The Application Form (either completed on-line or in writing).
  - 1.4.5. SCML or CMC Power of Attorney (if applicable).

- 1.5. If you have any questions regarding this Agreement and its contents, please contact us immediately.
- 1.6. If you accept this Client Agreement, please sign, date and return it to us. Alternatively, if you are signing up online by ticking the appropriate tick box you are indicating your agreement with these terms.
- 1.7. This Agreement will be in force from the date of your acceptance.

## 2. REGULATORY DISCLOSURE

Collins Sarri Statham Investments Limited is authorised and regulated by the Financial Conduct Authority (FCA) and is bound by the applicable FCA rules outlined in its Handbook. The firm's Financial Services Register number is 483868. The firm's permitted business is arranging, advising, dealing as agent, and making arrangement for undertaking transactions in investments.

- 2.1. Collins Sarri Statham Investments Ltd (CSSI) is a privately-owned traditional stockbroker involved in advising our clients on stock exchange traded investments. Our investment advice is limited to stocks and share based investments and derivatives based on these and where appropriate quoted investment trusts, FX, Government and corporate bonds and securities. As our investment advice does not cover all retail investment products, for example, we do not give advice on unitised investment products, life policies or pension-based products, under the Retail Distribution Review (RDR), we classify ourselves as being "restricted". We only provide advice on stockbroking and associated products.
- 2.2. If you have signed up for either our Classic or Contemporary Advisory service, we shall deal with your investments on an advisory basis or on an execution-only basis on those occasions you give us a direct dealing instruction without any advice being given by us.
- 2.3. If you have signed up for our Contemporary Execution Only service, we will not advise you on the merits of the transactions at the time of execution or on an outgoing basis. Additionally, we will not advise on whether the transaction is suitable for you.
- 2.4. We may also provide advice on investment services that are not regulated by the Financial Conduct Authority, and accordingly the protection afforded by that legislation is not available to you with regard to this. There is no compensation scheme for such products and services. We will notify you in all instances when this is the case.



### 3. CLIENT CLASSIFICATION

Unless we notify you in writing to the contrary, we will be treating you as a "Retail Client" as defined under the FCA Conduct of Business Sourcebook. This means that you are afforded the highest level of protection available under the regulatory system and you may have the right to take any complaint to the Financial Ombudsman Service.

- 3.1. Under the rules outlined in the FCA Conduct of Business Sourcebook you may request to be re-classified as a Professional Client. However, if you do, and we agree to this re-classification, this would result in a decreased level of regulatory protection that you would receive including the ability to complain to the Financial Ombudsman Service, except where acting in a personal capacity.

### 4. INVESTMENT OBJECTIVES & RISK ATTITUDE

We offer two types of service: an execution only service and an advisory service. Depending on the type of service selected different regulatory requirements apply.

- 4.1. For our Execution Only service, we will not provide you with any advice or recommendations. However, we are required under FCA rules to determine whether the investment products you are interested in are appropriate for you. In order to comply with this requirement, we will seek information about your knowledge and experience. This will form your Investment Profile (IP).
- 4.2. For our Advisory service, any advice or recommendation that we offer to you, will be based on your stated investment objectives, personal circumstances and risk appetite and will also take into account any restrictions that you wish to place on the type of investments you would be willing to consider. This will form your Investment Profile (IP). In order to ensure that the ongoing advice or recommendations that we provide takes account of all relevant factors, we shall request, annually, information from you about your personal and financial situation, risk appetite and investment objective.
  - 4.2.1. If there is a change in your personal circumstances, investment objectives, risk appetite which would impact on the advice or recommendations we give you, you must notify us immediately.
  - 4.2.2. When assessing and giving advice or investment recommendations CSSI will rely upon the truth, accuracy and completeness of the information that you have provided to us and that from your IP.

- 4.2.3. We will provide you with a copy of your agreed IP on opening your account and annually thereafter.

### 5. COMMUNICATIONS

We shall act on instructions given by you. We can accept instructions from you either in person, by letter, email, fax or telephone. Our preferred method is via telephone. These instructions will be acknowledged either in person, by letter, email, fax or telephone.

