



ZEDRA

TERMS FOR TRUST, FIDUCIARY,
FOUNDATION, FUND ADMINISTRATION
AND CORPORATE SERVICES





These are the Terms for Services provided by the ZEDRA Group in England. These Terms are effective from 1 March 2019 and replace any and all previous terms which applied to the Services.

1. DEFINITIONS

1.1 In these Terms:

“**Additional Terms**” means any additional terms agreed in writing amending, varying or agreeing additions to these Terms;

“**Advice**” means legal, tax or investment advice and/or opinions;

“**Agreement**” means any agreement entered into between you and us for the provision of the Services including any Application Form, the Engagement Letter, the Terms, the Governing Instrument, any Services Agreement, any Additional Terms, and any Fee Schedule;

“**Appointee**” means all or any persons provided by us to act in respect of any Arrangement;

“**Arrangement**” means any trust, Estate, power of attorney, provision of a Deputy, structure, matter or circumstance where the ZEDRA Entity provides a Service;

“**Assets**” means the assets of an Arrangement at any given time;

“**Application Form**” means any application form relating to a Service;

“**Authorised Person**” means any person or persons entitled or empowered or authorised in a form acceptable to us, to give Directions or make Requests in respect of any Arrangement;

“**CDD**” means information and documentation required to:

- (a) identify and verify the identity of you and any other person connected to the Arrangement including the beneficial owner of any Assets contributed to an Arrangement;
- (b) identify the source of Assets contributed to an Arrangement and the source of wealth from which such Assets derive; and
- (c) enable us to assess the extent to which we may be exposed to risk;

“**Conflict of Interest**” means any conflict of interest including but not limited to a conflict between: (a) our interests; or (b) your interests; or (c) the interests of an Arrangement; or (d) the interests of other Arrangements;

“**Directions**” means directions, consents, instructions or any communications, that you or an Authorised Person is appointed, entitled, empowered or authorised to give to the ZEDRA Entity in respect of any Arrangement or Service;

“**Deputy**” means an individual appointed by the Court of Protection to act and make decisions on behalf of a person who lacks mental capacity;

“**Donor**” means a person who has granted a power of attorney;

“**Electronic**” and “**Electronically**” means any form of message made by any type of telecommunication, digital or electronic or technological device;





“**Employee**” means any director, officer, consultant, agent, contractor or employee of any member of the ZEDRA Group;

“**Engagement Letter**” means the engagement letter entered into between you and us agreeing the Services and the terms on which the Services will be provided incorporating these Terms;

“**Estate**” where we are acting as a Personal Representative or as an attorney under an enduring or lasting power of attorney, includes but it is not limited to, all property that is vested in us as Personal Representative or, where we are acting under a power of attorney, includes but it is not limited to, all property to which the power of attorney relates;

“**Fee Schedule**” means the schedule of fees charged for a particular Service and related expenses as amended from time to time;

“**Governing Instrument**” means the trust deed, will, power of attorney or any other document, instrument or deed creating or establishing or amending the Arrangement;

“**Information**” means all present and future information, including CDD, personal data and documents concerning an Arrangement, you, any Interested Person or an Authorised Person;

“**Interested Person**” means any person who is connected to, or who has any role in, or who has benefited from an Arrangement;

“**Liabilities**” means any liabilities of any kind including taxes, fees, expenses, disbursements or otherwise;

“**Losses**” means all losses, costs, expenses, damages actions, suits, proceedings, claims, demands and Liabilities suffered by any person;

“**Personal Data**” means personal data relating to a natural person who can be identified by reference to an identifier;

“**Privacy Notice**” means the Privacy Notice in respect of the provision of trust, fiduciary, foundation, fund administration, fiduciary investment and corporate services;

“**Personal Representative**” means:

- (a) the person who has obtained probate, confirmation, letters of administration or their equivalent on your death, (which may be us) or has satisfied us that they intend to, and who has the power to give us competent instructions relating to your estate; or
- (b) the person from whom we have been reasonably satisfied it is legitimate for us to take instructions from in relation to your estate, after your death and after we have satisfied ourselves there is no other person willing and able to apply for the authorisations normally required by law to administer your estate.

“**Regulatory Requirement**” means:

- (a) any laws relating to the Arrangement being provided;
- (b) any obligation that we have, or any other person has, to comply with under any law, order, statute or regulation (including any tax legislation or rules made by an applicable regulatory body or agreements made with tax authorities), or as the result of a decision by a court, regulatory authority, tax authority, ombudsman or similar body;





- (c) any obligation or standard under any industry guidance or code of practice which we are or, where relevant, another person is obliged to follow;
- (d) any other legal or regulatory requirement governing the provision of relevant Services in the jurisdiction in which we provide a Service; or
- (e) any circumstance where it is unclear whether an obligation or requirement applies and we have determined that it does;

“Requests” means advice, requests, approvals, consents or recommendations that you or an Authorised Person is appointed, entitled, empowered or authorised to give to a ZEDRA Entity;

“Service” means a service provided by the ZEDRA Entity pursuant to an Agreement;

“Services Agreement” means any agreement in writing entered into between: (a) us and (b) you and/or (c) an Arrangement, relating to a Service;

“Terms” means these terms;

“Working Day” means any day on which the relevant ZEDRA Entity providing the Service is open for business in compliance with applicable laws;

“ZEDRA Entity” means the ZEDRA company which provides the Service;

“ZEDRA Group” means the ZEDRA Entity, its direct and indirect parent companies and any companies that it or its direct or indirect parent companies totally or partly own at any time.

1.2 Unless the context otherwise requires:

- (a) **“you”** and **“your”** refers to any person entering into this Agreement and any person to whom Services are provided, and, where applicable, that person's heirs, duly authorised representatives, legal Personal Representatives, successors and assigns, and, in the case of a corporate body, its successors and assigns, and any beneficial owner or controlling person;
- (b) **“we”**, **“us”** and **“our”** refers to the ZEDRA Entity;
- (c) **“person”** means any natural or legal person;
- (d) references to a section, a clause or to a schedule are to a section, clause or schedule of these Terms;
- (e) words denoting the singular will include the plural where the context admits;
- (f) a reference to another agreement or document is to that agreement or document as amended, varied or replaced from time to time; and
- (g) a reference to a statute is to a statute as it may have been amended, modified, re-enacted or replaced from time to time.

2. CONFLICTS IN DOCUMENTATION

2.1 Subject to sub clause 17.5, in the event of any conflict between these Terms and either:

- (a) the Governing Instrument;





- (b) any Additional Terms;
- (c) the Engagement Letter;
- (d) any relevant Services Agreement;
- (e) the Application Form;
- (f) the Terms;

the documents shall prevail in the order of (a), (b), (c), (d), (e) and (f).

3. AUTHORISED PERSONS

- 3.1 You may authorise an Authorised Person to act for you and give Requests or Directions to us but you are wholly responsible for their authorisation and for any such Requests or Directions.
- 3.2 To the extent permitted by law, we have no obligation to consider whether any Authorised Person is suitable or has sufficient capacity, experience or understanding of the Arrangement to act as an Authorised Person or to monitor or question any Request or Direction received from an Authorised Person.
- 3.3 We will continue to consider Requests or act on Directions from an Authorised Person until you give us written notice that he or she is no longer so authorised to make Requests or give Directions.

