



To start any Sheffield Mutual plan please follow the application checklist below.

Application Checklist and Documents that need returning.

- Enclose your signed cheque and complete and sign the Direct Debit Mandate (if applicable)
- Complete and sign all proposal forms
- Sign and return the Non-advised Sale Letter
- Sign and return one copy of the Client Agreement and keep one for your records along with the Key Facts document.
- Please send a **Certified** copy of a birth certificate if the policy is for a child under age 16
- We will attempt to verify your identity electronically, if this is unsuccessful then we may request further documentation to confirm your identity.

If you require anything further or should you have any questions after reading the information please do not hesitate to contact us by

Telephone: 01226 741000

or email: [enquiries@sheffieldmutual.com](mailto:enquiries@sheffieldmutual.com)

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Please ask for details of our other products, which include:

- Capital Plan
- Tax Exempt Savings
- Investment Bond
- Income Bond
- Pension Bond
- Stocks and Shares ISA
- Life Assurance
- Sickness and Accident Insurance
- Funeral Expenses
- Child Trust Fund

## About Us

Sheffield Mutual Friendly Society has been improving the financial wellbeing of its members since 1892. Whilst we remain passionate about our heritage and mutual status, our products and services have been developed to include a simple range of trusted savings, investment and protection plans - with a particular emphasis on tax-efficient savings and investment policies.

Being an independent mutual organisation we have no shareholders to satisfy. This means that our success can be shared with our members through attractive investment returns and good service. Whilst past performance is not an indicator of future performance, our aim is to deliver greater potential returns to members throughout the life of their policy.

The Society is:

- A member of the Association of Financial Mutuals
- Authorised and regulated by the Financial Services Authority
- A member of the Financial Services Compensation Scheme

For further information about the Society and our policies, please contact us.



Sheffield Mutual Friendly Society

3 Maple Park · Maple Court · Wentworth Business Park · Tankersley · Barnsley · South Yorkshire · S75 3DP

Tel: 01226 741000 · Fax: 01226 741222 · Url: [www.sheffieldmutual.com](http://www.sheffieldmutual.com) · Email: [enquiries@sheffieldmutual.com](mailto:enquiries@sheffieldmutual.com)

Authorised and regulated by the Financial Services Authority.

CLIENT WEB

# REGULAR SAVINGS PLAN

for Adults and Children



Your Future is  
Our Business



# Regular Savings Plan

## Why should I save with the Sheffield Mutual?

The Society has been providing savings and protection policies to its members since 1892 and as we are owned by members and not shareholders, any surplus funds are used for their benefit.



## Are there any guarantees?

Providing the plan runs to its planned maturity date, the Society will, depending on the amount you wish to save and for how long, guarantee a minimum sum assured. The final value will depend upon investment performance but bonuses are declared by the Society's Committee of Management acting on actuarial advice, each year, and these are added to your guaranteed sum assured. Once added these bonuses cannot be taken away. There may also be a further terminal bonus on maturity but this is subject to investment returns during the period and is not guaranteed.

## Where does the Society invest its with-profits fund?

The Society invests in a range of different assets with the aim of providing a higher return in the medium to longer term (5-10 years+) than that achievable in a Bank or Building Society account. We will look to achieve this by maintaining a spread of Investment Assets that will provide low to medium risk making it an option for individuals with a more cautious approach to investing their money.

Examples of the types of assets we invest in are:-

- The shares of UK companies though we may also have a very small exposure to some overseas companies to provide diversity. These provide income from dividends with the possibility of capital growth.
- We also adopt an ethical approach to our share purchases by not including companies who are involved in armaments, tobacco and pornography.
- Investments such as Government Gilts or Corporate Bonds which provide fixed interest.
- Property - The Society owns several properties which provide income from rentals and potential capital growth.
- Fixed interest returns from a small portfolio of Commercial Mortgages.
- Cash.

