

Private Banking

# Important information about your relationship with us

This document serves as a guide to the wealth management and investment services we provide under what we call our **“General Terms of Business”** (**“Terms”**), where you have been categorised as a retail client.

This document is not a substitute for our Terms, which are available **on our website** and should be read carefully.

**If you have any questions please get in touch.**

Phone: 020 7883 9900

Website: you can also contact us via our website **here**.



# Overview of the services we offer

## Our “core” services\*

**Execution Only Services**

**Wealth Planning Services**

**Advisory Services**

**Discretionary Management Services**

**Third Party Asset Management  
Services**

**Shared Relationship Services**

## Our “additional” services

**Guide to documents you may receive**

**Other important information to know**

**About us**

\* The following services are what we refer to in our Terms as our “**Core Services**” – i.e., the main services we provide to you under our Terms.

## Execution Only Services

When we carry out Execution Only business, you give us instructions to buy certain products which means you are deciding what products are appropriate to buy and that they meet your investment objectives.

### Top things you need to know:

- When we provide Execution-Only Services, we do not give you any investment advice – for example, we do not check that the transaction is suitable for you.
- When you give us instructions as part of this service about a “**Complex Product**” (for example, derivatives and certain structured products) we will carry out an “**appropriateness assessment**” – which means we will assess whether you have the necessary knowledge and experience to understand the risks of the Complex Product and warn you if we think you do not.
- When you give us instructions as part of this service about a “**Non-Complex Product**” (for example, listed shares) we will not carry out an appropriateness assessment.
- If you are unsure about any transaction you are entering into when using our Execution-Only Services, you should speak to your Relationship Manager and consider receiving advice.

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### **i** Where can I find more information?

Section 2, Part A, Clause 21 of the Terms.



# Overview of the services we offer

## Our “core” services\*

Execution Only Services

**Wealth Planning Services**

Advisory Services

Discretionary Management Services

Third Party Asset Management  
Services

Shared Relationship Services

## Our “additional” services

Guide to documents you may receive

Other important information to know

About us

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## Wealth Planning Services

As part of this service, we help you plan for the future by considering your financial planning and investment structuring needs through the use of “Wealth Planning Products”, such as insurance bonds, tax-efficient investments and life insurance.

### Top things you need to know:

- When we provide this service we will provide you with “**one-off**” advice (which means we will assess whether the product is suitable for you at that point, but we will not check that products are suitable for you on an on-going basis).
- As part of this service we will not provide any tax or legal advice. Before providing this service we may ask for written confirmation that you’ve received appropriate tax and/or legal advice.

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**i** Where can I find more information?

Section 2, Part A, Clause 24 of the Terms.





# Overview of the services we offer

## Our “core” services\*

Execution Only Services

Wealth Planning Services

**Advisory Services**

Discretionary Management Services

Third Party Asset Management  
Services

Shared Relationship Services

## Our “additional” services

Guide to documents you may receive

Other important information to know

About us

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## Advisory Services

We offer two Advisory Services called: “Credit Suisse Invest Expert” and “Credit Suisse Invest Partner”. These services allow us to give you ongoing advice that is tailored to your needs.

### Top things you need to know:

- Our **Credit Suisse Invest Expert** service provides you with a dedicated Investment Consultant and provides access to the entire Credit Suisse investment platform.
- Our **Credit Suisse Invest Partner** service provides you with a dedicated Relationship Manager but rather than being a “**full advisory service**” (which our **Credit Suisse Invest Expert** is) this service is instead focussed on specific products.
- When we provide you with these services we will provide you with advice which means we will assess your investment objectives and investment strategy to ensure that the products are suitable for you.
- Across both services our advice is “**restricted.**” This means that our advice does not consider all products types and products offered by every product provider in the market. Instead, we choose products from a limited number of providers that we have carefully assessed and selected from a wider population through our due diligence process.
- Unlike our **Discretionary Management Services**, we do not make decisions on your behalf. This means you are responsible for the investment decisions made once we have provided you with our advice.

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### **i** Where can I find more information?

Section 2, Part A, Clause 22 of the Terms.