4. DIRECTIONS

- 4.1 We may, but are under no duty to, require you or an Authorised Person to set up certain security procedures or take other steps before we will accept Directions.
- 4.2 We may seek further information or take such additional security measures as we think appropriate before acting on a Direction but are under no duty to do so.
- 4.3 We may assume that a Direction is genuine and correct if we reasonably believe that the Direction is given by an Authorised Person.
- 4.4 We will act on a Direction as soon as possible. We will not generally acknowledge receipt of Directions other than by acting on the Direction.
- 4.5 To the extent permitted by law, any liability on our part for any Losses which arise from any failure to give an acceptable Direction timeously or that arise from our acting on a Direction is excluded.

5. REFUSING TO ACCEPT DIRECTIONS

- 5.1 We may refuse to accept any Direction if we believe that:
 - (a) it was not given by an Authorised Person or does not comply with any applicable limitations or requirements or the person does not have the power to give us the Direction;
 - (b) it is not clear or contains incorrect information or we consider that we want or need to check the Direction;





- (c) it is inconsistent with another Direction received from an Authorised Person (where this is the case, we may ask for a consistent Direction from all relevant persons);
 - (d) by carrying out the Direction we, or another member of the ZEDRA Group, might:
 - (i) breach a Regulatory Requirement;
 - (ii) become exposed to action or censure from any government, regulator or law enforcement agency; or
 - (iii) damage our reputation, or contravene our internal policies;
 - (e) it would be impracticable or impossible to carry out the Direction;
- 5.2 Unless Regulatory Requirements prevent us from doing so, we will make reasonable efforts to confirm:
- (a) if we refuse to accept a Direction; and
 - (b) what can be done to enable us to accept the Direction.
- 5.3 We may take no or such action as we consider necessary or appropriate where:
- (a) we need a Direction but it is impractical or impossible to obtain such Direction timeously;
 - (b) we consider that the Direction creates a Conflict of Interest or may lead to us or any Employee incurring a liability;
 - (c) we have not been able to obtain an acceptable Direction, or you or any Authorised Person have failed to provide a Direction, in circumstances where we know or believe that action is required.
- 5.4 To the extent permitted by law, any liability for any Losses which arise from our accepting or acting on, or refusing or querying a Direction is excluded.

6. ADMINISTRATION

- 6.1 We may carry out the administration of an Arrangement in England but may change that jurisdiction of administration to any jurisdiction we consider appropriate.
- 6.2 We may act through any Employee or any member of the ZEDRA Group.
- 6.3 We may engage members of the ZEDRA Group and their employees and other persons to provide services, including investment monitoring, reporting and Advice and may delegate (with or without a power to sub-delegate further) any or all of our obligations, functions or responsibilities under the Agreement to another member of the ZEDRA Group or another person in any jurisdiction and their employees, directors, officers, consultants or delegates without further notice or consent and we will not be liable for any Losses caused by such employees, directors, officers, consultants delegates or sub delegates unless such liability cannot be excluded by local law.
- 6.4 None of the powers given to us, any member of the ZEDRA Group or any Appointee or Employee under these Terms is a fiduciary power. All such powers may be exercised having regard solely to our own interests.





- 6.5 We may at our absolute discretion decline to accept or retain any Asset and, if the Arrangement owns or acquires an Asset we do not wish to retain, such Asset may be sold or transferred or otherwise disposed of.
- 6.7 We will not do anything or be required to do anything that may put us or any of our Employees at personal risk of injury or risk of any criminal or civil liability, penalty or prosecution anywhere in the world or which, in our opinion, may conflict with any Regulatory Requirement.

7. DATA PROTECTION AND CONFIDENTIALITY

- 7.1 Processing of all Personal Data, and, where applicable, Information, will be carried out in accordance with our Privacy Notice, a copy of which may be found at www.zedra.com
- 7.2 You acknowledge and agree that, in order to make or receive payments, the details of the payment (including information relating to those involved in the payment) may be received from or sent to another jurisdiction, where it could be accessible by regulators and authorities in connection with their legitimate duties (for example, the prevention of crime).
- 7.3 Subject to your consent, we and other companies in the ZEDRA Group may use Information to inform you by post, Electronically and by any new methods of communication about products and services (including those of others) which may be of interest to you. You may tell us at any time if you do not wish to receive marketing communications from us.
- 7.4 We hereby acknowledge that all Information of whatever kind confidential and undertake to maintain strict confidentiality with regard to the same and further undertake that we shall not during the continuance of this Agreement or after its termination disclose to any person whatsoever any Information. Notwithstanding the foregoing, we may disclose Information:
- (a) with your express authority or the express authority of an Authorised Person;
 - (b) as may be necessary and proper in the ordinary course of business or the performance of the Services;
 - (c) as so required by a relevant regulatory authority or as so ordered by a court of competent jurisdiction; or
 - (d) as otherwise specified in the Terms.

8. FEES AND EXPENSES

- 8.1 *We will charge fees for a particular Service and will be reimbursed for our related expenses in accordance with our published Fee Schedule for that Service in place from time to time, unless the Governing Instrument expressly states otherwise, in which case the terms of the Governing Instrument will prevail.*
- 8.2 We may decide how to allocate our fees and expenses within an Arrangement as we think fit.
- 8.3 We may deduct all fees and expenses from Assets or retain Assets until our fees and expenses have been paid at our discretion.
- 8.4 We may require you to provide funds to meet future fees and expenses.
- 8.5 Subject to Regulatory Requirements and where permitted by law, our fees and expenses will constitute a lien on all the Assets.





8.6 Where an invoice is issued all fees and expenses shall be paid within 30 days of issue of the relevant invoice and interest at the rate of 4% above Barclays Bank PLC base rate may be charged on all overdue amounts as well as all costs incurred by ZEDRA, whether before or after judgement in seeking payment.

9. OUR LIABILITY

9.1 We are not liable to you, an Interested Person, an Arrangement or any other person for any Losses except Losses which we are unable to exclude by law.

9.2 Without prejudice to clause 9.1, to the extent permitted by law, we are never liable to you, an Interested Person, any Arrangement, or other person for:

- (a) any Losses arising from any cause beyond our reasonable control, or where the effect of which is beyond our reasonable control to avoid; or
- (b) any Losses that we did not anticipate when we exercised any of our powers when providing Services or when we received or acted upon a Direction; or
- (c) any loss of business, loss of goodwill, loss of opportunity or loss of profit suffered by any person; or
- (d) the actions of any Authorised Person over which we have no control.

9.3 We are not liable to you, an Interested Person, any Arrangement, or any other person if we do not take any action which in our opinion would breach any Regulatory Requirement or market practice or our fiduciary duties. To the extent that there is any conflict between these Terms and our duties under any law or Regulatory Requirement or market practice or our fiduciary duties, we will act in a way we reasonably consider necessary to comply with such law or Regulatory Requirement or market practice or our fiduciary duties. We will not be responsible for Liabilities and/or Losses which arise from our acting or not acting.