The proportion held in each of these can vary depending upon market conditions but you can obtain a guide of the spread by contacting the Society's office.

## How does the bonus work?

We invest our funds as described in the previous section and receive a return on those investments which can vary from year to year. At the end of March or early April we review the returns achieved during the previous calendar year in consultation with our Actuary, and the Committee of Management declares a bonus rate for each policy type for that period. Obviously the rate varies depending upon overall investment returns and is not therefore guaranteed to be paid at the same rate in future years. However, once bonuses have been added to the policy, providing the policy runs to maturity, they will not be taken away.

Bonuses are calculated at the appropriate rate based on the sum assured not the amount of premium paid and on maturity you will receive the initial sum assured plus bonuses added during the life of the policy.

The Society also tries to 'smooth' returns over the life of the policy by retaining some of the investment return in good years to maintain bonus rates in poorer years. However, to ensure members receive their fair share of returns on their policy over its lifetime, there may be an additional terminal bonus paid on maturity. Payment of this type of bonus depends entirely on investment performance and the rate at which annual bonuses have been added. It is not guaranteed, i.e., if paid, the rate may vary from year to year.

## How much can I save?

You can save from as little as £5 per month or £50 per annum.

## Can I select the term of my savings plan?

Yes, you may choose the period over which you would like to save with a minimum term of 10 years and a maximum of 25 years.

## Who can save in this plan?

Anyone can have a regular savings plan.

## Can I have a plan for a child?

Yes, even though a child may not have his/her own income an adult may pay the subscription on his/her behalf. This is an ideal way to build up a lump sum perhaps as an 18th birthday gift or to help with school or University fees.



## Can I make early withdrawals?

You cannot make a partial withdrawal but if your circumstances change, you can surrender your policy. However, the plan is designed for medium to long term investment and the surrender value may be less than the amount you have paid in. You may also be liable for additional tax on any investment gain. The amount of the gain may result in a reduction of the amount of any old age relief or child tax credit being received.

## What happens if I die before the maturity date?

In the event of death before the end of the term, the Society will refund all premiums paid plus interest up to the date of death. Interest is calculated using the Bank of England base rates that have applied during the term of the policy + 1% though this could be changed in the future by the Society. Notice of any change will be given.

## Is life cover included?

No, this plan does not include any life cover. However, we do offer plans which have the benefit of life cover, and we will be pleased to supply information to you.

## Is there any tax liability?

The money you save is invested in a fund on which the Society pays tax. Providing the policy runs to maturity, the proceeds are normally free of further taxation. However, you may have to pay tax if you stop paying premiums and/or you cash in your policy before the end of its term. All references to taxation are based on the Society's understanding of current tax legislation and practice, which may change in the future.

## Are there any charges?

Yes, the Society takes a management contribution of 50% of premiums paid in year 1 and in the second and subsequent years 6% of the annual premium amount. These are to cover the cost of expenses incurred in setting up the policy and maintaining it thereafter. The charges are deducted from the overall fund and taken into account when we calculate the level of bonuses we are able to pay.

## How do I start my plan?

Simply decide how much you would like to save, for how long, and whether you would like to save monthly or annually. You should then study the 'Key Features' literature and, providing you do not need any advice, complete and return the application form, client agreement, non-advised sale letter and direct debit authority and return them to Sheffield Mutual Friendly Society, 3 Maple Park, Maple Court, Wentworth Business Park, Tankersley, Barnsley, South Yorkshire, S75 3DP along with a cheque for the initial premium.

## Need any further help or information?

Our friendly and knowledgeable staff would be pleased to provide you with factual information about the Society's products and services, so you can make your own choice about how to proceed. No advice or recommendations will be given and if you are in any doubt as to the suitability of a product, you should seek advice from an Independent Financial Adviser.



## Do I need to provide any additional information?

In order to comply with regulations, the Society will require confirmation of your identification and address. We will therefore ask to see documents such as a passport or driving licence and utility bills or bank statements before issuing a policy. If such documents are not available, we may be able to confirm your identity and address using an electronic verification system.