- 5.1. On telephoning, you may be asked a number of security questions should there be concerns that the instructions being received are from someone other than the named account holder.
- 5.2. You should keep your account details safe and secure at all times.
- 5.3. If you have asked for our advice on any investments, we may give that advice to you either in person, by letter, email, fax or telephone. Our preferred method is via telephone.
- 5.4. You shall notify us immediately of any change in your contact details; this includes name, residential address, telephone number and email address.
- 5.5. To enable us to provide a proper service to you, there may be occasions when we shall need to contact you without your express invitation. For example, it may be in your interest to buy or sell a particular investment and we would wish to be able to inform you of that fact. We shall, of course, comply with any other restrictions you may wish to impose.
- 5.6. In order to enable us to monitor compliance with the relevant FCA rules of conduct, and to avoid misunderstandings, we may make and keep a recording of our telephone conversations. Our recordings shall be and shall remain our sole property and will be accepted by you as conclusive evidence of orders, instructions or conversations so recorded. You agree that we may deliver copies of transcripts of such recordings to any court or regulatory framework.
- 5.7. We shall be entitled to act for you upon instructions given or purporting to be given by you or any other person authorised by you to act on your behalf without any further enquiry as to the genuineness, authority or identity of the person giving or purporting to give such instructions.

### 6. DATA PROTECTION

The information you provide us will be used as a basis for the advice we give, to administer any applications, to deal with your queries, and to bring to your



attention other services or products that relate to the services we provide you.

- 6.1. CSSI is registered as a data controller in the UK under Data Protection legislation.
- 6.2. The information you give us may be disclosed to third parties, such as product providers [for the sole purpose of processing an application], Identity and verification providers (to fulfil our regulatory obligations in respect to money laundering and fraud) our regulators who have legal authority to check all our records, Consultants [who help us ensure that we abide by any applicable laws and regulations] and our Auditors.
- 6.3. Whilst you are a client, we shall hold information about you on computer and/ or paper files which are subject to Data Protection legislation and which we are obliged to keep for at least 6 years. You have the right to inspect the data we hold about you.
- 6.4. By instructing us to act on your behalf and by signing this agreement you will be contracting with us to allow us to process this information. Please see the privacy policy on our website for more details.
- 6.5. Whilst we attach great importance to client confidentiality, we reserve the right to disclose any information about you or your investments that is requested by our regulator or any other body to whom we are otherwise required by law or regulation to disclose such information.

## 7. GOVERNING LAW AND JURISDICTION

This agreement shall be governed by English Law and shall be subject to the jurisdiction of the Courts of England and Wales.

- 7.1. All agreements and supplementary documentation between CSSI and you will be undertaken in English.

## 8. FEES AND CHARGES

For both our Advisory and Execution Only services, our charges are set out in our published fees and charges sheet; a copy of which is provided with this client agreement. These are also available on our website.

- 8.1. Please note that we may receive a commission or other benefit in respect of the transactions that we arrange for you. For example, we may receive a commission from the trading venue used when we place a transaction for you. Further details will be included in periodic reports and upon request.

## 9. TRADE EXECUTION AND CUSTODY SERVICES

- 9.1. If you have applied for our Contemporary service, you will have also entered into a separate agreement with SCML or CMC.
- 9.2. If you have applied for our Classic service, you have entered into an Agreement with Jarvis Investment Management Plc ("Jarvis"), whereby CSSI has an agreement with Jarvis for the provision of safe custody, nominee and associated services on your behalf.
  - a. By entering into this Client Agreement, you authorise us as your agent to enter into an agreement with Jarvis in order that we can arrange for Jarvis to execute orders on your behalf.
  - b. Acceptance of this Agreement will constitute the formation of a contract between you and Jarvis in so far as we may arrange for Jarvis to provide you with settlement, safe custody, nominee and associated services; we may transmit your instructions to Jarvis; and you agree to be bound by our obligations to Jarvis and that your identification documents may be passed to Jarvis upon their request and become a client of Jarvis for settlement and custody purposes only.
  - c. CSSI will act as your agent in arranging for Jarvis to execute orders. Jarvis will not accept instructions directly from you.
  - d. Your investments will be pooled with investments held for other clients. This means that your investments will not be identified by separate share certificates.
  - e. Jarvis Investment Management Plc is registered in England, company number 1844601 and has its registered and principal place of business at 78 Mount Ephraim, Royal Tunbridge Wells, Kent TN4 8BS. Jarvis is authorised and regulated by the FCA. The firm's Financial Services Register number is: 116413. Jarvis is a member of the LSE.

## 10. CLIENT MONEY & ASSETS

CSSI is not permitted by the FCA to hold client assets or money.