9.4 Nothing in these Terms shall limit or exclude liability arising from fraud or fraudulent misrepresentation by any member of the ZEDRA Group or for any other liabilities which cannot lawfully be limited or excluded.

10. ADVICE AND INFORMATION

10.1 We do not provide Advice and nothing in any discussions between you and us or information provided by us may be taken to be, or taken as, Advice or a substitute for independent Advice or depended upon as a substitute for taking independent Advice. We do not warrant or assume any duty of care to ensure that any information provided by us is accurate, up to date, complete or appropriate to you or the relevant Arrangement or to take into account your circumstances or the circumstances of any other person.

10.2 You must seek independent Advice to satisfy yourself of any tax or legal or other consequences: for you; for the Arrangement; of establishing an Arrangement; of our administration of the Arrangement; of accepting a benefit from an Arrangement; and/or from the continuation or termination of the Agreement.

10.3 We have no duty or obligation to ensure that the establishment of the Arrangement, our administration of any Arrangement or the exercise of any of our powers will not create any adverse financial consequences for the Arrangement or cause you or any person to suffer any Liabilities or Losses except duties and obligations that we cannot exclude by law.





- 10.4 You undertake to seek independent Advice on a regular basis, especially if your circumstances change or you become aware of any tax or other changes which may affect you or the Arrangement, tailored to your particular circumstances and if you fail to, or choose not to do so, we have no obligation to advise you further to do so.
- 10.5 We have no fiduciary or other obligations to you or any other person to ensure that any Arrangement is, or remains, suitable for your purposes or the purposes of any person in respect of tax or legal matters, even if we are aware of any change in the law or in the circumstances of any person or to consider or to advise you of changes in any law or tax regime or to consider or advise you whether any changes to any law or tax regime will affect you, the Arrangement or any person.
- 10.6 Any Advice obtained by the ZEDRA Entity in respect of an Arrangement at the expense of a ZEDRA Entity shall belong to that ZEDRA Entity and cannot be relied upon by you or any other person connected with, or advising in respect of, the Arrangement without our written consent.
- 10.7 We may require you to provide us with copies of any Advice that you have obtained with respect to the Arrangement or the Services and to have such Advice refreshed on a regular basis but we will have no duty to comply with such Advice or have any liability for Losses caused by any failure to comply with such Advice unless we have agreed to do so in writing.

11. CHANGES

11. We may change any provision of the Agreement at our discretion by giving you thirty Working Days notice of any change made under this clause where Regulatory Requirements or local laws require us to do so. Where we do so:
- (a) we will tell you the date the change comes into effect; and
 - (b) you will be treated as agreeing to be bound by that change on the date of service of notice.

12. NO WAIVER

Any failure by any party to insist on the other party strictly complying with these Terms or any act or omission on any party's part will not amount to a waiver of that party's rights under these Terms.

13. ASSIGNMENT

- 13.1 We may assign any or all of our rights and powers or transfer or novate all or any of our obligations and liabilities under an Agreement to any person in any jurisdiction on giving you thirty Working Days notice.
- 13.2 Subject to the entering into of any assignment or novation agreement, on the date specified in the notice:
- (a) the relevant person will acquire all the rights, powers and, in the case of a transfer, the obligations and liabilities, that it would have had if it had been an original party to the Agreement in substitution for us;
 - (b) we will be released from any further obligation to you, provided that in relation to any trust of which we are trustee, a new trustee is in place following the transfer. Where we have the power, we will ensure that a new trustee is appointed.





13.3 Neither we nor any other member of the ZEDRA Group will have any duty to account to you or any Arrangement for any sum of money or other consideration received in respect of a transfer or assignment under sub clause 13.1.

13.4 You may not transfer or assign any of your rights or obligations under an Agreement without our prior written consent which will not be unreasonably withheld.

14. COMPLAINTS

14.1 We have procedures for handling your complaints fairly and promptly.

14.2 If you have a complaint, you may inform your usual contact in person or in writing.

15. CONFLICTS OF INTEREST

15.1 We or any other member of the ZEDRA Group may act in any circumstance where there may be a Conflict of Interest and you hereby consent to us acting where there is a Conflict of Interest.

15.2 Where any member of the ZEDRA Group acts in circumstances where there is a Conflict of Interest, it will not be liable to account for any profit made.

15.3 If we consider that we may have a Conflict of Interest, we may terminate the Agreement under clause 24.1 and will not be liable for the costs or expenses arising from such termination.

15.4 The Services we provide are not exclusive and we may provide or procure services for other persons. Nothing in any Agreement will limit our ability or right to provide services to other persons.

16. CLIENT IDENTITY

16.1 We are required by Regulatory Requirements to obtain CDD and you undertake to provide CDD in the form that we require and to update it on demand. Subject to Regulatory Requirements, we may determine at our discretion the time at which CDD is required and the form in which it should be delivered and will retain such CDD in accordance with Regulatory Requirements even after the Agreement has been terminated under clause 24 or 25.

16.2 If CDD is not made available when required or is not in a form acceptable to us, we may refuse to accept funds (which may be returned), or refuse to accept a Direction or Request, take actions, exercise any powers or provide other benefit to you or any other party and may terminate the Agreement under sub clause 25.2.

17. INTERNATIONAL TAXATION ARRANGEMENTS

17.1 We and other companies in the ZEDRA Group may be required by Regulatory Requirements to provide information and/or documentation relating to you or an Arrangement or report on an ongoing basis certain information about you, any Interested Person or Assets on an individual or aggregated basis to a relevant tax authority which may then pass that information to other tax authorities. We will comply with these obligations without query and you consent to the disclosure of documentation and/or information under this clause 17. You also accept that we may be legally prevented from advising you of any disclosure.

17.2 If a withholding tax applies pursuant to a Regulatory Requirement, we will withhold tax at the required rate. You agree that we may report to the relevant authority all payments made by us to any party, unless you provide us with a certificate (or other appropriate documentation) confirming that we, you and/or the relevant party are/is exempt from the withholding tax.



- 17.3 To the greatest extent permitted by applicable law, we will not be liable to you for any Losses that you may suffer as a result of our complying with legislation, regulations, orders or any agreements made by any person with any tax authority in accordance with this clause 17, or if we, or any tax authority, make an incorrect determination as to whether or not you or any other person or an Arrangement should be treated as being subject to tax or tax reporting obligations or disclosure or subject to withholding tax and/ or where the incorrect determination by us results from our reliance on incorrect information provided to us by you or any third party or otherwise.
- 17.4 If we are asked to make a payment to an account held at a financial institution which has no obligation to comply with Regulatory Requirements or agreements with tax authorities, we may be required, and we are authorised, to withhold funds from the payments.
- 17.5 This clause 17 will override any inconsistent term or consent provided by any person under any agreement with us to the extent that such agreement provides fewer or lesser rights for us and shall remain in full force and effect notwithstanding any termination of any Agreement.