## KEY FEATURES OF THE REGULAR SAVINGS PLAN

### WHAT IS THE PURPOSE OF THIS LEAFLET?

The Financial Services Authority is the independent financial services regulator. It requires us, Sheffield Mutual Friendly Society, to give you this important information to help you to decide whether our Regular Savings Plan is right for you. You should read this document carefully along with the illustration and general product leaflet, so that you understand what you are buying and then keep it safe for future reference.

### WHO IS THE REGULAR SAVINGS PLAN SUITABLE FOR?

Individuals who would like to regularly save a set amount over a specified period with a minimum of 10 years, to build a lump sum.

### ITS AIMS

- By the payment of regular premiums to build a guaranteed cash sum at the end of the term assuming all premiums have been paid on the due dates.
- To add additional bonuses to the guaranteed sum, though these are not guaranteed and depend on the investment performance of the fund.
- To provide a return of premiums paid plus interest in the event of death before the end of the term.
- To provide access to a range of different assets e.g. Equities, property, fixed interest and cash through a single with-profits fund.
- To give a return of premiums paid plus interest in the event of death before the end of term. The current interest rate is Bank of England base rate + 1% though this could be changed in future by the Society.

### YOUR COMMITMENT

- You agree to pay a regular premium i.e., monthly or yearly throughout the selected term, which cannot be varied.
- If you stop paying the premiums at any time the Regular Savings Plan will stop and cannot be reinstated.

### RISK FACTORS

- Your circumstances may change and you may no longer be able to afford the regular premiums.
- If you surrender your policy at any time before the end of the term you may not receive as much back as you have paid in. This is particularly relevant during the early years.
- Bonuses will depend on the investment performance of the fund and may not be as high as anticipated.
- Depending on tax legislation at the time you may have additional tax to pay on the proceeds of the policy.
- Inflation may reduce what you could buy in the future.

## QUESTIONS AND ANSWERS

### CAN I SELECT THE TERM OF MY SAVINGS PLAN?

Yes, you can choose the term over which you would like to save with a minimum of 10 years and a maximum of 25 years.

### ARE THERE ANY GUARANTEES?

Providing the plan runs to its intended maturity date the society will, depending on the amount you wish to save and for how long, guarantee a minimum sum assured. The final policy value will depend upon investment performance but bonuses are declared each year and are added to your guaranteed sum assured. Once added these cannot be taken away so that on maturity your policy value will be the guaranteed sum assured plus bonuses accrued.

### ARE THERE ANY CHARGES?

Yes, the Society takes a management contribution of 50% of premiums paid in year 1 and in the second and subsequent years 6% of the annual premium amount. These are to cover the cost of expenses incurred in setting up the policy and maintaining it thereafter. The charges are deducted from the overall fund and taken into account when we calculate the level of bonuses we are able to pay.

## WHAT HAPPENS IF I STOP PAYING PREMIUMS?

The Regular Savings Plan is designed as a medium to long term savings plan and if you stop making payments, depending upon how long the policy has been running, there may be a surrender value. However, particularly during the early years, this may not be as much as you have paid in. The Society also reserves the right to surrender the policy if premiums are more than three months in arrears.

## CAN I MAKE WITHDRAWALS?

No, you cannot make any withdrawals other than by surrendering the policy.

## IS THERE A TAX LIABILITY?

The money you save is invested in a fund on which the Society pays tax. Providing the policy runs to maturity, the proceeds are normally free of further taxation. However, you may have to pay tax if you stop paying premiums and/or you cash in your policy before the end of its term. All references to taxation are based on the Society's understanding of current tax legislation and practice, which may change in the future.

## WHAT ABOUT PROTECTION FOR MY DEPENDENTS?

There is no life cover with the Regular Savings Plan and in the event of death before the end of the selected term there will be a refund of premiums paid to the date of death plus interest.

