



WORKING WITH CHURCH HOUSE INVESTMENT MANAGEMENT

Church House Investment Management is a trading name of Church House Investments Limited, authorised and regulated by the Financial Conduct Authority (FRN 190548).

The value of investments and the income you get from them may fall as well as rise and there is no certainty that you will get back the amount of your original investment. You should also be aware that past performance may not be a reliable guide to future performance.

We are delighted that you are interested in the services provided by Church House Investment Management. This document outlines how we will work with you, providing a description of the key processes involved and why they are important towards us providing you with the right solution for your investment needs. It also covers what information we will need to obtain from you and how it will be used. Please do not hesitate to contact your Relationship Manager with any questions you may have.

We hope to welcome you as a client very soon!

STAGE 1 INITIAL ENGAGEMENT

The initial engagement will include an introduction to the products and services we provide, including details of the costs involved. We will request information about your current financial circumstances and specific investment needs, so that we may provide a suitable recommendation.

This stage also involves assessing your tolerance for investment risk, which will help shape the selection of an appropriate investment portfolio.

We will provide you with a copy of our full Terms and Conditions for your review.

STAGE 2 INVESTMENT PROPOSAL

Your appointed Relationship Manager will review the information you provided in Stage 1 as the basis from which to produce a personalised proposal.

This work will include researching any existing investments you may have and liaising with our Investment Management Team to finalise a suitable portfolio recommendation.

The proposal will outline how the solution we recommend meets your investment needs and objectives, whilst also providing details on our funds, which form the 'building blocks' of your portfolio.

STAGE 3 AGREEMENT TO PROCEED

After you have been able to review your proposal and asked any questions of your Relationship Manager, the next formal step is to complete a Discretionary Management Agreement.

This forms the basis of our contractual relationship with you as a client of Church House Investment Management.

It also provides us with sufficient information and authority, to fulfil the identity checks required of us under UK Money Laundering regulations.

STAGE 4 IMPLEMENTING RECOMMENDATIONS

Once all the necessary information is obtained and agreements are in place, we will be able to implement your investment proposal. We will write to restate the full details of the portfolio, including confirmation of the agreed level of risk and any specific income requirements.

We will also acknowledge receipt of one or both of cash and investments transferred from existing providers, in an initial valuation statement.

You will be sent valuation reports every quarter for you to see the progress of your portfolio.

INFORMATION PRIVACY

At Church House Investment Management, we take the privacy of client data very seriously. The provision of a discretionary management service is a regulated activity and, as such, we are required to obtain sufficient information from prospective investors in order to provide suitable investment recommendations.

You have the right to request that we remove your information prior to any recommendations but in that event we will no longer be able to proceed with the process. If, after considering a proposal, you choose not to become a client, we confirm that we will delete all your personal information from our systems and records. For additional information please refer to the Data Protection section of our Terms and Conditions and our Data Protection Privacy Policy, which is available at www.ch-investments.co.uk/regulatory-matters.