18. ELECTRONIC COMMUNICATIONS

- 18.1 We may contact you or an Authorised Person by post, or Electronically, where we have agreed to do so, using the details you have given us. We may also provide information on our website where we consider it appropriate to do so.
- 18.2 We may record or monitor Electronic communications between:
- (a) us; and
 - (b) you, an Authorised Person or any other person connected with an Arrangement;
- which may be used as evidence in any court proceedings subject to local law.
- 18.3 To the extent permitted by law, we are not liable if, due to circumstances beyond our control, Electronic messages are not secure, infected with a virus, intercepted, delayed, corrupted, not received or received by persons other than the intended recipient and are not liable for, and you accept responsibility for, any Liabilities incurred and/or Losses suffered by any person arising from the use of, or our agreeing to accept, Electronic communications.

19. YOUR UNDERTAKINGS

- 19.1 You undertake and warrant as follows (as applicable):
- (a) that prior to the creation of an Arrangement, you have complied with all laws in any jurisdiction that apply to you, the relevant Services or the Assets and you will continue to comply with all such laws;
 - (b) that neither you nor any Interested Person will use the Arrangement to handle, conceal or in any way utilise funds or Assets related to the proceeds of any criminal conduct including but not limited to fraud, tax fraud or evasion, money laundering, bribery, drug trafficking, terrorism or false accounting;
 - (c) that all Assets introduced to an Arrangement (except Assets introduced by us) are, or will be, the lawful property, or under the lawful control, of the person introducing such Assets prior to such introduction and will not be connected in any way with illegal activity or be the proceeds of crime or connected with terrorist financing or similar and you will provide full details of the provenance and source of all the Assets introduced to an Arrangement by you or any other party;



- (d) that you have been, are, and at all times will be, compliant with, and fulfil all of your tax and reporting obligations, and have made and will make all tax declarations including those relating to the Arrangement and the Assets and any benefits received and income or gains that they produce in all relevant jurisdictions (the “**Tax Obligations**”), and have made, and will make, all payments of tax in any and all relevant jurisdictions in respect of the Arrangement and all benefits received from the Arrangement;
- (e) that you will inform us within ninety Working Days of the occurrence of any change in your circumstances that are relevant to the Tax Obligations, including any change in your personal circumstances, including, but not limited to, address, nationality, residence or domicile, and will be responsible for reviewing your own tax advice or have it reviewed should there be any changes in your personal circumstances;
- (f) that you have not and will not at any time engage in any activity which could create any improper business advantage or that would breach the Bribery Act 2010 or any other applicable bribery and corruption laws;
- (g) that you will not in any way use the name of any member of the ZEDRA Group without our prior written consent;
- (h) that you will give us notice immediately if you become aware:
 - (i) of the occurrence of any event which may have a material effect on an Arrangement, its Assets or activities or on our willingness or ability to continue to provide the Services (for example, a change of address or a divorce or death in the family or a material family dispute, any event evidencing your insolvency or the commencement of your bankruptcy, liquidation, winding up or dissolution or events affecting the probability of our being paid for providing the Services) or our not having sufficient liquid funds to administer an Arrangement;
 - (ii) of any actual or threatened litigation in any jurisdiction or any actual or threatened investigation by any judicial, regulatory or tax authority in relation to you or an Arrangement which may affect us in any way and any progress in these matters, and will promptly provide such information as we may, in our absolute discretion, require in this respect (for example, information as to the status of relevant litigation); and
 - (iii) of any breach of sub clause 19.1.(d);
- (i) that where you have any powers or rights with respect to an Arrangement or where the Services include the provision of an Appointee:
 - (i) you will not take any action, enter into any agreement, give any undertaking, make any representation or otherwise incur any liability on behalf of the Arrangement without our prior written consent;
 - (ii) you will not hold yourself out as our agent or representative or as agent or representative of the Arrangement or use the name of the Arrangement in any business activities without our prior written consent;
 - (iii) you will obtain any licence, consent or approval required in any relevant jurisdiction and you will ensure that the Arrangement will not be involved in any activities:
 - (A) which would breach any conditions contained in any such licence, consent or approval; or





- (B) that are unlawful or which may reasonably be expected to cause material harm to us, including but not limited to reputational damage in any jurisdiction;
 - (iv) you will ensure that the Arrangement will not:
 - (A) be involved, directly or indirectly, in any unlawful activity;
 - (B) be used for any unlawful purpose; or
 - (C) receive the proceeds of unlawful activity in any jurisdiction;
 - (j) that you will obtain our prior written consent before alienating, assigning, selling, pledging or otherwise disposing of or encumbering any part of your interest in an Arrangement;
 - (k) that you will not take any action, and will procure that no other person takes, any action which could reasonably be expected to cause any member of the ZEDRA Group to suffer material reputational damage;
 - (l) that you shall promptly provide us with all such information as we may, in our discretion, request in respect of any matters referred to in this sub-clause 19.1; and
 - (m) that any Interested Person (within reason) is made aware of these Terms.
- 19.2 To the extent that you have, or have reserved to yourself or another person, or been granted, any powers in respect of an Arrangement or a Service, you will, exercise such powers or will ensure that such powers are exercised in such a way that ensures that:-
 - (a) all Tax Obligations are met;
 - (b) all tax liabilities payable by any Arrangement in any applicable jurisdiction are discharged from the Assets of the Arrangement when applicable;
 - (c) we are provided with all information and documentation that we may require on demand; and
 - (d) you and any person with powers in respect of an Arrangement or Service will take legal advice on the exercise of those powers.
- 19.3 Where our Services are provided jointly to you and other persons:
 - (a) each person will be deemed to have appointed the other persons to act as his agent to exercise full power and authority in connection with the Services on his behalf; and
 - (b) all the obligations of you and the other persons engaging our Services (under the Agreement and otherwise) will be joint and several.
- 19.4 You will not, without our prior written consent, join us in to any proceedings in connection with an Arrangement to which we are not a party. In the event that we become parties to any such proceedings, you agree to our having independent professional representation and to indemnify us against all Liabilities and Losses that we may suffer or incur as a result.
- 19.5 You will obtain our prior written consent for every appointment of a new or additional Appointee (including trustee) during the period in which we act as Appointee. If an additional Appointee is





appointed without our consent, we may serve notice of our intention to end our relationship and stop providing any Service under clause 25.

20. POWERS OF ATTORNEY

20.1 Subject to the duties we owe to a Donor, where we act under a power of attorney:

- (a) we will be entitled to access any information from the Donor's bankers, solicitors, accountants or other professional advisers that we in our absolute discretion require in order to manage the Donor's affairs;
- (b) we will have the right to access the original or certified copy of the Donor's last will (and any codicils to the Donor's last will) in order to assist us with the management of the Donor's affairs; and
- (c) we will have the right to liaise with, and have access to any information from, the Donor's doctor (and other specialist medical professionals taking care of the Donor's medical needs) when we have reason to believe the Donor may be lacking mental capacity.

20.2 If the requirements set out in sub-clause 20.1 are not fulfilled in any respect, we may refuse to act under the power of attorney.