- 10.1. Before executing any instruction to purchase investments, or to trade on margin we shall ask for sufficient money to cover the purchase and this will need to be deposited within your account at either SCML, CMC or Jarvis.
- 10.2. For our Classic account holders, your money will be held as client money by Jarvis and will be dealt with in accordance with the FCA



(client money) rules, which requires them to hold your money in a client bank account, established with statutory trust status. Your money will be held in a pooled client account held at an approved bank appointed by Jarvis.

- 10.2.1. Any stock held on your behalf will be held in the name of an authorised nominee account or a custodian appointed by Jarvis.
- 10.2.2. When you deal in investments held overseas, you agree that your money might be held at an approved bank, intermediate broker, settlement agent or other counterparty outside of the UK. In such circumstances the legal and/or regulatory regime applied will be different from that of the UK and in the event of a default your money may be treated differently from that applied if the money was held in the UK.
- 10.3. For our Contemporary account holders your money will be held as client money by SCML or CMC. All retail client funds (including cash balances, any unrealised profits and funds used as margin collateral) received by SCML or CMC are held in trust in one or more segregated bank accounts with the retail clients as beneficiaries.

## 11. BEST EXECUTION POLICY

Our best execution policy will apply unless we hear to the contrary from you. Full details are available on our website or on request. The key points are:

- 11.1. When executing an instruction on your behalf, we are required to take all sufficient steps to obtain the best possible result (or “best execution”) and to consider the characteristics of the order and the financial instrument concerned. We have arrangements in place to assess the most appropriate route to execute your instructions.
- 11.2. Our policy and the venues we use are monitored on a regular basis and formally reviewed, at least annually, to ensure that all instructions are executed promptly and accurately.
- 11.3. We will take into consideration a range of different factors, primarily price, but we may also include such other factors as the cost of the transaction, the need for timely execution (speed of execution), the likelihood of execution and settlement including the liquidity of the market which may make it difficult to even execute an order, the size of the order and the nature of the financial transaction including whether it is executed on a regulated market or over the-counter.

11.4. We will seek to execute all trade instructions within an hour of receipt and certainly within the same trading day. If for any reason we are unable to do this, we will make every effort to inform you and take further instructions.

11.5. We accept the following types of orders: Market, At Limit, Stop Loss, Buy Stop or Trailing stop order. Unless you advise us to the contrary will usually use Market.

11.6. Where it will not be to your disadvantage, we may aggregate an order for you with those of other clients in order to streamline our processes or get the best price.

11.7. Where we require more information in order to undertake any appropriateness assessment required by law or regulation before being able to proceed with an instruction, your failure or delay in providing this information will result in delays in accepting and executing your instruction and the foregoing provisions of this clause must be read and construed accordingly in such circumstances.

11.8. We do not accept liability for any loss resulting from the failure or delay on the part of a third party in respect of the execution of your instruction, or for your instructions being executed at a different price than that which could have been obtained if the instruction had been executed at the time anticipated by you.

11.9. Notwithstanding the above, we reserve the right to delay the processing of any instruction if, we cannot readily deal in the investment to the value of the instruction on the processing date and within the times set out above; or it is not reasonably practicable for us to process the instruction on that date due to circumstances beyond our control (including, but not limited to, any minimum dealing limit applied to the investment in question), in such circumstances, we will normally process the instruction on the first business day upon which it becomes reasonably practicable for the instruction in question to be executed after the end of the period of delay, subject to the sub clauses above.

## 12. GENERAL RISK WARNINGS

12.1. The market information relating to the past performance of an investment is not necessarily a guide to its performance in the future.

12.2. The value of investments or income from them may go down as well as up. As stocks and shares are valued from second to second,



their bid and offer value fluctuates, sometimes widely.

- 12.3. The value of investments may rise or fall due to the volatility of world markets, interest rates and capital values or, for investments held in overseas markets, changes in the rate of exchange in the currency in which the investments are denominated.
- 12.4. You may not necessarily get back the amount you invested.
- 12.5. You should carefully consider in the light of your financial resources whether investing in stocks and shares is suitable for you.
13. **COMPLEX PRODUCTS RISK WARNING including CFDs**

The target market for complex products is experienced investors with a high tolerance for risk. The structures involved may not be clear or straightforward.