# Overview of the services we offer

## Our “core” services\*

Execution Only Services

Wealth Planning Services

Advisory Services

**Discretionary Management Services**

Third Party Asset Management  
Services

Shared Relationship Services

## Our “additional” services

Guide to documents you may receive

Other important information to know

About us

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## Discretionary Management Services

We call this service: “Credit Suisse Invest Mandate” which is where we manage assets on your behalf. We offer two portfolios as part of this service: the “Credit Suisse Invest Mandate Standard Portfolio Service” and the “Credit Suisse Invest Mandate Bespoke Portfolio Service”.

### Top things you need to know:

- The **Credit Suisse Invest Mandate Standard Portfolio Service** – is a “**model portfolio**” we offer, which means that the portfolios have pre-set investment objectives and risk profiles.
- The **Credit Suisse Invest Mandate Bespoke Portfolio Service** – is a “**bespoke portfolio**” which means the portfolio is tailored (rather than being pre-set as above).
- In either case, where we provide these services we will make decisions for you based on the investment strategy we have agreed, which is based on the Service Application Form you complete.
- If you decide at any time you wish to change your portfolio, you can do so by contacting your Relationship Manager who will help you make the relevant changes here.
- When you select this service we will also custody your assets.



### Where can I find more information?

Section 2, Part A, Clause 23 of the Terms.  
Section 2, Part B, Clause 38 of the Terms.



# Overview of the services we offer

## Our “core” services\*

Execution Only Services

Wealth Planning Services

Advisory Services

Discretionary Management Services

**Third Party Asset Management  
Services**

Shared Relationship Services

## Our “additional” services

Guide to documents you may receive

Other important information to know

About us

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## Third Party Asset Management Services

This service allows us to take instructions from an external asset manager who is authorised on your behalf to deal with your assets.

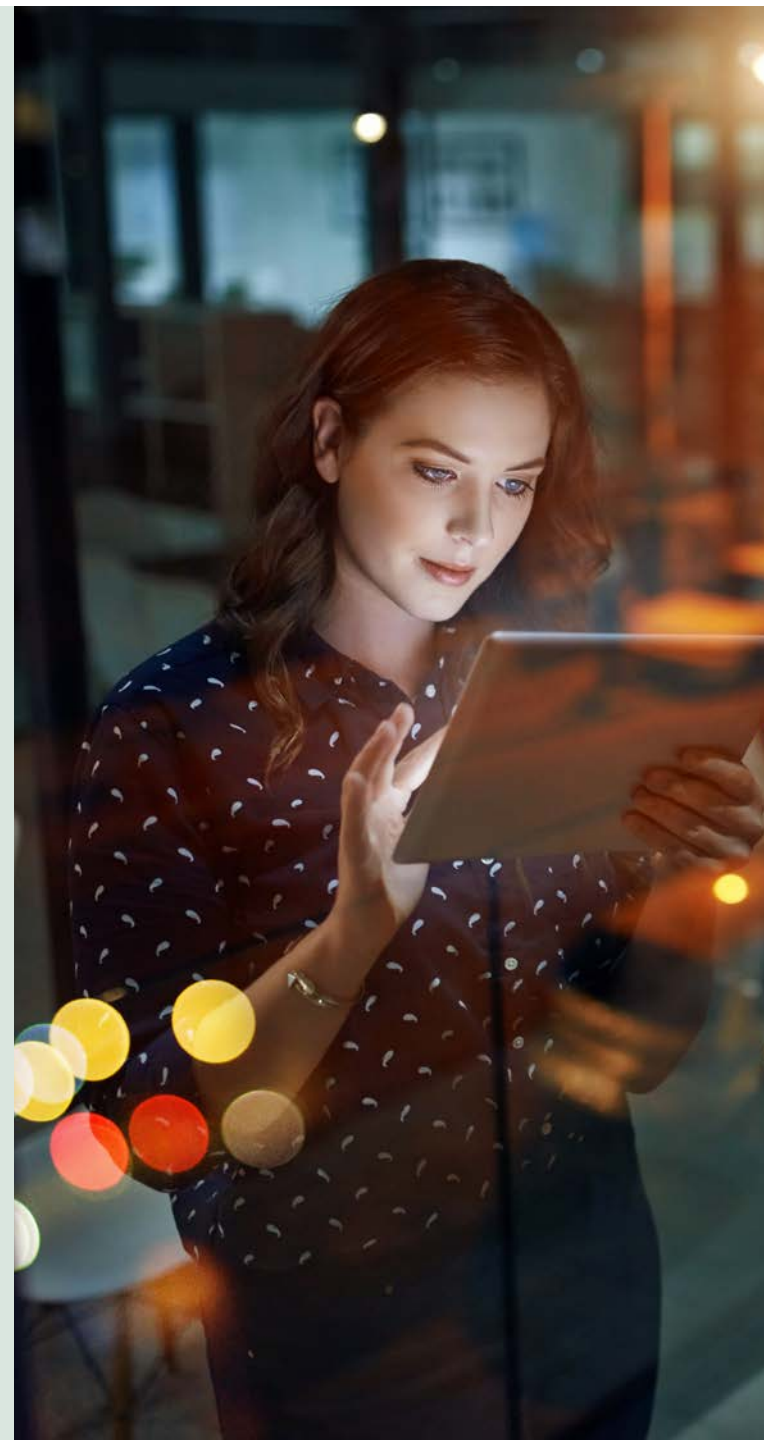
### Top things you need to know:

- This is not a “**standalone**” service, meaning we will provide this service when we are already providing you with another Core Service.
- To receive this service we will require you to:
  - a) sign up to an additional set of terms which makes clear what our and the external asset managers’ responsibilities are; and
  - b) grant the external asset manager a limited power of attorney to give us instructions in relation to your Credit Suisse accounts.

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**i** Where can I find more information?

Section 2, Part A, Clause 27 of the Terms.





# Overview of the services we offer

## Our “core” services\*

Execution Only Services

Wealth Planning Services

Advisory Services

Discretionary Management Services

Third Party Asset Management  
Services

**Shared Relationship Services**

## Our “additional” services

Guide to documents you may receive

Other important information to know

About us

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## Shared Relationship Services

This service allows you to access products and services from our wider Credit Suisse entities based in Guernsey or Switzerland.

### Top things you need to know:

- Although services will also be provided by other Credit Suisse entities, we will continue to be your first point of contact through your Relationship Manager.
- To access these services you will be required to sign up to an additional set of terms and conditions.
- Where you receive these services, some of our Terms are disappplied and replaced by the additional set of terms and conditions you sign up to as part of this service. We explain the relevant Terms that do not apply in Schedule 1, Part B of our Terms.

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### **i** Where can I find more information?

Section 2, Part A, Clause 28 of the Terms and Schedule 1 of the Terms.



# Overview of the services we offer

Our “core” services

Our “additional” services\*

**Cash Account Services**

Temporary Lending Services

Custody Services

Guide to documents you may receive

Other important information to know

About us

\* The following services are what we refer to in our Terms as “**Additional Services**” – i.e. services we also provide when you are receiving one of our Core Services (as set out on pages 2–7 of this document).

**You cannot receive any of these Additional Services on a standalone basis.**

## Cash Account Services

When we provide you with this service we open what we refer to in the Terms as a “Cash Account” – this is an account that helps facilitate the services we provide. For example, it enables us to move money to purchase investments.