21. POWER OF APPROPRIATION

21.1 In order to exercise the statutory power of appropriation under section 41 of the Administration of Estates Act 1925, the consent of the beneficiary is required. Where possible, clause 21.2 below removes the need for the executor or administrator to obtain the consent of the beneficiary.

21.2 Unless a relevant will directs otherwise, we and any executor or administrator acting with us will have the power to apply the statutory power of appropriation without obtaining the consents required by section 41 of the Administration of Estates Act 1925.

21.3 Unless the Governing Instrument of a trust indicates otherwise, we, jointly with any trustee(s) acting with us, have the power of appropriation in favour of any beneficiary of that trust without the need to obtain the consent of any party.

22. DISCHARGING LIABILITIES ARISING UNDER AN ARRANGEMENT

22.1 Where any Liabilities arise in respect of an Arrangement or an Asset, we may:

- (a) discharge such Liabilities using the Assets of the Arrangement;
- (b) if there are insufficient liquid assets in the Arrangement or no Interested Person able to discharge such Liabilities, require you to provide funds on demand to enable the Arrangement to discharge such Liabilities and, if you fail or refuse to do so, we may sell or liquidate or realise Assets in order to pay any Liabilities; regardless of whether the relevant Liabilities could be enforced against us.





22.2 Where we exercise our rights under this clause 22:

- (a) our liability for any Losses that you or the Arrangement or an Interested Person suffer or incur shall be excluded to the extent permitted by law; and
- (b) we will be indemnified by you in respect of, and may apply the Assets of the Arrangement in settling, any Liabilities and Losses that we suffer or incur.

22.3 To the extent permitted by law our liability for any Losses suffered by any party, including an Asset, an Interested Person or the Arrangement, arising directly or indirectly from your failure or refusal to provide us with sufficient funds to pay any or all Liabilities and Losses payable or which may become payable in respect of an Arrangement or any Asset, where you are obliged to do so under sub clause 22.1(b), shall be excluded.

23. INDEMNITIES

23.1 Other than in respect of Losses for which we are not entitled to indemnification under applicable law or the terms of the Governing Instrument we will be indemnified out of the Assets of an Arrangement for:

- (a) any Losses that any member of the ZEDRA Group and/or its Employees incur directly or indirectly as a result of false, incomplete or inaccurate information provided by you or any other person including an Authorised Person;
- (b) any fees and expenses payable for our Services;
- (c) any Liabilities or Losses arising in relation to or incurred by any Arrangement or any Asset;
- (d) any Liabilities and Losses that any member of the ZEDRA Group and/or its Employees incur in providing the Services arising from any breach by you or any other person, including an Authorised Person, of this Agreement; and
- (e) any judgment recovered against, and paid by us in respect of, an Arrangement.

23.2 In relation to any indemnity claim that we may have, the relevant ZEDRA Entity will make the claim for itself and its Appointees as trustee and owner of the relevant claim.

23.3 We are entitled to the benefit of all of the indemnities set out in the documentation relating to an Arrangement and the indemnities herein will be independent from and in addition to and without prejudice to any other indemnities set out in any other agreement or document.

23.4 The ZEDRA Group, its Employees and Appointees will be indemnified by you to the greatest extent permitted under law against all Losses, actions, suits, proceedings, claims, demands, which may arise from the provision of the Services.

23.5 We may, in addition to the indemnities given in this clause 23 purchase out of any Assets, suitable professional and/or directors and officers and/or trustees' insurance cover and include ZEDRA and/or its Employees as appropriate, under the terms of such policy.

24. ENDING THE RELATIONSHIP

24.1 Unless otherwise provided in the Agreement (which may arise for an Agreement relating to a trust), an Agreement may be terminated by either party by giving the other party thirty Working Days written notice and, subject to sub clause 24.3, the Agreement is automatically terminated





when the Arrangement has been wound up, distributed in full or transferred to another service provider (whichever is later).

- 24.2 The Agreement may be terminated subject to sub clause 24.3, if one party commits a material breach of this Agreement and, if the breach is capable of remedy, is not remedied within thirty Working Days of the other party giving notice requiring remedy of the breach. The Agreement will terminate on expiry of the notice.
- 24.3 Notwithstanding the foregoing, if either party serves notice to terminate the Agreement and you want us to transfer the Arrangement to another service provider, you will provide the name of any new service provider and details of the person that we should contact to transfer the Arrangement immediately following service of the notice and the Agreement will remain in full force and effect, subject to Regulatory Requirements, until the Arrangement is transferred.
- 24.4 Upon termination of an Agreement for any reason you shall immediately give us details of a new service provider, new trustee, director or other officers and such other details as may be necessary in order that we may transfer the appropriate books and records relating to the Arrangement to the new provider.
- 24.5 If the information referred to in sub-clause 24.4 is not provided in a timely manner, we reserve the right to arrange the resignation of the trustees, directors and officers that we provide without appointment of successors and to transfer any shares held by our nominees into the names of the beneficial owners of such shares.

25. OUR TERMINATION RIGHTS

- 25.1 We may terminate the Agreement and end our relationship or terminate the provision of any Service immediately by giving you notice if:
- (a) there has been a change of beneficial ownership of any Arrangement and we do not wish to provide the Services to the new owner for whatever reason, as to which we will have sole discretion;
 - (b) an additional trustee is appointed without our consent or with whom we do not wish to act as joint trustee;
 - (c) an Arrangement has become insolvent or is going into liquidation (other than a voluntary liquidation for the purpose of reconstruction or merger on terms that we have approved in advance) or an administrator or receiver is appointed or an insolvency event having equivalent effect occurs;
 - (d) you fail to make available to us any of the information and documentation requested by us under the Agreement when required in a form acceptable to us; and the Agreement will terminate on receipt of the notice.
- 25.2 We may terminate the Agreement and end our relationship or terminate the provision of any Service immediately without giving notice if, in our sole discretion, we believe that:
- (a) continuing to provide the Services would assist criminal activity;
 - (b) continuing to provide the Services would constitute a breach of any Regulatory Requirement or may expose any member of the ZEDRA Group to action or sanction from any government, regulator or law enforcement agency in any jurisdiction or reputational damage;





- (c) continuing to provide the Services may cause us or any other member of the ZEDRA Group to break any applicable law, regulation, code or other duty in any jurisdiction which applies to us;
 - (d) continuing to provide the Services would be prejudicial to our interests or to the interests of any other member of the ZEDRA Group;
 - (e) you have seriously or persistently breached the Agreement, the terms of the Governing Instrument, or any other agreement between us in respect to the Arrangement;
 - (f) you have failed to provide us with any CDD or any other information when required to do so by us in accordance with any Agreement;
 - (g) you have given us false information;
 - (h) you or any Interested Person or the Arrangement have at any time failed to meet, or has become unable to meet any Regulatory Requirements or the applicable eligibility criteria (which prevents us from continuing to provide the Services); or
 - (i) your behaviour makes it inappropriate for us to continue to provide the Services.
- 25.3 Subject to any applicable legal or fiduciary obligations, we will have no liability to you for any Losses of any kind suffered by you, or by an Authorised Person, an Interested Person or an Arrangement or any other person which arises directly or indirectly from our decision to terminate the Agreement or terminate the provision of any Service in any circumstances.
- 25.4 The provisions of this clause 25 will be subject to the terms of, and to our fiduciary and legal obligations under, the Governing Instrument and all applicable laws.

