

## CLIENT MONEY HANDLING PROCEDURE



<b>Definition of client money</b>	<p>Client money relates to money of any currency, whether in the form of cash, cheque or electronic transfer, which is:</p> <ul style="list-style-type: none"><li>• Held or received on behalf of another person, including money held by a regulated firm as stakeholder.</li><li>• Is not immediately due and payable on demand.</li></ul>
<b>How and where client money is held</b>	<p>As part of the Royal Institute of Chartered Surveyors (RICS) professional statement (<i>Client money handling, effective from 1 January 2020</i>), and internal due diligence, client money held or received by Luxury Southbank Properties Limited is either banked into a <b>general clients' bank</b> designated <b>discrete account</b> or held in a client controlled bank account.</p> <p>A <b>general clients' bank account</b> is a Client Bank Account which holds pooled client money belonging to more than one client. A <b>discrete bank account</b> is a Client-named bank account which holds client money belonging to a single client. All landlord and tenant monies are kept separate and further details of where funds are held can be found within the Tenancy Agreement or specific Terms of Business (TOB).</p> <p>Client monies are held separately from Luxury Southbank Properties Limited own monies, are immediately available. Within the <b>general clients' bank account</b>, each client's money is recorded in individual client ledgers to maintain segregation of funds.</p> <p>Client money is held in an appropriate banking institution, with a minimum rating of BBB+, regulated as follows:</p> <ul style="list-style-type: none"><li>• UK - Authorised by the Prudential Regulatory Authority (PRA), the Bank of England and the Financial Conduct Authority (FCA);</li><li>• Jersey – Authorised by the Jersey Financial Services Commission;</li><li>• Guernsey - Authorised by the Guernsey Financial Services Commission</li><li>• Isle of Man – Authorised by the Isle of Man Financial Services Authority.</li></ul>
<b>Access to funds</b>	<p>Signatories are at Director level. Only a principal of the firm can authorise new signatories to client money accounts</p>
<b>Timescales for payment of cash into a client account</b>	<p>All cash and cheques received by post are logged and banked on day of receipt, where possible, and allocated to the appropriate client money account.</p> <p>All unidentified funds are reviewed as soon as possible and no later than 1 month from receipt at which time they will be allocated or returned</p>

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<b>Controls for authorisation of payments from a client account</b>	<p>A withdrawal from a client account can only be made after a specific authority has been approved by a signatory in accordance with the bank mandate and the firm's procedures and systems.</p> <p>All payment requests must be accompanied by supporting evidence that has been checked and authorised. Segregation of duties in the client accounting function is in place to prevent data tampering within the payment process.</p>
<b>How interest and bank charges are handled</b>	<p>The Client Bank Account is an interest bearing, instant access account and Luxury Southbank's transactional banking and account maintenance charges associated with the operation of such account. Luxury Southbank Properties Limited is entitled to retain any interest earned through the accounts to offset general bank charges and administration costs associated with operating the Client Bank Account, as per Tenancy Agreement or specific Terms of Business.</p>
<b>Reconciliation of accounts</b>	<p>Bank accounts are reconciled on a monthly basis, using a three way reconciliation between the bank, general ledger and individual client ledgers, as required by the RICS.</p>
<b>Information provided to clients about monies held on their account</b>	<p>Reporting and frequency requirements are agreed and documented with the client and provided in line with the agreement.</p>
<b>Approved by:</b>	<p>Bernadette Teuma on behalf of Luxury Southbank Properties Limited UK Ltd</p>