

Regulated activities and complaints procedure

Version 1.1

Lane Clark & Peacock LLP (“LCP”) is a limited liability partnership incorporated under English law with registered number OC301436. Our registered office and principal place of business is at 95 Wigmore Street, London, W1U 1DQ.

References to “we”, “us” or “our” will mean LCP, and references to “you” or “your” will mean the party or parties to which we have agreed in writing to provide services (or which have been determined as a matter of law to be entitled to rely on our services) under the contract for the provision of our services.

Where applicable, the below information supplements the contract for the provision of our services to you.

Regulated activities

We may provide advice or services that constitute “regulated activities” under the Financial Services and Markets Act 2000. Regulated activities include arranging, or making a personal recommendation to buy, sell or hold a particular investment or insurance product. A “personal recommendation” is a recommendation that is presented as suitable for you or is based on consideration of your circumstances.

We are authorised and regulated by the Financial Conduct Authority (FCA). You can find details of our authorisation on the Financial Services Register which can be accessed via the FCA website at <https://www.fca.org.uk/firms/financial-services-register>. We are also licensed by the Institute and Faculty of Actuaries (IFoA) for regulated activities to business clients where these are complementary to or arise out of the professional services we provide to you.

Regulated activities for non-investment insurance contracts are carried out under our FCA authorisation with the exception of surety bonds utilised for contingent funding arrangements for defined benefit pension schemes which, along with other regulated activities, are carried out under our IFoA licence.

If we are unable to meet any claims made against us with regard to regulated activities carried out under our FCA authorisation, you may be eligible to claim under the Financial Services Compensation Scheme. If the claim relates to work carried out under our IFoA licence, you will not have access to any compensation scheme operated by the IFoA. However, we maintain professional indemnity insurance at least as great as the IFoA’s requirements for regulated firms.

If we recommend a contract of insurance, we will do so on the basis of a fair analysis of a sufficiently large number of contracts of insurance that are available in the market.

We will normally only provide services that are regulated activities when requested to do so. However, there may be occasions when it will be appropriate for us to contact you regarding regulated activities. There may also be occasions when it is appropriate for us to suggest that you should seek the services of an authorised third party and this may include an organisation associated with us. Since in some circumstances, we could only do either of these with your prior written permission, your agreement to the contract for the provision of our services constitutes that prior permission.

We represent you rather than act for, or on behalf of, any insurance undertaking (an insurance undertaking is an organisation that carries on the business of effecting or carrying out contracts of insurance). We confirm that no “insurance undertaking”, or the parent of such an undertaking, has any holding, direct or indirect, representing more than 10% of the voting rights, or of the capital, of LCP. We are also required to inform you that LCP has no holding, direct or indirect, representing more than 10% of the voting rights, or of the capital, of any insurance undertaking.

Complaints procedure

We aim to provide a first-class service that meets your particular requirements. If you feel that we have not met this standard in any way, we would normally wish you to raise the matter in the first instance with the partner who advises you. We will do all we reasonably can to address any concerns that you may have.

If you have any complaints or concerns about our work for you that have not been readily resolved by the partner who advises you, please raise these with a member of the firm's Executive Committee (details available on request) or by e-mailing seniorpartner@lcp.uk.com. We will investigate your complaint promptly and carefully and do all we reasonably can to resolve the difficulties.

For regulated activities carried out under our IFoA licence (see above), if we do not answer your complaint to your satisfaction, you may take up the matter with the IFoA by emailing dpb@actuaries.org.uk or writing to The DPB Manager, Institute and Faculty of Actuaries, Level 2 Exchange Crescent, 7 Conference Square, Edinburgh EH3 8RA.