26. RIGHTS OF RETENTION

- 26.1 All fees and expenses including any actual or contingent liabilities are payable up to the date on which we transfer the Arrangement or the Agreement is terminated, whichever is later, and we may retain or use Assets in such amounts or value as we consider to be appropriate or necessary in order to discharge relevant fees and expenses and transfer any Assets, as soon as the value of any liabilities has been ascertained. This is independent from and in addition to our rights under clause 8 and any security for liabilities provided by any new service provider to which we are entitled under the law or any ancillary deed to the Governing Instrument, or any Governing Instrument.
- 26.2 Without prejudice to the rights contained in sub-clause 26.1, in the event of non-payment of all or any part of any fees and expenses payable by you, we shall have a lien over (or the rights not to release from our possession or control) any Assets or documentation relating to any Arrangement, until such time as all such fees and expenses due and payable have been discharged to the extent permitted by law..
- 26.3 All correspondence files and records (other than statutory corporate records) and all information or data held by us (or by a third party on our behalf), on any computer system are the sole property of ZEDRA for its sole use and you shall have no right of access thereto or control thereover.

27. OUTSOURCING AND DELEGATING SERVICES

- 27.1 You acknowledge and agree that we may transfer personal data to a delegate, in accordance with clause 6.3 where the delegate requires such personal data in order to be able to provide the





Services. The delegate may process such personal data, as required, as if we were undertaking the Services ourselves.

- 27.2 Where we transfer or disclose Information to any person in accordance with clause 6.3, unless such Information is either transferred or disclosed pursuant to a legal duty of disclosure, we will require that any person uses such Information for the same purposes as it was originally supplied to us and/or as used by us and, where necessary or appropriate, is placed under an obligation of non-disclosure equivalent to that imposed on us and will ensure that any such person in another country agrees to apply the same or similar level of protection to the Information as we are required to provide.

28. CONTINUATION OF PROVISIONS

The terms of this Agreement will remain in full force and effect until the Agreement is terminated or the Arrangement is wound up, its Assets distributed or is transferred to another service provider (whichever is later). However notwithstanding the foregoing, the clauses entitled “Rights of Retention”, “Indemnities”, “Our Liability”, “Discharging Liabilities arising under an Arrangement” “Data Protection and Confidentiality”, “Third Party Rights”, “Law and Legal Proceedings” and “Advice and Information” will be unaffected by the termination of the Agreement and the ending of the relationship between you and us or the termination of any of the Services and will remain in full force and effect.

29. SEVERABILITY

If any provision of these Terms is or becomes invalid or unenforceable, the provision will be treated as if it did not form part of these Terms, and the remaining provisions of these Terms will still be valid and enforceable.

30. NOTICES AND CORRESPONDENCE

- 30.1 Any notice required to be given to us by you or any other person under an Agreement or these Terms will be in writing addressed to the ZEDRA Entity providing the Service at its registered office stated in correspondence or such other address as will be advised to you.

- 30.2 Any notice required to be given by us to you or any other person under these Terms will be in writing addressed to:

- (a) the last known postal address of you or the other person or other address advised in writing; or
- (b) the last known facsimile number or email address of you or the other person; or
- (c) in the case of a company, the registered office of that company or such other address advised by the company in writing.

- 30.3 For these purposes, any notice:

- (a) delivered personally or by courier will be deemed to have been given at the time of the delivery;
- (b) sent by ordinary post will be deemed to have been given four Working Days after posting if sent to an address in the UK (we will treat the UK as a single country for these purposes);





- (c) sent internationally by airmail will be deemed to have been given ten Working Days after posting;
- (d) sent by facsimile or email will be deemed to have been given at the time of dispatch unless we have reason to believe that it was not received.

30.4 Subject to any applicable law, for the purpose of us giving you notice under clause 11 (“**Changes**”) and clause 13 (“**Assignment**”), if we are not reasonably able, in our sole discretion, to serve written notice on you personally, we may instead give you notice by publishing a notice of the transfer or the changes in any newspaper of general circulation in the jurisdiction in which the ZEDRA Entity is incorporated or on our website www.ZEDRA.com.

31. LANGUAGE

31.1 These Terms are supplied in English, and all communications between you and us will be in English. Subject to clause 31.2, if we provide you with a translation of these Terms or any communication, the English language version will be the only legally binding version and will prevail if there is any inconsistency.

31.2 If we provide you with any communication from, or any document prepared by, a third party in connection with the Agreement in a language that is not English, and where we have not supplied a translation (which we are not required to do), it is your responsibility to have this translated into a language acceptable to you at your own cost.

32. RECORDING OF PHONE CALLS

To help us improve our service and in the interests of security, we may monitor or record telephone calls. Any such recordings shall belong to ZEDRA. We shall be entitled to deliver copies or transcripts of such recordings to any court, tribunal, arbitrator or regulatory body as we see fit.

33. THIRD PARTY RIGHTS

Unless a clause of these Terms provides otherwise, a person who is not party to an Agreement will have no rights to enforce any of its provisions.

34. LAW AND LEGAL PROCEEDINGS

34.1 These Terms will be governed by the laws of England and Wales.

34.2 If, at the time of any dispute arising in relation to these Terms, these Terms will be subject to the non-exclusive jurisdiction of the courts of England and Wales and proceedings to enforce any judgement obtained in such courts may be taken in any jurisdiction.

34.2 We may serve court documents by sending them by registered post or any analogous service to the address we have for you (if permitted by applicable law) or in any other manner permitted by the laws of England, the law of the place where we serve proceedings or the law of the country where the court is located.

34.3 Notwithstanding the foregoing, any disputes arising under or in connection with these Terms may be settled by binding arbitration in England or another jurisdiction mutually agreeable to the parties. An award of arbitration may be confirmed in a court of competent jurisdiction.



Terms and Conditions for the Drafting of Wills and Lasting Powers of Attorney

These Terms and Conditions set out the legal relationship between you and Zedra. You should read them carefully to make sure you are happy with them. If there is anything you do not understand, you should seek your own independent legal advice. These Terms and Conditions apply to users of Zedra's will writing and lasting power of attorney service whether over the phone, in person or online.

1. Definitions and interpretation

'Agreement' means the Letter of Engagement and these Terms and Conditions.

'Fee' means the money payable by you to Zedra for the Service. The amount of the Fee will be notified to you in writing when you provide your instructions.

'Instructions' means the instructions given by you in relation to the terms of your will and/or your lasting power of attorney, whether provided verbally by telephone, in a face to face meeting or in writing.

'Loss' means all losses, claims, expenses, liabilities, charges, damages, fees, cost and expenses.

'Letter of Engagement' means the letter that accompanies these Terms and Conditions titled Letter of Engagement and together with these terms and conditions is the Agreement.

'LPA' means a lasting power of attorney.