## HOW WILL IT WORK FOR ME?

Accompanying this leaflet you will find an illustration which shows how the Regular Savings Plan might benefit you and you should read this in conjunction with the Key Features as it contains other important information. If you require a specific illustration please contact us.

## OTHER INFORMATION

### CANCELLATION RIGHTS

After your proposal is accepted you will receive a notice of your right to cancel. You will then have 30 days in which to change your mind.

### PREMIUMS

Premiums are paid monthly or annually. Missed premiums could mean that your policy may lapse with no value.

### BONUSES

Bonuses calculated on the basis of the profits of the fund are added to your policy. The bonus rate is decided by Sheffield Mutual Friendly Society acting on the advice of the actuary and is not guaranteed.

### LAW

In legal disputes the Law of England and Wales will apply.

### LEGISLATION

All or any of the benefits, the premiums, or the policy conditions may be adjusted as deemed appropriate.

- If there is any change in Law or Taxation affecting the policy
- If any levy is imposed on the Society under Statute or statutory authority
- As a consequence of any amendment to General Laws

Notice would be given of any such adjustments.

### QUERIES AND COMPLAINTS

For further information or if you wish to complain about any aspect of the service you have received, please contact the Society's Chief Executive at the address shown below. If a complaint is not dealt with to your satisfaction you can then complain to the Financial Services Ombudsman, South Quay Plaza, 183 Marsh Wall, London E14 9SR, or telephone 020 7964 1000. Making a complaint will not prejudice your right to take legal proceedings.

### COMPENSATION

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Further information about compensation scheme arrangements is available from the FSCS by visiting [www.fscs.org.uk](http://www.fscs.org.uk), or by calling 0207 892 7300 or 0800 678 1100.

### THE SHEFFIELD MUTUAL FRIENDLY SOCIETY

Was founded in 1892. Total assets exceed £25 million and there are over 20,000 members.

This leaflet is a brief guide to the Key Features of the product.

Full details are contained in the policy document which is the legally binding contract between you and SHEFFIELD MUTUAL FRIENDLY SOCIETY.

#### Sheffield Mutual Friendly Society

3 Maple Park · Maple Court · Wentworth Business Park · Tankersley · Barnsley · South Yorkshire · S75 3DP

Tel: 01226 741000 · Fax: 01226 741222

Url: [www.sheffieldmutual.com](http://www.sheffieldmutual.com) · Email: [enquiries@sheffieldmutual.com](mailto:enquiries@sheffieldmutual.com).

## APPLICATION FOR TAX EXEMPT / TAX EXEMPT WITH LIFE ASSURANCE / REGULAR SAVINGS PLAN (S)

All information given will be treated in the strictest confidence

### Section A. Details of the Policyholder

|  |                      |                      |
|--|----------------------|----------------------|
| Title  | Forename (s)         | Surname              |
| <input type="text"/>   | <input type="text"/> | <input type="text"/> |
| Sex  | Date of Birth        | <input type="text"/> |
| <input type="text"/>   | <input type="text"/> | <input type="text"/> |
| N.I. Number  | <input type="text"/> |                      |
| Address  | <input type="text"/> |                      |
|  | <input type="text"/> |                      |
|  | <input type="text"/> |                      |
|  | <input type="text"/> |                      |
|  | <input type="text"/> |                      |
| Postcode   | <input type="text"/> |                      |
| Telephone (home)   | <input type="text"/> |                      |
| Mobile   | <input type="text"/> |                      |
| E-mail Address   | <input type="text"/> |                      |
| Occupation   | <input type="text"/> |                      |
| Is the Policyholder already a member of this Society?<br>If YES, please give details if NO, Where did you hear about us? |                      |                      |

### Section B. Details of the Proposer/Premium Payer

(if different to the policyholder)

Please complete section B if the Policyholder is under 16 and/or is not the Premium Payer