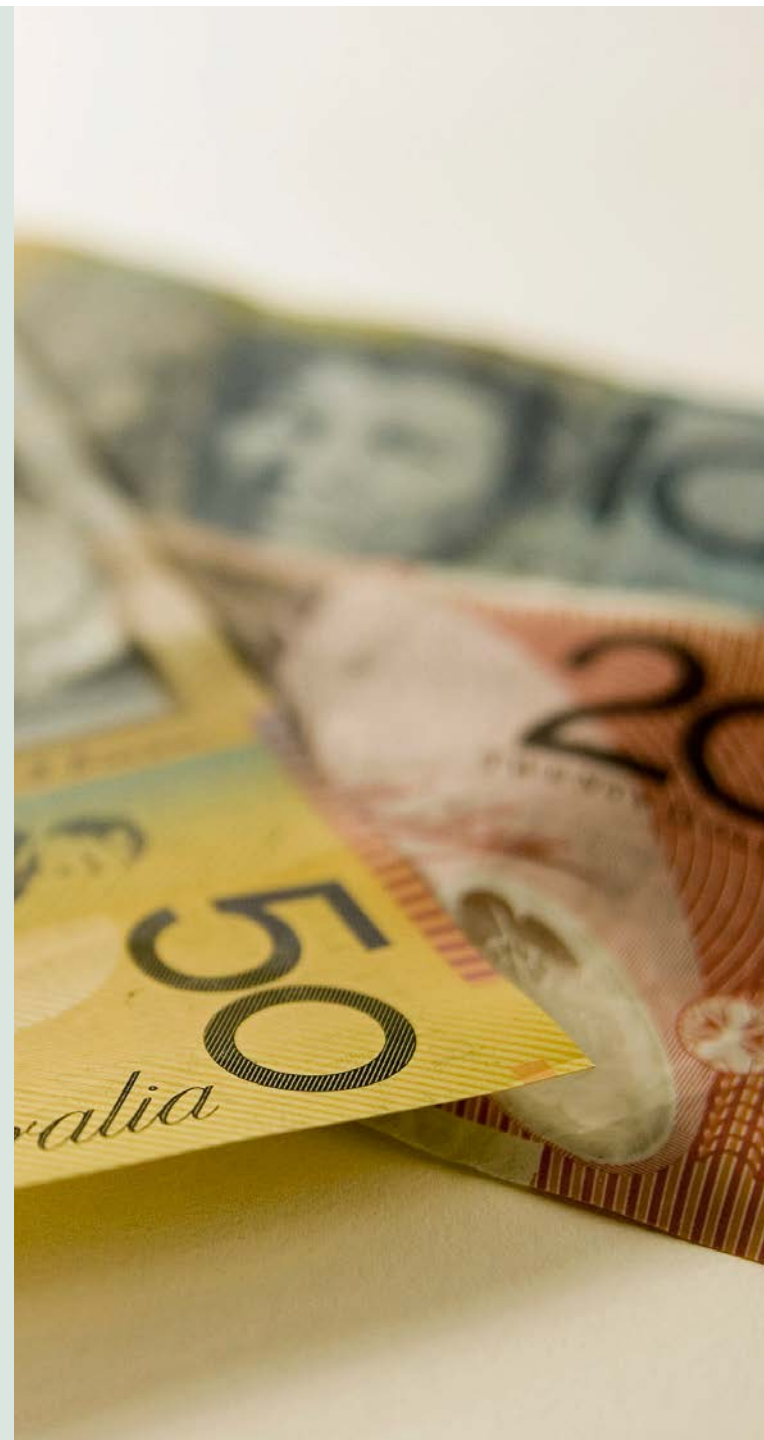
### Top things you need to know:

- You may be required to open up a separate Cash Account for each of our Core Services.
- Unless you open a Cash Account which is a fixed-term deposit account, your Cash Account may not attract interest. When a Cash Account is opened, we will inform you whether or not it will pay interest.
- If you receive cash into your account by mistake, we can deduct this from your account without consent, even if this creates or increases a negative balance on your account.

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**i** Where can I find more information?

Section 3 of the Terms.





# Overview of the services we offer

Our “core” services

Our “additional” services\*

Cash Account Services

**Temporary Lending Services**

Custody Services

Guide to documents you may receive

Other important information to know

About us

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## Temporary Lending Services

As part of our other Core Services mentioned above, sometimes we will also allow you to have what we refer to as a “Temporary Credit Facility” which is effectively an unauthorised overdraft.

### Top things you need to know:

- We will charge interest for the Temporary Credit Facility and we are able to demand the money we lend by giving 30 Calendar Days’ written notice.
- When we provide a Temporary Credit Facility you may be required to sign and agree to our **Security Agreement** (which is an agreement which will use your assets as security for any money you owe us).
- The money we lend as part of a Temporary Credit Facility cannot be used for any purpose relating to property rights in the UK (for example, purchasing property).

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**i** Where can I find more information?

Section 5 of the Terms.



# Overview of the services we offer

Our “core” services

Our “additional” services\*

Cash Account Services

Temporary Lending Services

**Custody Services**

Guide to documents you may receive

Other important information to know

About us

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**You cannot receive any of these Additional Services on a standalone basis.**

## Custody Services

This is where we safekeep and administer your assets (including cash) when we provide you with our services. If we hold your assets for you, we will process benefits or income derived from your assets and hold them for you.