'Service' means the drafting of wills and LPAs service provided by Zedra, as more particularly set out in clause 6 and the Letter of Engagement and 'Services' shall be construed accordingly.

'you' or 'your' means you, the person who contracts with Zedra for the provision of the Service.

'Zedra' or 'our' or 'us' or 'we' means Zedra Trust Company (UK) Limited, or a company connected by common ownership, or its agent, or employee, or any third party instructed by Zedra to act on its behalf in the provision of the Service (including anyone to whom Zedra transfers, subcontracts or assigns its rights and obligations under the Agreement in accordance with clause 11.4).

2. Agreement

2.1 You have asked us, and we have agreed to provide you with the Services.

2.2 We cannot provide the Service to you if:

2.2.1 you are under 18 years of age; or

2.2.2 you would like your will and LPA to be governed by the law of another country or religious laws; or

2.2.3 you would like your will or LPA drafted in a language other than the English language; or

2.2.3 you wish to leave specific instructions relating to the continuation of a business in circumstances where Zedra is also to provide the service of executor under your will.

2.3 We will only draft your will and LPA in relation to assets situated within the United Kingdom, unless we notify you otherwise. If you have any assets situated outside the United Kingdom, you should take advice from a specialist within the relevant jurisdiction.

2.4 The Agreement will start once you have signed our Letter of Engagement.

2.5 We reserve the right, at our absolute discretion, to decline to provide the Service to you at any time. Where we do so, we will refund the Fee paid by you.

3. Your cancellation rights

Under the Consumer Contracts Regulations 2013 you have the legal right to cancel this Agreement without providing a reason for the decision or incurring any liability within the 14 calendar days from the date on which you enter into the Agreement. By signing the Letter of Engagement you give express consent for us to commence work on your will and LPA before the end of the 14 day cancellation period. You acknowledge that by providing this consent you will lose the right to cancel the contract under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

4. Restriction and limitation of liability

- 4.1 We do not accept any liability for:
- 4.1.1 any Loss arising in any way from acting in accordance with the Instructions (unless caused by our wilful default, fraud, gross negligence or breach of this Agreement);
 - 4.1.2 any Loss arising from the invalidity of your will or LPA, whether due to a lack of testamentary capacity or knowledge and approval or in the event of undue influence, fraud or forgery;
 - 4.1.3 any Loss arising from your failure to execute the will or LPA correctly or in good time, or at all or your failure to comply with our instructions in any respect;
 - 4.1.4 any Loss arising as a result of any future change in your personal circumstances, or the circumstances of anyone named in your will or LPA, or any change in the law (including taxation legislation) which may affect the provisions of your will or LPA;
 - 4.1.5 any tax incurred or imposed on your estate as a result of the interpretation or effect of your will by HM Revenue & Customs or any other tax authority;
 - 4.1.6 any Loss arising from any delay on your part or any third party in providing information to us or arising from the supply of incorrect or inaccurate information by you or any third party to us;
 - 4.1.7 any Loss resulting from matters beyond our reasonable control, including the loss or delay of your will in the post; or
 - 4.1.8 any Loss arising in respect of the content of advice given, or goods or services offered by our website or any website linked to our website.
- 4.2 Should any beneficiary under your will suffer a Loss as a result of any of the matters set out in clauses 4.1.1 – 4.1.9 (inclusive), you and your estate shall indemnify us and keep us indemnified and hold us harmless in respect of any claim made by that beneficiary.
- 4.3 To the fullest extent permitted by law, our total liability for all claims of any kind, in relation to the provision of the Service, to you or any other person, including (but not limited to) any beneficiary under your will, shall not exceed a sum equal to ten times the Fee.

5. What you pay

- 5.1 You will pay the Fee (plus VAT, where applicable) by credit card, debit card or bank transfer, when we invoice you for the Services, or otherwise on payment terms which we agree in writing with you.
- 5.2 The Fee is for the provision of the Service. If you change the Instructions during or after the provision of the Service, we shall be entitled to charge an additional fee for undertaking further work. The amount of any additional fee will be notified to you in writing for your agreement before such additional work is carried out.
- 5.3 If, for any reason, you decide not to proceed with or sign a will or LPA that we have prepared, we shall be entitled to retain the Fee which you have paid, in full.

6. What we will do

- 6.1 The Services we will provide to you will be clearly stated in clause 2 of the Letter of Engagement that accompanies these Terms.
- 6.2 After we receive complete Instructions from you and payment of the Fee in full, we will prepare your will and/or LPA in accordance with your Instructions.
- 6.3 Instructions are only accepted verbally by telephone, by face to face meeting, or in writing. Instructions are not accepted by email, unless specifically agreed by us. We reserve the right to make further enquiries with you where necessary to enable us to provide the Service, however we shall not be obliged to ask any supplementary questions in any circumstances.
- 6.4 We will send your will and/or LPA and any associated documents (including instructions for execution of your will and/or LPA), by post or email to the address provided by you. We will usually provide your will and/or LPA within 15 working days of receiving payment of the Fee in full (provided that your instructions are complete and we have no outstanding queries) but cannot guarantee you will receive your will and/or LPA within this time period. For complex situations or where we are relying on a third party to provide us with necessary information, we cannot confirm set timescales, however we will keep you updated on the progress of the drafting of your will and/or LPA.

7. What we do not do

Unless otherwise stated in the Letter of Engagement:

- 7.1 we do not provide legal or tax advice.
- 7.2 we are not responsible for the appropriateness of your will or LPA and the Service does not involve the provision of any advice in connection with the terms of your will or LPA or your personal circumstances, in particular:
 - 7.2.1 how your assets should be disposed of or the effectiveness of the dispositions that you choose to make;
 - 7.2.2 the legal or taxation consequences of the dispositions in your will; or
 - 7.2.3 the suitability of the persons that you may appoint as executor or attorney or the restrictions that you choose to put in your LPA.
- 7.3 We are not responsible for verifying any of the information provided in the Instructions, including your identity, age or testamentary capacity (i.e. that you understand the nature and effect of making a will, the extent of your estate and the claims of those who might expect to benefit from your will). We will prepare your will and/or LPA relying on the information in your Instructions and we do not have any obligation to ask supplementary questions. By way of example, if you instruct us that you are happy for a failed specific gift to fall into residue, we are not obliged to enquire about any other specific legatees. Furthermore, where you instruct us that you hold property jointly, we shall be entitled to assume and proceed on the basis that the property is held legally and beneficially as joint tenants, unless you instruct us otherwise.
- 7.4 We are not responsible for the supervision (or verification) of the execution of your will.
- 7.5 We are not responsible for the future review of your will. Any changes in your personal circumstances, or the circumstances of anyone named in your will, or any change in the law (including taxation legislation) should be considered by you and we are not obliged to contact you in these circumstances.
- 7.6 Anything contained on our website is for illustration purposes only and will not bind us. Our obligations to you are set out in these Terms and the Letter of Engagement only.