Please Tick

- Is the Policyholder under 16? (if so you must sign as Proposer in section B overleaf)
- Will premiums be paid by someone other than the Policyholder?

|                              |                      |                      |
|------------------------------|----------------------|----------------------|
| Title                        | Forename (s)         | Surname              |
| <input type="text"/>         | <input type="text"/> | <input type="text"/> |
| Address                      | <input type="text"/> |                      |
|                              | <input type="text"/> |                      |
|                              | <input type="text"/> |                      |
|                              | <input type="text"/> |                      |
| Postcode                     | <input type="text"/> |                      |
| Relationship to Policyholder | <input type="text"/> |                      |

### Section C. Direct Debit Details

When would you like your Direct Debits to start? (please tick)

|                               |                          |
|-------------------------------|--------------------------|
| 15 <sup>th</sup> of the Month | <input type="checkbox"/> |
| Last working day of the month | <input type="checkbox"/> |

### Section D. Policy Details <sup>\*</sup> If applying for a TESP with life assurance please also complete a medical questionnaire <sup>\*</sup>

( you can now apply for multiple policies using only one form, please complete one line for each policy required)

| Tax Exempt Savings Plan<br>Please tick<br>Max £25 per month / £270 Annually | * Tax Exempt Savings Plan With Life Assurance<br>Please tick | Regular Savings Plan<br>Please tick | Term<br>(Minimum 10 year term) | Premium Amount<br>£'s | Monthly<br>Please tick   | Annually<br>Please tick  | Sum Assured<br>Figure<br>£'s<br>(From Illustration) |
|---|--|-------------------------------------|--------------------------------|-----------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/>  | <input type="checkbox"/>                                     | <input type="checkbox"/>            |                                |                       | <input type="checkbox"/> | <input type="checkbox"/> |   |
| <input type="checkbox"/>  | <input type="checkbox"/>                                     | <input type="checkbox"/>            |                                |                       | <input type="checkbox"/> | <input type="checkbox"/> |   |
| <input type="checkbox"/>  | <input type="checkbox"/>                                     | <input type="checkbox"/>            |                                |                       | <input type="checkbox"/> | <input type="checkbox"/> |   |
| <input type="checkbox"/>  | <input type="checkbox"/>                                     | <input type="checkbox"/>            |                                |                       | <input type="checkbox"/> | <input type="checkbox"/> |   |
| <input type="checkbox"/>  | <input type="checkbox"/>                                     | <input type="checkbox"/>            |                                |                       | <input type="checkbox"/> | <input type="checkbox"/> |   |



APPLICATION FOR TAX EXEMPT / TAX EXEMPT SAVINGS PLAN WITH LIFE ASSURANCE/ REGULAR SAVINGS PLAN (S)

All information given will be treated in the strictest confidence

SECTION E - Note Carefully

Failure to disclose all material facts could render your contract void. Material facts are those which an insurer would regard as likely to influence the assessment and acceptance of a proposal for insurance.

SECTION F - Declaration

To be completed by the Proposed Policyholder (Section A) or in the event of the Proposal being made on behalf of a child aged 1-16 (next birthday), to be completed by the Proposer (Section B).

I wish to apply for the Sheffield Mutual Plan (s) detailed overleaf.

I declare that all the statements made in this proposal (and any notes) are to the best of my knowledge and belief the truth, and that I have not knowingly withheld any material information.

I further declare (applicable only to proposals for a child aged 1-16 next birthday) that the Endowment hereby proposed is being taken up by me on behalf of and for the full benefit of the child and I will abide and conform to the rules of the Society from time to time in force.

I further understand that I may cancel the policy by giving notice in writing and returning the policy documents within 30 days of the policy issue date and that I will be entitled to the full refund of any premiums paid less, (at the discretion of the Management Committee), any charge for management.

I declare that I do not have any other Tax Exempt Savings Plans (excluding ISAs) with this or any other Friendly Society that by taking out this plan, my maximum entitlement of £25 per month / £270 per annum to Friendly Society Tax Exempt Plans would be exceeded.