- 13.1. CFDs (Contract for Differences) offer short term exposure to market volatility and investors should be confident in their understanding of the nature and exposure to risk of these investments. Please note that CFDs are considered high risk products.
- 13.2. You can lose more than your initial deposit rapidly and substantially. You should be satisfied that the product is suitable for you in the light of your circumstances and financial position.
- 13.3. In deciding whether to trade in CFDs, you should be aware of the following points: CFDs can only be settled in cash; Investing in a CFD/Spread Bet carries the same risks as investing in a future or an option or other derivative product.
- 13.4. Contingent liability investment transactions, which are margined, require you to make a series of payments against the purchase price, instead of paying the whole purchase price immediately. If you trade in contracts for differences, you may sustain a total loss of the margin you deposit to establish or maintain a position. If the market moves against you, you may be called upon to pay substantial additional margin at short notice to maintain the position. If you fail to do so within the time required, your position may be liquidated at a loss, and you will be responsible for the resulting deficit. Even if a transaction is not margined, it may still carry an obligation to make further payments in certain circumstances over and above any amount paid when you entered the contract.
- 13.5. Before you begin to trade, you should obtain details of all commissions and other charges

for which you will be liable. If any charges are not expressed in money terms (but, for example, as a percentage of contract value), you should obtain a clear and written explanation, including appropriate examples, to establish what such charges are likely to mean in specific money terms. In the case of futures, when commission is charged as a percentage, it will normally be as a percentage of the total contract value, and not simply as a percentage of your initial payment.

14. **SMALLER COMPANIES RISK WARNING**

There is an extra risk of losing money when shares are bought in some smaller companies including "penny shares". There can be a big difference between the buying price and the selling price of these shares and if they have to be sold immediately, you may get back much less than you paid for them or in some circumstances, it may be difficult to sell at any price. It may also be difficult for you to obtain reliable information about the value of this investment or the extent of the risks to which it is exposed.

15. **FOREIGN EXCHANGE RISK WARNING**

Foreign exchange trading and investments based in currencies other than local currency (GBP) may be affected by changes in the exchange rate that may cause the income or value of the investment to go up or down.

- 15.1. Trading foreign exchange on margin carries a high level of risk and may not be suitable for all investors. The high degree of leverage can work against you as well as for you.
- 15.2. Before deciding to trade foreign exchange, you should carefully consider your investment objectives, level of experience, and risk appetite.
- 15.3. The possibility exists that you could sustain a loss greater than your initial deposit.

16. **INVESTMENT TRUST WARNING**

Investment Companies including investment trusts use or may have the ability to use gearing as an investment strategy or may invest in companies that use gearing. Movements in the price of these securities may be more volatile than the movement in the price of the underlying investment. The investments may be subject to sudden and large falls in value, and you may get back nothing at all if the fall in value is sufficiently large.

17. **EXCHANGE TRADED FUNDS (ETFs) RISK WARNING**

ETFs are investment funds, traded like shares which hold assets such as shares, commodities or bonds. They normally closely track the performance of a financial

index, and as such, their value can go down as well as up and you may get back less than you originally invested. Some ETFs rely on complex investment techniques, or hold riskier underlying assets, to achieve their objectives.

17.1. The value of an ETF may be affected by market values, interest rates, exchange rates, volatility, dividend yields and issuer credit ratings. These factors are interrelated in complex ways and, as a result, any losses or gains could be magnified.

## 18. BOND RISK WARNING

Bonds are loans to a government or company. They are also known as debt instruments and cover the categories of Debt Securities and Fixed Income instruments. Generally, they will be more stable than share-based investments but in some circumstances (particularly when interest rates are changing) they can be more volatile. In the event of an issuer experiencing financial difficulty there may be a risk to some or all of the capital invested.

## 19. CONFLICTS OF INTEREST

In the event of any conflict arising between our own interests and those of any client, or if we may have a material interest in a transaction to be entered into with or for a client, we will endeavour to eliminate it where possible. Where we cannot do so, we will inform you and obtain your consent before we carry out your instructions. If appropriate we shall decline to act.

19.1. We aim to be fair and reasonable in all our dealings with you. We have established procedures relating to Conflicts of Interests and Personal Account Dealing and these can be provided on request.

## 20. MARKET ABUSE

You agree that you will not deliberately, recklessly or negligently by act or omission engage in market abuse (within the meaning of Part VIII of the Financial Services and Markets Act 2000) or insider dealing (within the meaning of Part V of the Criminal Justice Act 1993) or require or encourage another person to do so.

20.1. Market abuse is a civil offence for which the sanctions include an unlimited fine. Insider dealing is a criminal offence for which you can be prosecuted, fined and imprisoned. If you are in any doubt as to your position, you should seek independent legal advice.