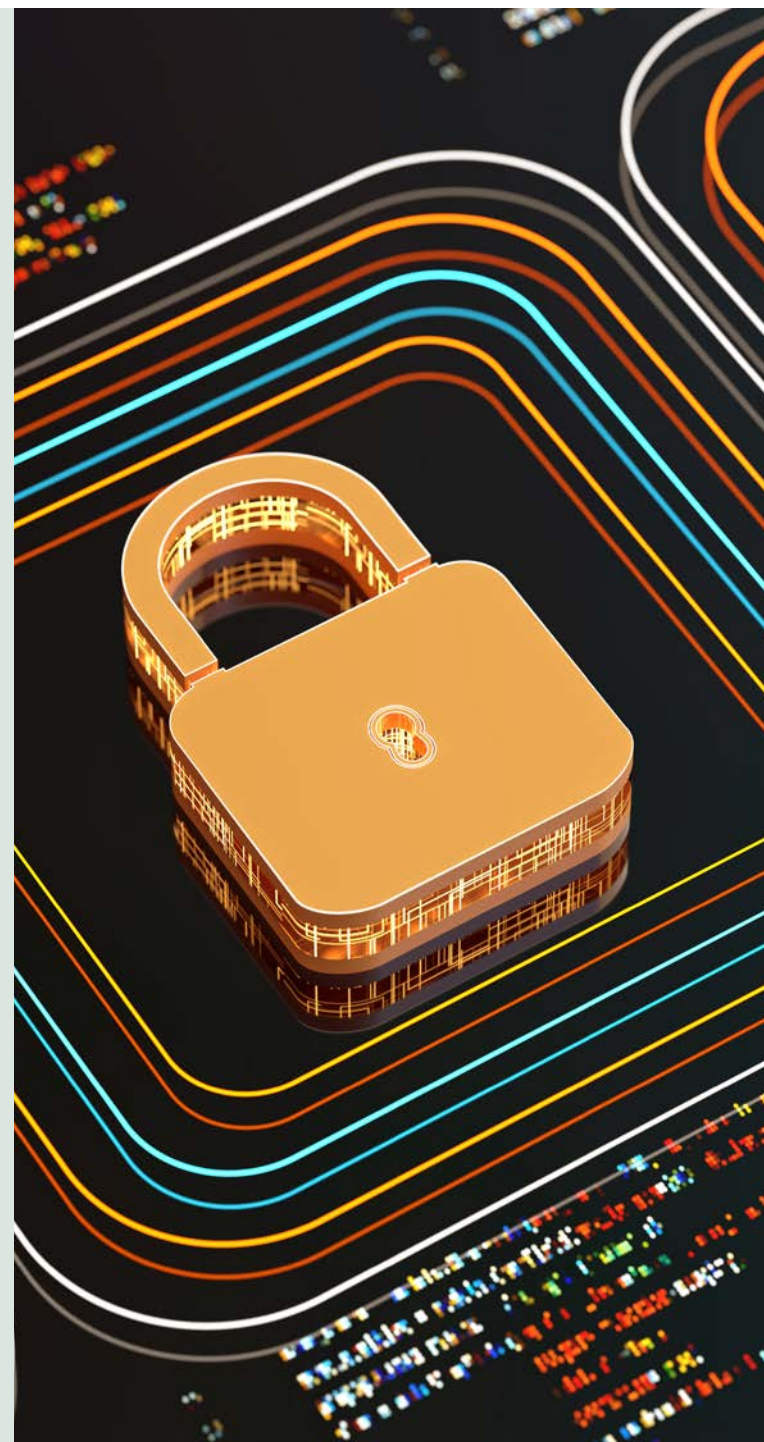
### Top things you need to know:

- We may ask a **Credit Suisse Group Nominee Company** to hold your assets on our behalf. Where this is the case, we will accept the same level of responsibility to you for this nominee company as we would if we held your assets ourselves.
- We are entitled to appoint third party sub-custodians in the UK or overseas to perform custody services on our behalf. We are obliged to exercise skill and care when appointing third party sub-custodians, but apart from this, we are not responsible for their acts or omissions.
- We will maintain records that show that the assets we are holding belong to you so that investments can be traced back to you if we become insolvent.
- If we have held your assets for 12 years and you have not given us any instructions within those 12 years, we can liquidate these assets at market value and pay away the proceeds, or directly pay away these assets to a registered charity of our choice.