I consider that I will be able to continue the contracted payment(s) overleaf for the full duration of the term.

You agree that the information we hold about you can be held on computer and / or paper files and that it may be disclosed to third parties for the purpose of processing your application, our Regulators and our Compliance Consultants.

You also agree that we may use the information we hold to contact you from time to time and advise you of other products or services offered by the Society which we feel may be of interest to you.

Signature of Policyholder (section A) \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Proposer (section B) \_\_\_\_\_ Date: \_\_\_\_\_

SECTION G - For Financial Adviser / Introducer use only

Please note:- if your client doesn't sign this section we may not be able to give you any information about this policy in the future.

Name of Advisor:

Telephone:

Email:

Enclosures:

- Money Laundering Verification
Direct Debit mandate
Certified Copy of Birth Certificate (if p/holder under 16)
Cheque for Initial payment / Direct Debit Form

Company name and address or stamp:

I agree to Sheffield Mutual providing information about this policy to the above named company at their request.

Signed Policyholder/Proposer \_\_\_\_\_

Where do you want the documentation to go to? (Please tick): Client [ ] IFA [ ] Original to Client & Copy to IFA [ ]

A COPY OF THE POLICY CONDITIONS ARE AVAILABLE ON REQUEST FROM THE SOCIETY
Published by: SHEFFIELD MUTUAL FRIENDLY SOCIETY, 3 MAPLE PARK, MAPLE COURT, WENTWORTH BUSINESS PARK TANKERSLEY, BARNSELY, SOUTH YORKSHIRE, S75 3DP. TEL: 01226 741000, FAX: 01226 741222
AUTHORISED AND REGULATED BY THE FINANCIAL SERVICES AUTHORITY

UPDATED 14/09/2011



## about our services and costs



3 Maple Park  
Maple Court  
Wentworth Business Park  
Tankersley  
Barnsley  
S75 3DP

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### 1. The Financial Services Authority (FSA)

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The FSA is the independent watchdog that regulates financial services. This document is designed by the FSA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

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### 2. Whose products do we offer?

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- We offer products from the whole market.
- We only offer products from a limited number of companies.
- We only offer our own products.

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### 3. Which service will we provide you with?

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- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.
- We will provide basic advice on a limited range of stakeholder products and in order to do this we will ask some questions about your income, savings and other circumstances, but we will not:
- conduct a full assessment of your needs;
  - offer advice on whether a non-stakeholder product may be more suitable.

When we have agreed the investment service that we will provide, we will require your agreement to the terms and conditions relating to that service before we can proceed.

IDD Non-Advised Sale 20<sup>th</sup> May 2011

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**4. What will you have to pay us for our services?**

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We will tell you how we get paid and the amount before we carry out business for you, by issuing a specific product illustration.

Please note that there may be other costs, such as taxation, that may arise that are not imposed by us, nor paid by us.

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**5. Who regulates us?**

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Sheffield Mutual Friendly Society, 3 Maple Park, Maple Court, Wentworth Business Park, Tankersley, Barnsley, S75 3DP is authorised and regulated by the Financial Services Authority. Our FSA Register number is 139855.

Our permitted business is long term insurance, including savings and protection.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

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**6. What to do if you have a complaint**

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

**...in writing** Write to the Chief Executive,  
Sheffield Mutual Friendly Society,  
3 Maple Park, Maple Court,  
Wentworth Business Park, Tankersley,  
Barnsley, S75 3DP

**...by phone** Telephone 01226 741000.

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

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**7. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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

The Scheme covers 90% of the value of the claim with no upper limit in the unlikely event that the Society is unable to meet its commitments.