8. Your obligations

- 8.1 You must disclose all relevant information and give complete and accurate answers in your Instructions. If any of the information in your Instructions is not accurate or complete then it may affect the validity of your will and/or LPA and the disposal of your estate under the will may not be correct. It is your responsibility to check the information submitted to us for accuracy and completeness.
- 8.2 You will sign any necessary forms of authority or other documents so that we may carry out our obligations under this Agreement, including contacting third parties where necessary.
- 8.3 You will notify us if you have not received your will within 3 weeks of making full payment of the Fee.
- 8.4 You must read the will and/or LPA which we prepare for you to confirm that it reflects your intentions and wishes and to confirm that the names and addresses of the people referred to in the will and/or LPA are correct. Any errors should be notified to us immediately, and no later than 14 days after receipt of the will. Any spelling or other drafting error notified to us within 14 days of receipt, will be rectified by us free of charge. You must not make any amendments to the will and you must not copy the will (in any format).
- 8.5 You will strictly follow the instructions which we send to you for the execution of your will. If the will is not signed and witnessed correctly, it may be invalid.
- 8.6 You are responsible for the cost and safe delivery of any documents to us, including the executed will. We will not accept any responsibility for loss in transit to us.
- 8.7 By agreeing to these Terms:
 - 8.7.1 you authorise us to provide the Service to you;
 - 8.7.2 you agree to provide us with the necessary information and documentation (if requested) to enable us to ensure that our client verification requirements are met;
 - 8.7.3 you confirm that you are not subject to coercion or undue influence, that you have sufficient mental capacity to make and execute a will and LPA, that you are able to read and write the English language and that you understand the nature and purpose of making a will and/or LPA, including that by executing the will we prepare for you, you are revoking all previous wills;

- 8.7.4 you understand that, if you are contemplating marriage or entering into a civil partnership, unless you have specifically notified us of such contemplation, this will not be accommodated in the will we will prepare for you and your will shall be automatically revoked on marriage or entering into a civil partnership. you will need to draft a new will in those circumstances; and
- 8.7.5 when applying for a mirror will, you and your spouse, partner or civil partner will receive shared information, including sight of each other's will. You give your consent to such sharing of confidential information.

9. How we may end this agreement

- 9.1 We may end this agreement at any time by giving you 14 day's written notice if any of the following happen (and we will tell you the reason for the notice):
- 9.1.1 if your Fee remains unpaid (in full or in part) for 7 days after invoicing you for the Fee;
- 9.1.2 if you fail in any material way to comply with your obligations in clause 8 above and do not rectify the non-compliance within 7 days of us notifying you of the non-compliance;
- 9.1.3 if the information you have given us turns out to be, or we suspect that it is, materially incorrect, incomplete, fraudulent or otherwise misleading;
- 9.1.4 if we cannot perform our obligations under this Agreement because of something beyond our reasonable control. In this case, we will do everything we reasonably can to let you now as soon as possible that we cannot perform our obligations; or
- 9.1.5 you do or fail to do something, which in our reasonable opinion could damage our reputation or otherwise bring us into disrepute.

10. Complaints

- 10.1 If at any time you are not happy with the Service that we have given to you, in the first instance, please telephone the business contact at Zedra you usually deal with in order to explain your concerns.
- 10.2 If you want to write to us, please send your complaint to:

Zedra UK Will Writing,
Booths Hall,
Booths Park 3,
Chelford Road,
Knutsford
WA16 8GS.

A copy of our internal complaints procedure is also available upon request from the contact details given above. Should the matter not be resolved to your satisfaction, you may refer the matter in writing to Head of Compliance and the address above.

Following this procedure does not affect your statutory rights.

11. Other information

- 11.1 Any advice we may give is confidential to you and we shall not be responsible or liable if you make it available to third parties. No person who is not a party to the Agreement shall, in the absence of express provision to the contrary, have any right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms, but this does not affect any right or remedy of a third party which exists or is available other than under that Act.
- 11.2 We shall not have any liability for any delay or failure in performance under these Terms resulting from acts beyond our reasonable control, including but not limited to acts of God, acts or regulations of any government or authority, war or national emergency, terrorist activities, industrial action, accident or fire.
- 11.3 Any provision of these Terms which is declared void or unenforceable by any competent authority or court shall, to the extent of such invalidity or unenforceability, be deemed severable and the other provisions of these Terms shall continue unaffected.
- 11.4 We may assign, subcontract or transfer any or all of our obligations under the Agreement to another person, firm or organisation which provides a similar service to the Service.
- 11.5 Any notices sent by you to us must be sent by first-class post or delivered by hand to the address shown at term 10.2 above. We may send any notice to you by first-class post or by hand delivery to the last address that you have provided to us. Any notices shall be deemed to have been received once received.
- 11.6 Zedra Trust Company (UK) Limited is registered in England and Wales with company number 920880. Registered office and principal place of business is Booths Hall, Booths Park 3, Chelford Road, Knutsford WA16 8GS. Zedra Trust Company (UK) Limited is regulated by the Financial Conduct Authority with registration number 119184.
- 11.7 This Agreement and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England.

- 11.8 You irrevocably agree that the courts of England shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this Agreement or its subject matter or formation.

12. Data protection and confidentiality

- 12.1 Processing of all personal data will be carried out in accordance with our Privacy Notice, a copy of which may be found at www.zedra.com.
- 12.2 You acknowledge and agree that, in order to make or receive payments, the details of the payment (including information relating to those involved in the payment) may be received from or sent to another jurisdiction, where it could be accessible by regulators and authorities in connection with their legitimate duties (for example, the prevention of crime).
- 12.3 Subject to your consent, we and other companies in the Zedra Group may use your information to inform you by post, electronically and by any new methods of communication about products and services (including those of others) which may be of interest to you. You may tell us at any time if you do not wish to receive marketing communications from us.
- 12.4 We hereby acknowledge that all information provided by you of whatever kind is confidential and we undertake to maintain strict confidentiality with regard to the same and further undertake that we shall not during the term of this Agreement or after its termination disclose to any person whatsoever any information provided by you to us. Notwithstanding the foregoing, we may disclose information:
- 12.4.1 with your express authority or the express authority of an authorised person;
- 12.4.2 as may be necessary and proper in the ordinary course of business or the performance of the Services;
- 12.4.3 as so required by a relevant regulatory authority or as so ordered by a court of competent jurisdiction; or
- 12.4.4 as otherwise specified in the Terms.

13. Document storage and retrieval

- 13.1 Where we retain custody of a will an executor, trustee or other authorised personal representative may retrieve the will on production of a death certificate and proof of their identity and address.
- 13.2 We will not accept any responsibility for any loss of documents for reasons beyond our control, including but not limited to, acts of God, acts or regulations of any government or authority, war or national emergency, terrorist activities, industrial action, accident or fire.
- 13.3 In addition to the Service we offer a free original will and LPA storage service for persons who use the Service. If you have a will stored with us, you may request amendments to your existing will from time to time. Our fees for making such amendments and our fees for the retrieval of your will from storage shall be charged at the prevailing rate in accordance with our price list at the relevant time, which shall be available on request.
- 13.4 Any outstanding storage or other fees must be paid before we will release your will. We will return your will to you at the address on the will on receipt of your written request and the appropriate fee(s), or your new address (subject to proof of change of address) where notified by you.