## 21. COMPLAINTS

If you would like to talk to us about how we could improve our service to you, or if you are unhappy with the service you are receiving, please initially inform your broker.

21.1. Complaints which are not resolved with your broker should be addressed to:

The Compliance Department, Collins Sarri Statham Investments, 138 Fortis Green Road, Muswell Hill, London. N10 3DU.

Telephone: 020 8057 6381

Email: [compliance@css-investments.com](mailto:compliance@css-investments.com)

21.2. We shall carefully consider any complaint as soon as we receive it and do all we can to explain the position to you. Should you not be satisfied with the outcome, you may be eligible to refer your complaint to the Financial Ombudsman Service. A summary of our complaints procedures is available upon request and is also available on our website.

21.3. Collins Sarri Statham Investments also maintains Professional Indemnity Insurance cover for the protection of our clients. Details of the cover can be obtained upon request.

## 22. FINANCIAL SERVICES COMPENSATION SCHEME

You may be entitled to compensation from the Financial Services Compensation Scheme if we cannot meet our obligations, stop trading or been declared in default. The FSCS may be contacted by writing to the Financial Services Compensation Scheme, PO BOX 300, Mitcheldean, GL17 1DY, or by emailing them at the email address provided on the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk).

## 23. TAX

You will be solely responsible for obtaining your own tax advice and for complying with the applicable tax laws.

23.1. Tax legislation may change at any given time, and we encourage you to regularly seek independent tax advice.

23.2. We shall not be liable for any tax owed by you to local or any other tax authorities and We shall not, subject to applicable laws, withhold tax for these purposes.

23.3. We shall not provide any tax advice to you in relation to any transactions.

## 24. TERMINATION

This client agreement can be terminated by written notice at any time.

24.1. Termination will not in any event affect accrued rights, existing commitments or any contractual provision intended to survive termination and will be without penalty or other additional payment save that you will pay (i) our fees pro rata to the date of termination; (ii) any additional expenses necessarily incurred by us in terminating this agreement; (iii) any losses necessarily realised in settling or concluding outstanding obligations.



24.2. If, on termination, any money is or may become due as a result of a commitment entered into on your account (“an outstanding account”) we may at our sole discretion sell such of the investments as we may select in order to realise cash sufficient to cover any outstanding amount (but only to the extent that insufficient cash is otherwise held on your account and available for the purpose) and/or cancel, close out, terminate or reverse any transaction or enter into any other transaction or do anything which has the effect of reducing or eliminating liability under any contracts, positions or commitments undertaken on your account.

24.3. In the event of your legal incapacity, our relationship will terminate automatically upon our receipt of written notice unless you have granted a power of attorney under which we can continue to act. We reserve the right to require proof or further details of your legal incapacity.

24.4. Upon receipt of written notification of your death your account will be suspended, and all power of attorneys will become null and void. Your account will be frozen and all assets including contingent liabilities will be susceptible to market movements.

**25. FORCE MAJEURE**

CSSI may, in its reasonable opinion, determine that a Force Majeure event has occurred or is continuing to occur in which case we will take reasonable steps to inform you. A Force Majeure event includes without limitation any act, event or occurrence (including, without limitation, any strike, industrial action, riot or civil commotion, terrorism, war, act of God, accident, fire, flood, storm, interruption of power supply, electronic, communication equipment or supplier failure, civil unrest, statutory provisions, lock-outs, or act or regulation of any government or relevant regulatory authority) which, in the Company’s reasonable opinion, prevents the Company from advising you on your account.

**26. VARIATION**

This Agreement may be varied or superseded at any time by notification in writing between us, but any such variation shall not affect any rights or obligations of either of us already accrued. You or we may initiate such variations.

**DECLARATION AND CONSENT**

I declare by my signature; To have read, understood and agreed to the Collins Sarri Statham Investment Limited Retail Client Agreement and such supplementary documents listed in 1.3; as detailed above.

Client Signature:

\_\_\_\_\_

Date:

\_\_\_\_\_

**If joint Account**

Client Signature 2:

\_\_\_\_\_

Date:

\_\_\_\_\_

**Please send a signed copy of this Agreement to:**

Trade Support.  
Collins Sarri Statham Investments Limited.  
138 Fortis Green Road,  
Muswell Hill,  
London. N10 3DU.  
Email: tradesupport@css-investments.com  
Telephone: 020 8057 6380