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



**Client Agreement (Client Copy)**

**Sheffield Mutual Friendly Society, 3 Maple Park, Maple Court  
Wentworth Business Park, Tankersley, Barnsley, South Yorkshire S75 3DP  
Tel: 01226 741000**

1. This notice contains items that are common to most of our clients. The firm, whose name, address and telephone number appear above, is regulated and authorised by the Financial Services Authority (FSA). The terms shown in this document are effective from the date shown at the foot of the document. We will not automatically provide you with a revised Client Agreement, but if terms should change the new version will be provided when next we provide you with a service. You are classified as a retail client.
2. As you have neither asked for nor received any advice from the Society in relation to this product, it will be classed as a 'Non-Advised Sale'. This term acknowledges the fact that all decisions in relation to the investment will be and have been made by yourself and that the Society has only provided you with factual information in relation to the product.
3. We will make arrangements for your investments, or other contracts, to be registered in your name unless you first advise us otherwise in writing. We will forward all contract documents to you as soon as practical after we have received them. Where a number of documents relating to a series of transactions are involved, we will normally hold each document until the series is complete and then forward them all to you at the same time.
4. Occasions can arise where we, or one of our other customers, will have some form of interest in business which we are transacting for you. If this happens, or we become aware that our interests or those of our other customers conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions.
5. We prefer instructions from you to be in writing – we will, however, accept oral instructions provided they are subsequently confirmed in writing.
6. Should you have any complaint about the firm please write to the Chief Executive at the address above. He will provide you with written information as to how we administer complaints. Complaints we cannot settle may be referred to the Financial Ombudsman Service.
7. If you make a valid claim against the firm in respect of investments we arrange for you to buy or sell and we are unable to meet our liabilities in full, you may be entitled to redress from the Financial Services Compensation Scheme. Details of the cover provided by the scheme are given in a leaflet, which we will send you at your request, or from [www.fscs.org.uk](http://www.fscs.org.uk).
8. If, under the Money Laundering Regulations, it is necessary to verify your identity, address and source of funds, such verification will be completed before any business is finalised.
9. This Client Agreement may be terminated, without prejudice to the completion of transactions already initiated, by written notice from you or the firm. Such notice will take effect one month from the date of such notice unless otherwise agreed.
10. In order to arrange investments on your behalf, we must obtain certain information from you about your financial and personal circumstances. We will also need to maintain certain other records.

- a. You agree that the information we hold about you can be held on computer and/or paper files.
- b. You agree that any information we hold about you may be disclosed:
  - i) To third parties (e.g. credit agencies and product providers) for the purpose of processing your application.
  - ii) The Regulators (mainly the Financial Services Authority who have a legal authority to check all our records).
  - iii) Our Compliance consultants, who help us to ensure that, in your interests, we abide by the Financial Services Act and other regulations.
  - but iv) Must not be disclosed to any other parties (even if related) without your express permission in writing.
- c. You agree that we may use the information that we hold about you to contact you from time to time by post, fax, e-mail or telephone to bring to your attention products, services or information about your existing contracts which may be of benefit to you. You may opt out of this condition by putting an **X** in the following box.

- d. You understand that we have a legal obligation to ensure that the information within our records is kept up to date, but can only do so if provided with the up to date information by you.
- e. You understand that you may withdraw the consent given by you to the above paragraphs 10b(iv) and 10c [*not 10b(i) and 10b(ii)*] at any time by informing us in writing.

I confirm receipt of a copy of this Client Agreement and, where appropriate, agree to the statements made. I confirm that I have not received a personal recommendation from Sheffield Mutual Friendly Society.