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**i** **Where can I find more information?**

Section 2, Part B, Clause 38 of the Terms.



# Guide to documents you may receive

Our “core” services

Our “additional” services\*

Guide to documents you may receive

Terms and conditions

Letters, Forms and Notices

Disclosures

Ongoing communications

Other important information to know

About us

## Terms and conditions

- Our **General Terms of Business** – these are the main terms governing the provision of services which we provide and are also available on our website (under the header “terms of business”).
- **Acceptance Booklet** – this is the document you sign to agree to our Terms and where we also obtain information from you such as your knowledge and experience in relation to certain products, how you would like us to send information to you and the services you require.
- **Service Application Form** – this is a form we ask you to complete when you wish to receive On-going Advisory or Discretionary Management Services from us and tells us important information such as your financial circumstances and investment objectives.
- **Finance Documents** – these are additional documents (for example, a facility agreement or mortgage agreement) we ask you to complete where we provide you with a finance product such as a loan or mortgage.

**We are not able to provide you with our services until all relevant paperwork is received.**

## Letters, Forms and Notices

- **User Authorisation Form** – this is a form we ask you to complete when you wish for third parties to be able to view your accounts held with us.
- **Mandate Suitability Letter** – this letter sets out the rules and restrictions we will follow when working towards your investment objectives. We use this where we provide you with Discretionary Management or Advisory Services.
- **Client Categorisation Letter** – this is a letter we send you if we categorise you as a Professional Client or Eligible Counterparty. In most cases, you will be categorised as a Retail Client. If you wish to be re-categorised as, for example, a Professional Client, we will have to re-assess your knowledge and experience. Please speak to your Relationship Manager who can provide further information.
- **High-Net Worth (“HNW”) Statement** – this is a statement you may be required to sign where you want to invest in certain products or receive certain services from us and we require you to certify your HNW status.
- **Derivatives Notice Letter** – this is a letter we send to you when we agree to carry out what we refer to as “Contingent Liability Transactions” (meaning transactions relating to derivative products where you may (and sometimes will) be liable to make further payments once the transaction is completed or “Closed Out”).



You can find **our terms and conditions** under “**2. Terms of Business**” on our website.



# Guide to documents you may receive

Our “core” services

Our “additional” services\*

Guide to documents you may receive

Terms and conditions

Letters, Forms and Notices

**Disclosures**

Ongoing communications

Other important information to know

About us

## Disclosures

- **Best Execution and Order Handling Policy** – this explains our approach to providing best execution when we provide our services to you. We are required to take all sufficient steps to obtain the best possible result for you when executing transactions on your behalf, taking into account factors such as price, costs and speed.
- **Conflicts of Interest Policy** – we are required to take reasonable steps to identify and prevent conflicts of interest that arise when we provide our services to you. We operate in accordance with our Conflicts of Interest Policy which is designed for this purpose.
- **Risk Warnings** – when we provide you with our services it is really important that you are aware of the risks of specific investment products and markets you may invest in. Schedule 2 of the Terms provides you with general risk disclosures you should be aware of before entering into any investments.

## Ongoing communications

- **Periodic Reports and Statements** – we will periodically send these to you to keep you updated on your account.
- **Trade Confirmations** – when we execute certain transactions for you we will send you confirmation of the transaction made after we have executed it. These confirmations will be sent either by post, email or, where we provide you with online services, you will be able to view the confirmation online.



**Where can I find more information?**



All of our above policies can also be viewed on [our website](#) under “**1. Policies**”. Schedule 2 of the Terms.



**Where can I find more information?**

Section 7, Clause 77 and Section 2, Clause 36 of the Terms.

# Other important information to know

Our “core” services

Our “additional” services\*

Guide to documents you may receive

Other important information to know

Costs and charges

If you do not meet your liabilities

If you want to end our services

Margin requirements and margin calls for derivative products

If we become insolvent

About us

## Costs and charges

Before we provide you with any services, we will notify you of the associated costs and charges. We can change these at any time and we will give you notice if they change.

You must pay all costs and charges immediately to avoid interest accruing on the amount you owe.

