



O&M Profiler - Service Order

Issued by Iress FS Limited

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This Service Order is a binding agreement between Iress FS Limited ("Iress") and the Customer for the Services detailed herein. It is governed by and incorporates the following documents. All documents are listed in order of precedence and are collectively referred to as the "Agreement".

Document	Location
This Service Order	
Third Party Terms	http://support.iress.com.au/legal/thirdpartydata.html (Morningstar only)
Country Specific Terms	https://www.iress.com/resources/legal/country-specific-terms/
Terms and conditions for the supply of software and services ("Terms")	https://www.iress.com/resources/legal/terms-and-conditions-for-the-supply-of-software-and-services/

The documents detailed above can be found on the Iress UK website, and are subject to change in accordance with the Terms. The Customer should note that the specific URL of the documents listed above may change, however such documents/ terms will always be found in the 'Legal' section of the Iress website.

Defined terms used in this Service Order shall have the same meaning as set out in the Terms unless otherwise defined herein.

The Support Framework shall not apply to O&M Profiler ESP. For O&M Profiler ESP, the Customer has access to technical support between the hours of 09:00-17:00 on Business Days, which can be accessed by email to omp-support@iress.com or by telephone to 03450 682 000 (option 1) (or such other contact details as provided by Iress from time to time).

Customer details

Please ensure all sections are completed in full.

Customer name

The Customer name must be the full company name and match the name of the bank account holder.

Customer company number

Trading name

Only enter a Trading name if different from the Customer name. This will be the name used on reports generated via O&M Profiler ESP.

Address

FCA Registration number

Principal Regulator Network / Affinity Group



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Iress Service

Please note: in addition to clause 5 of the Terms, the Customer's first invoice will include a pro-rata amount from the Iress Service Go Live date to the date of the first invoice.

Iress Service

Modules Required

Switching

Drawdown

Cashflow

Additional Authorised Users

@ £20 per month + VAT

Iress Fee (Implementation) £

+VAT

Iress Fees (per month) £

+VAT

Iress Service planned Go Live

Immediately

On date

Service Order Term

Acceptance of agreement

Service Order Commencement Date

Signed for **Iress FS Limited**

By:

Name:

Title:

Signed for **Customer**

By:

Name:

Title:

Please return to: Iress, 2 Charter Court, Newcomen Way, Severalls Business Park, Colchester, Essex, CO4 9YA.

Primary contact

The primary contact will be used as the main point of contact regarding this Service Order. If not completed Iress will use the individual that accepts the Service Order.

Title		First Name		Surname	
Email Address					
Telephone			Position		

Authorised User details

Please provide details of each Authorised User wishing to access the Iress Service (O&M Profiler). Please ensure that the details provided are clear and legible as they will be used to issue user logins for the system. Generic names will not be accepted.

By default, Authorised Users can only access their own client information. If other Authorised Users, for example paraplanners, need to be able to access or share client information, please tick on the right and an Iress representative will contact the customer to discuss such requirements.

1	First Name		Surname			
	Email Address					
2	First Name		Surname			
	Email Address					
3	First Name		Surname			
	Email Address					
4	First Name		Surname			
	Email Address					
5	First Name		Surname			
	Email Address					
6	First Name		Surname			
	Email Address					
7	First Name		Surname			
	Email Address					

Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

O&M Life & Pensions Ltd,
2 Charter Court, Newcomen Way,
Severalls Business Park
Colchester
Essex CO4 9YA

Service user number

6 2 7 6 5 0

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager Bank/building society

Address

Postcode

Reference number (for O&M use only)

For O&M Life and Pensions official use only. This is not part of the instruction to your bank or building society.

Instruction to your Bank or Building Society

Please pay O&M Life and Pensions Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with O&M Life and Pensions Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit O&M Life and Pensions Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request O&M Life and Pensions Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by O&M Life and Pensions Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when O&M Life and Pensions Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.