Name of client:

Signature of client:

Date:

**You should read this Client Agreement document in full and with care before signing it.**

Client Copy







## Client Agreement

**Sheffield Mutual Friendly Society, 3 Maple Park, Maple Court  
Wentworth Business Park, Tankersley, Barnsley, South Yorkshire S75 3DP  
Tel: 01226 741000**

1. This notice contains items that are common to most of our clients. The firm, whose name, address and telephone number appear above, is regulated and authorised by the Financial Services Authority (FSA). The terms shown in this document are effective from the date shown at the foot of the document. We will not automatically provide you with a revised Client Agreement, but if terms should change the new version will be provided when next we provide you with a service. You are classified as a retail client.
2. As you have neither asked for nor received any advice from the Society in relation to this product, it will be classed as a 'Non-Advised Sale'. This term acknowledges the fact that all decisions in relation to the investment will be and have been made by yourself and that the Society has only provided you with factual information in relation to the product.
3. We will make arrangements for your investments, or other contracts, to be registered in your name unless you first advise us otherwise in writing. We will forward all contract documents to you as soon as practical after we have received them. Where a number of documents relating to a series of transactions are involved, we will normally hold each document until the series is complete and then forward them all to you at the same time.
4. Occasions can arise where we, or one of our other customers, will have some form of interest in business which we are transacting for you. If this happens, or we become aware that our interests or those of our other customers conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions.
5. We prefer instructions from you to be in writing – we will, however, accept oral instructions provided they are subsequently confirmed in writing.
6. Should you have any complaint about the firm please write to the Chief Executive at the address above. He will provide you with written information as to how we administer complaints. Complaints we cannot settle may be referred to the Financial Ombudsman Service.
7. If you make a valid claim against the firm in respect of investments we arrange for you to buy or sell and we are unable to meet our liabilities in full, you may be entitled to redress from the Financial Services Compensation Scheme. Details of the cover provided by the scheme are given in a leaflet, which we will send you at your request, or from [www.fscs.org.uk](http://www.fscs.org.uk).
8. If, under the Money Laundering Regulations, it is necessary to verify your identity, address and source of funds, such verification will be completed before any business is finalised.
9. This Client Agreement may be terminated, without prejudice to the completion of transactions already initiated, by written notice from you or the firm. Such notice will take effect one month from the date of such notice unless otherwise agreed.
10. In order to arrange investments on your behalf, we must obtain certain information from you about your financial and personal circumstances. We will also need to maintain certain other records.

- a. You agree that the information we hold about you can be held on computer and/or paper files.
- b. You agree that any information we hold about you may be disclosed:
  - i) To third parties (e.g. credit agencies and product providers) for the purpose of processing your application.
  - ii) The Regulators (mainly the Financial Services Authority who have a legal authority to check all our records).
  - iii) Our Compliance consultants, who help us to ensure that, in your interests, we abide by the Financial Services Act and other regulations.
  - but iv) Must not be disclosed to any other parties (even if related) without your express permission in writing.
- c. You agree that we may use the information that we hold about you to contact you from time to time by post, fax, e-mail or telephone to bring to your attention products, services or information about your existing contracts which may be of benefit to you. You may opt out of this condition by putting an **X** in the following box.

- d. You understand that we have a legal obligation to ensure that the information within our records is kept up to date, but can only do so if provided with the up to date information by you.
- e. You understand that you may withdraw the consent given by you to the above paragraphs 10b(iv) and 10c [*not 10b(i) and 10b(ii)*] at any time by informing us in writing.

I confirm receipt of a copy of this Client Agreement and, where appropriate, agree to the statements made. I confirm that I have not received a personal recommendation from Sheffield Mutual Friendly Society.

Name of client:

Signature of client:

Date:

**You should read this Client Agreement document in full and with care before signing it.**

# **Non-Advised Sale Letter**

## **Sheffield Mutual Friendly Society**

Thank you for your enquiry regarding Sheffield Mutual

As you have neither asked for nor received any advice from the Society in relation to this product, it will be classed as a 'Non-Advised Sale'. This term acknowledges the fact that all decisions in relation to the investment will be and have been made by yourself and that the Society has only provided you with factual information in relation to the product.

You understand that as this is a 'Non-Advised Sale' you lose some of the regulatory protection which you might otherwise have. Specifically, it is unlikely that you will be able to make a complaint against the Society.

**Signed.....Date.....**