## If you do not meet your liabilities

If you do not meet the liabilities you owe to us (for example, repay your borrowing and our associated costs and charges), there are several steps we can take, including:

- Adding interest to the amounts you owe.
- Set off the amounts you owe to us against any obligations we owe to you.
- **“Close Out”** your derivative products meaning we can:
  - Sell or take steps to realise the value of the derivative products; and
  - Determine the market value of the derivative products and attribute a cash settlement amount which is due and payable.
- Sell or take steps to realise investments.

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**i** Where can I find more information?

Section 1, Clause 20 of the Terms.

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**i** Where can I find more information?

Section 7, Clause 84 of the Terms.

# Other important information to know

[Our “core” services](#)

[Our “additional” services\\*](#)

[Guide to documents you may receive](#)

**Other important information to know**

[Costs and charges](#)

[If you do not meet your liabilities](#)

[If you want to end our services](#)

**[Margin requirements and margin calls for derivative products](#)**

[If we become insolvent](#)

[About us](#)

## If you want to end our services

You can end our services at any time by giving us 14 days’ written notice.

We can also end the services we provide to you by giving you 30 Calendar Days’ written notice (via email or post) for our Core and Additional Services (not including Banking Services).

For our Banking Services (banking and payment services) we will give you two-months written notice.

## Margin requirements and margin calls for derivative products

- When we are instructed to enter into what we refer to as **“Contingent Liability Transactions”** (i.e., derivatives and other transactions where you may be required to make further payments or deliver assets at a future date), we will ask you up front for what we refer to as **“Margin”** – this means Cash or Investments we may require you to deliver to us and maintain in your Account.
- In determining the amount of Margin and the amounts of your obligations to us in respect of transactions that require Margin, we may apply such methodology (including judgements as to the future movements of markets and values) as we consider appropriate, consistent with Applicable Law.
- You agree to maintain the Margin level we require and if we think your accounts will not hold the amount we require we can carry out what we refer to as a **“Margin Call”** – this is where we ask you to deliver further Cash or Investments to maintain your account at the level we require to maintain the Margin we originally requested.
- If you do not respond to a **Margin Call**, we can treat this as an **“Event of Default”** (meaning you haven’t complied with our Terms) and Close Out your transaction which may result in losses.

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**i** Where can I find more information?

Section 7, Clause 86 of the Terms.

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**i** Where can I find more information?

Section 6, Clause 66.



# Other important information to know

Our “core” services

Our “additional” services\*

Guide to documents you may receive

**Other important information to know**

Costs and charges

If you do not meet your liabilities

If you want to end our services

Margin requirements and margin calls for derivative products

**If we become insolvent**


About us

## If we become insolvent

- **Money we hold for you** – we hold your cash as “banker”. As with all banks, cash held on deposit with us represents an unsecured claim on the bank for the return of your cash, subject to our Terms. In the first instance, your cash is protected by our overall capital protection. In the unlikely event of our insolvency, you may be eligible to claim under a deposit protection scheme.
- **Deposit protection schemes** – you may be eligible for compensation under the deposit protection scheme offered by the Financial Services Compensation Scheme (“**FSCS**”). The FSCS pays compensation to eligible depositors if a bank is unable to meet its financial obligations. Compensation for eligible investment and banking business is subject to FSCS limits, which is currently limited to the first £85,000 per person (if you have a joint account this applies per person (making a total of £170,000)).

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**i** Where can I find more information?

 Section 1, Clause 17 of the Terms.  
On the FSCS website [fscs.org.uk/](https://www.fscs.org.uk/).



# About us

Our “core” services\*

Our “additional” services

Guide to documents you may receive

Other important information to know

About us

## Credit Suisse (UK) Limited, a private wealth bank providing clients with wealth management and investment services

We are authorised and regulated by both the Prudential Regulation Authority (“PRA”) and the Financial Conduct Authority (“FCA”) to carry out wealth management and investment services in the UK.



**Our FCA Financial Services Register “firm reference number” is:**  
124269



More information about us can be found on the FCA’s Financial Services Register [fca.org.uk/firms/financial-services-register](https://www.fca.org.uk/firms/financial-services-register)



**Our company number is:**  
02009520



**Our registered office is:**  
Five Cabot Square  
London E14 4QR

